



Blue Ridge Medical Frequently Asked Questions (FAQ's)

Q: Who will be my sales person?

A: You have been assigned a new Bound Tree Account Manager who will be available to answer questions, introduce you to new products and provide in-service training if desired. You can find your assigned Account Manager by going online to www.boundtree.com/locator.

Q. Will I be able to get the same products from Bound Tree that I purchased from Blue Ridge?

A. Bound Tree will be offering the same pharmaceutical products that Blue Ridge has carried. In addition, Bound Tree offers over 20,000 different emergency medical products.

Q. What item numbers will I use?

A. You can continue to order using the item numbers that you have used with Blue Ridge. However, these numbers will be converted to Bound Tree numbers upon entry and will appear on your packing slips and invoices. To assist with future orders, we encourage you to switch to Bound Tree item numbers.

Q. Can I still place orders on the Blue Ridge website?

A. The Blue Ridge website is re-directed to Bound Tree's website (www.boundtree.com). There you will find a full-line of pharmaceuticals and supplies that can be ordered online.

Q. Where will I send my 222 forms?

A. Bound Tree has 3 different warehouses that ship pharmaceuticals, including a full line of controlled substances. **Please see the enclosed instructions** that include the address you will need to use to complete and mail your future 222's.

Q. Will my DEA License and Prescription Drug Authorization (PDA) Form be transferred?

A. Licenses on file with Blue Ridge that are current will transfer. You will receive a request for an updated PDA in the coming months from Bound Tree Medical for those that have expired.

Q. What will my pricing be with Bound Tree?

A. Bound Tree offers competitive pricing on EMS pharmaceuticals, supplies and equipment. If you have specific questions or need a quotation, please contact your local Account Manager.

Q. Will it take the same amount of time to receive my orders?

A. Shipping times likely will decrease. Bound Tree Medical ships pharmaceuticals from three different warehouses which allows for UPS ground packages to be delivered within 2 days in most cases.

Q. Will my current terms apply moving forward?

A. Please see the cover letter in this mailing for your terms. If you have questions, please contact your local Bound Tree Account Manager.

Q: Do I have to fill out a new credit application?

A: Starting May 4, all open accounts in good standing with Blue Ridge will be honored by Bound Tree.

Q. Where should I send my payment after May 4, 2009?

A. Payments should be made out to Bound Tree Medical, LLC and submitted to the Bound Tree lockbox at:

Bound Tree Medical, LLC
2144 Reliable Parkway
Chicago, IL 60686-0021

Q. What is the contact information for Bound Tree?

A. Phone: 800-533-0523

Fax: 800- 257-5713

Orders and inquiries can also be e-mailed to customerservice@boundtree.com