SILVERSOUL
MEDICAL SUPPLIES

Patient information and product care guide

SilverSoul Medical Supplies LLC



silversoulcare.com

Inside your guide

Tap a topic below to go to that section. Use Contents at the top of any page to return here.

Getting started	3
Your order at a glance	5
Doctor Approval and Financial Information	6
Delivery and Receiving Your Product	9
Warranty Returns and Product Safety	12
Your Rights Responsibilities and Complaints	15
Understanding and Caring for Your Brace	18
Finding the right help	21
Common Questions and Important Limits	22
Notice of Privacy Practices	25
Your Health Information Rights	28
Privacy Permissions and Complaints	30
Website Privacy Policy	33
Website Information Use and Sharing	36
Website Privacy Choices and Contact	38
Website Information Handling in Detail	41
We are here to help	44

YOUR GUIDE

Getting started

This general guide explains SilverSoul services, ordering, delivery, safe product use, warranties, financial protections and privacy rights. It is for patients and caregivers considering or receiving off-the-shelf orthopedic braces. Keep it for reference alongside the instructions supplied with your product.

> **For a medical emergency, call 911. Our office, voicemail, website and email are not emergency services.**

No signature, personal information or completed form is required to read, download or keep this guide. Reading it does not place an order, authorize a charge, confirm receipt of a product or waive any right.

How to reach us

Telephone: 312-792-2822
Email: info@silversoulcare.com
Website: silversoulcare.com
1100 Lake Street, Suite LL30B, Oak Park, IL 60301

Office hours in Central Time: Monday through Wednesday, 9:00 a.m. to 4:00 p.m.; Friday and Saturday, 11:00 a.m. to 4:00 p.m. Closed Thursday and Sunday.

After hours, leave a voicemail with your name, callback number and a brief reason for calling. Our team responds during office hours. Avoid unnecessary medical or insurance details. Contact your treating healthcare professional for medical advice; do not wait for our response if you need urgent attention.

Our services

SilverSoul supplies off-the-shelf orthopedic braces and supports that require only minimal adjustment. We do not provide custom-fabricated orthotics. Your treating healthcare professional determines your diagnosis and treatment needs. Our team coordinates information, documentation, supply, instruction and follow-up.

Availability depends on your location, prescribed product, applicable requirements and insurance arrangements. We confirm relevant supplier enrollment and plan participation before proceeding with an insurance-covered order. A website inquiry does not place an order, establish coverage or authorize a charge.

After your inquiry

We review your request and confirm contact and delivery details, insurance, your primary care doctor and prior braces or similar equipment. Tell us if a caregiver or representative will assist you. Answer accurately and tell us when you are unsure. Additional medical documentation or insurance authorization may be needed.

QUICK GUIDE

Your order at a glance

1

Your inquiry

There is no SilverSoul charge for an inquiry, eligibility review or approval request.

2

Doctor approval

We need your primary care doctor’s valid written order before supply or billing.

3

Your decision

We explain the item, expected costs and required notices before you decide to proceed.

4

Delivery and follow-up

We explain delivery arrangements and help with product instructions and problems.

This is an overview. Doctor approval does not guarantee insurance payment. The full order and coverage requirements follow.

PATIENT INFORMATION

Doctor Approval and Financial Information

Our doctor approval condition

SilverSoul requires your primary care doctor's valid written order before supplying an item or billing you or your insurer for that order.

If your doctor declines the request or approval is not received, SilverSoul does not supply the requested item and bills neither you nor your insurer for that order. There is no SilverSoul charge for an inquiry, eligibility review or approval request.

Doctor approval does not guarantee insurance payment or automatically create a payment obligation. We explain the item, expected costs and required notices before obtaining your decision to proceed. Tell us promptly if you wish to cancel so we can explain the request's status and applicable arrangements.

Insurance review

Eligibility checks help establish whether a plan is active. A Same or Similar check reviews previous equipment that may affect coverage. Neither check guarantees payment. Coverage can depend on medical necessity, documentation, prior equipment, authorizations, delivery and plan rules.

Charges and your choices

Before you proceed, we explain the actual item and identified deductible, coinsurance, copayment or other proposed patient charge. The order-specific cost statement identifies the products, quantities, charges and estimated patient share. Estimates may change when the insurer processes a claim; only lawful patient responsibility may be collected.

Ask for an itemized bill or an explanation of an estimate. Report suspected errors so we can review and correct or refund amounts when required. You do not accept responsibility for every denial simply by making an inquiry, acknowledging information or signing an initial request. No automatic payment-card charge or recurring supply is authorized by this guide.

Medicare notices and appeals

For Original Medicare, an Advance Beneficiary Notice of Noncoverage (ABN) is provided when required before supplying the affected item. It explains the expected noncoverage, estimated cost and choices. This guide does not replace an ABN. Medicare Advantage notices follow the applicable plan process.

You may seek a coverage decision and appeal a denial through Medicare or your plan. Follow the instructions and deadlines in the notice received. A complaint to SilverSoul does not extend an appeal deadline.

Qualified Medicare Beneficiary protection

If you are in the Qualified Medicare Beneficiary program, you must not be billed for Medicare Part A or Part B deductibles, coinsurance or copayments. This protection applies under Original Medicare and Medicare Advantage, even when Medicaid pays nothing. Contact us if you receive a bill for protected cost-sharing.

PATIENT INFORMATION

Delivery and Receiving Your Product

Before shipment

Once supply arrangements are confirmed, we explain the expected delivery timeframe and contact you about material delays. Confirm your full address, apartment or unit number, telephone number and any access issue. Tell us if you will be away or need assistance receiving the product. An inquiry or prescription does not establish that an item has shipped.

Your delivery information

Your order-specific delivery record identifies the order, product and model or SKU, size and side when applicable, quantity, shipment date, carrier and tracking details where applicable. It also identifies the instruction materials supplied. Actual delivery evidence is retained separately. Contact us for shipment assistance or a copy of your delivery information.

Check the package

- Confirm that the package is intended for you and matches the item discussed for your order.
- Check size and right or left side where applicable, visible condition, components and included instructions.
- Report missing, damaged, incomplete, incorrect or unexpected deliveries to 312-792-2822.
- Do not begin using an incorrect or apparently unsafe item. Retain packaging and identification while we investigate unless doing so creates a safety concern.

Confirm only what you actually received. Your website signature, a shipment notification or an estimated delivery date does not establish that you received the product.

Before first use

Read the manufacturer's instructions and follow your treating healthcare professional's directions. Your clinician advises when and how long to wear your brace and any activity restrictions. Instructions differ by model and individual need.

- Understand how to put the brace on and remove it, permitted adjustments, and safe cleaning and storage.
- Ask for help if instructions are missing, unclear or inaccessible. Tell us about language, hearing, vision or other communication needs.
- We may ask you to explain or demonstrate instructions back to us to check that our explanation was clear.

Safe use and follow-up

Do not cut, reshape, repair or modify the brace beyond manufacturer-permitted adjustments. Follow product-specific care directions. Stop using an item that appears unsafe and contact us for product assistance. Contact your clinician about new or worsening symptoms, injury or whether the brace remains suitable. For an emergency, call 911.

We make the initial follow-up attempt within 72 hours of delivery to check receipt, understanding and problems. Contact us sooner if needed. Tell us if your clinician changes or discontinues the product. Replacements require separate review and are not automatically covered.

PATIENT INFORMATION

Warranty Returns and Product Safety

Your product warranty

SilverSoul honors applicable manufacturer warranties and warranties required by law. The warranty period, covered components, exclusions and claim procedure depend on the exact product. The product-specific warranty information is provided with your order or made available on request; this guide does not create a single warranty period for every brace.

Contact 312-792-2822 for warranty assistance. Have your name, order reference if available, product label and a description of the problem ready. We may request product identification or photographs through an appropriate channel and coordinate with the manufacturer. Do not send sensitive patient information through ordinary email.

You and Medicare are not charged for repair or replacement of Medicare-covered items, or services, covered by warranty. If a requested service is outside warranty coverage, we explain the reason and any proposed lawful charge before you agree. Warranty exclusions do not remove rights that applicable law protects.

Returns and exchanges

Contact us about an item that is defective, damaged, incorrect or unsuitable. We review the issue and explain return, exchange or replacement arrangements. Call before mailing an item back so we can give handling instructions. This does not remove any statutory return right.

We accept returns of substandard or unsuitable items as required by applicable Medicare supplier standards. Other requests follow the terms disclosed before the transaction and applicable law. No universal change-of-mind return period or restocking fee is established by this guide. We explain any proposed charge before you agree.

We review related billing for required claim corrections, refunds or account adjustments. Ask how a resolution affects an amount already paid. Do not assume an exchange or replacement is approved until we explain the outcome.

Safety notices and recalls

If we learn that an item supplied to you is affected by a safety notice or recall, we contact you with relevant instructions. Keep your contact details current and retain product identification. Contact us if a manufacturer sends you a notice directly.

Follow the specific recall instructions. Do not discard, return or continue using an affected item contrary to those instructions. Ask your treating healthcare professional about any treatment change. Report suspected product-related injuries or safety concerns promptly and seek medical assistance when needed.

When services change

We explain material delays or service changes. If we cannot or will not provide a prescribed item, we notify your prescriber or another healthcare team member within five calendar days. During a disruption, contact us for current service information. Emergency medical needs must be directed to 911.

PATIENT INFORMATION

Your Rights Responsibilities and Complaints

Your rights

- Respectful service without unlawful discrimination, abuse, neglect, exploitation or retaliation.
- Understandable information about products, delivery, charges and choices; assistance and accommodations without charge where required by law.
- Participation in decisions, questions and refusal of a proposed product after explanation of relevant consequences.
- Choice of supplier within applicable Medicare or plan rules, and information about staff names and roles.
- Involvement of a verified representative, appropriate instruction and protection of your health information.
- Access to applicable record, privacy, coverage, appeal, return and warranty rights.
- Complaints, management review and direct contact with outside agencies without first completing our internal process.

Your responsibilities

Give accurate information, report changes and prior similar equipment, ask questions, follow clinician and manufacturer directions, report problems promptly, keep agreed contacts and treat staff respectfully. Pay only amounts lawfully owed. These responsibilities do not remove your rights.

Complaints and assistance

Raise concerns in person, by telephone, by email or in writing. Call 312-792-2822 and ask for the Compliance Officer; for health-information concerns ask for the Privacy Officer. Explain the issue and preferred response method. We arrange an appropriate way to receive sensitive information.

We acknowledge your complaint and confirm that we are investigating within five calendar days of receipt. We provide written investigation results within fourteen calendar days of receipt. Office closures do not extend these periods. You may request management review and will not be penalized for complaining.

Medicare questions or supplier complaints: 1-800-MEDICARE (1-800-633-4227). TTY: 1-877-486-2048. Medicare.gov.
Privacy or discrimination concerns: U.S. Department of Health and Human Services, Office for Civil Rights, 1-800-368-1019; TDD 1-800-537-7697; ocrportal.hhs.gov.

Privacy communication and copies

The full Notice of Privacy Practices and Website Privacy Policy are included later in this guide. They explain health-information rights and website information handling. You may also request copies from our Privacy Officer. Request a paper copy or a different reasonable communication method by contacting us. We verify identity and representative authority where appropriate. Do not enter Medicare numbers, payment details or detailed records into the general contact form or ordinary email.

Tell us if you cannot open, read or save an electronic document. You may request paper copies and, where you have chosen electronic delivery, ask how to withdraw that choice. Any acknowledgment requested during an individual service is handled separately. This guide does not collect acknowledgments or consent.

PATIENT INFORMATION

Understanding and Caring for Your Brace

What a brace can and cannot do

A brace may support or limit movement of a body part for a particular clinical purpose. Its suitability depends on your condition, the prescribed product, fit and correct use. A brace is not a diagnosis or a substitute for medical evaluation. SilverSoul does not promise pain relief, recovery, prevention of injury or another particular result.

Our staff can explain the supplied product and help with its permitted adjustments. Your treating healthcare professional determines the clinical treatment plan. Do not use website descriptions or this guide to choose a diagnosis, change prescribed treatment or decide that a different brace will meet your needs.

Before wearing it

- Read the instructions for the exact product. Confirm the correct size, side and intended body area. Ask for help if the product differs from the order discussed with you.
- Ask your clinician when to wear it, how long to wear it, whether it may be worn while sleeping and what activities are permitted. There is no single wear schedule suitable for every patient.

- Follow the manufacturer instructions for positioning and fastening. Do not make unapproved structural changes or add parts from another product.
- Tell your clinician about relevant skin problems, reduced sensation or circulation concerns so that use and monitoring can be tailored to you.

During use

Check the product for wear, damaged fasteners or broken components. Follow any instructions for checking your skin and fit. Do not keep using an item that appears unsafe. Contact your clinician promptly about new or worsening pain, skin injury, numbness, swelling or other concerning symptoms. Seek urgent medical help when appropriate; do not wait for a supplier callback in an emergency.

A brace can affect movement. Ask your clinician whether it affects driving, stairs, work, exercise or other activities. A brace does not make an unsafe activity safe and should not be shared with another person.

Cleaning and storage

Use only the cleaning, drying and storage methods permitted by the manufacturer. Not every brace or component is washable. Do not assume machine washing, bleach, disinfectants, soaking or heat drying are safe. Keep the product dry and stored as instructed, away from conditions that could damage it. Contact us if the care instructions are missing or unclear.

If instructions seem to conflict

Stop and ask for clarification when product instructions and clinical directions appear inconsistent. Contact your clinician about treatment and SilverSoul about the supplied item. Do not guess a new wear schedule, repair or modification. We can help obtain the relevant manufacturer information.

QUICK GUIDE

Finding the right help



SilverSoul: product and service help

Call 312-792-2822 about delivery, instructions, damage, returns, warranties or billing questions.



Your clinician: medical advice

Ask your treating healthcare professional about symptoms, treatment, fit suitability and when to wear your brace.



Medical emergency: call 911

Do not wait for a SilverSoul callback. Our office, voicemail, website and email are not emergency services.

Tell us about language, hearing, vision or other communication needs. Ask for paper copies if you cannot open or save an electronic document.

PATIENT INFORMATION

Common Questions and Important Limits

Does requesting information mean I owe money

No. An inquiry, eligibility review or request for doctor approval carries no SilverSoul charge. Supply and billing require our doctor approval condition and the separate service process. Doctor approval alone is not a guarantee of coverage or authorization for an unspecified charge.

Does Medicare pay for every brace

No. Coverage depends on the item and applicable requirements, including medical necessity, documentation and supplier eligibility. Medicare Advantage may have network or authorization requirements. Previous similar equipment can affect coverage. Ask about your own plan before deciding to proceed; this guide contains no individual benefit determination.

Is SilverSoul offering free braces or guaranteed results

This guide is not an offer of free equipment, guaranteed insurance coverage or a particular clinical result. Product availability, insurance participation and service eligibility must be confirmed for the proposed transaction. General Medicare information is not a representation that SilverSoul is currently enrolled in, accredited for or contracted with every program or plan.

What if I change my mind or receive an unexpected item

Contact us promptly to discuss the request or shipment. We explain cancellation, return and billing arrangements based on the actual status, terms disclosed before the transaction and applicable law. Do not assume that submitting an inquiry commits you to accept or pay for equipment. Report unexpected items and suspected billing errors.

What does this guide authorize

Nothing needs to be signed or completed in this guide. Downloading, reading or keeping it does not authorize claims, charges, recurring shipments, marketing, disclosure requiring separate authorization or confirmation of delivery. Any required service-specific decision, notice or consent is presented separately through an appropriate process.

How should I use this information

Use this guide for general education. It does not provide individualized medical advice, a prescription, a coverage decision or a product-specific warranty. Your clinician’s directions, the applicable manufacturer instructions, lawful transaction disclosures and applicable law govern the relevant matters. Ask us to resolve any apparent conflict before proceeding. Nothing here limits rights or remedies that applicable law protects, excuses obligations imposed on SilverSoul or replaces a required notice.

Reliable patient resources

Medicare brace coverage: medicare.gov/coverage/braces-arm-leg-back-neck
Medicare rights and protections: medicare.gov/basics/your-medicare-rights
HIPAA patient information: hhs.gov/hipaa/for-individuals
Medicare assistance: 1-800-633-4227; TTY 1-877-486-2048

For questions about SilverSoul services or help understanding this guide, visit our website and select Contact Us, or call 312-792-2822 during office hours.

HEALTH INFORMATION PRIVACY

Notice of Privacy Practices

SilverSoul Medical Supplies LLC

Effective date: 10 May 2026

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Our responsibilities and privacy contact

We are required by applicable law to protect the privacy of your protected health information, provide this notice of our duties and practices, and follow the notice currently in effect. We will notify you as required if a breach compromises the privacy or security of your information. For questions, requests, or a complaint, ask for the Privacy Officer at 312-792-2822, email info@silversoulcare.com, or write to SilverSoul Medical Supplies LLC, 1100 Lake Street, Suite LL30B, Oak Park, IL 60301. Contact us first to arrange an appropriate way to send sensitive records.

Treatment payment and operations

We may use and disclose information for treatment, payment, and healthcare operations as permitted by law. For treatment, we may communicate with your practitioner about an order or information needed to supply an appropriate brace. For payment, we may check eligibility, seek required authorization, submit claims, or resolve payment issues with your insurer.

For operations, we may review service quality, investigate complaints, conduct audits, and manage appropriate administrative functions. Authorized contractors may help with administration, billing, or other functions under required safeguards and agreements. This may include AMG Digital Solutions support personnel in Pakistan. Their involvement does not permit unrelated use of your information.

Minimum-necessary limitations apply where required.

People involved in your care

With your agreement, or when the law otherwise permits, we may share relevant information with family, caregivers, or others involved in your care or payment. Tell us your preferences. If you cannot express them, a permitted disclosure may be based on professional judgment about your best interests. Information may also be disclosed for disaster relief as allowed by law.

Other legally permitted disclosures

Subject to the conditions of applicable law, information may be used or disclosed for public health reporting, product recalls and adverse events, reporting abuse or neglect, preventing a serious threat to health or safety, health oversight, workers’ compensation, law enforcement, judicial or administrative proceedings, and other disclosures required by law. We may disclose information to HHS for compliance review.

Other legally permitted categories include research with required protections, organ donation, coroners or funeral directors, and specified military, national security, protective-service, or correctional functions. Listing a permitted category does not mean SilverSoul routinely engages in it. More protective applicable laws continue to apply.

HEALTH INFORMATION PRIVACY

Your Health Information Rights

Access and copies

You may request inspection or an electronic or paper copy of health and billing information in the records used to make decisions about you, subject to limited legal exceptions. We generally act within 30 days. If a lawful extension is necessary, we explain the reason and expected completion date in writing. Any permitted copy fee will be reasonable and cost-based. We explain a denial and any available review rights.

Corrections

You may ask us to amend information that you believe is incorrect or incomplete. We generally act within 60 days, with a written explanation if a lawful extension is needed. If we deny the request, we explain why in writing and how you may submit a statement of disagreement. We do not erase an accurate record merely because a correction is requested.

Confidential communications

You may request a particular communication method or address, such as contacting you at a different telephone number or mailing address. We accommodate reasonable requests. Tell us how to contact you safely.

Restrictions

You may request limits on uses or disclosures for treatment, payment, operations, or involvement of others. We are not required to accept every request. We must honor a qualifying request not to disclose information to your health plan for payment or healthcare operations when the information relates solely to an item or service you or someone other than the plan paid for in full, unless disclosure is required by law. Tell us before the related claim or disclosure is made.

Accounting of disclosures

You may request an accounting of certain disclosures made during the six years before your request. The accounting excludes categories such as treatment, payment, healthcare operations, disclosures to you, and disclosures made under your authorization. The first accounting in a twelve-month period is free. We notify you in advance of any permitted charge for an additional accounting. We generally respond within 60 days, subject to a lawful extension with notice.

Copies of this notice and representatives

You may obtain a paper copy of this notice promptly on request, even if you agreed to receive it electronically. A verified personal representative may exercise rights on your behalf, subject to applicable law and any relevant exceptions. We verify identity and authority before releasing records or acting on a representative’s request.

HEALTH INFORMATION PRIVACY

Privacy Permissions and Complaints

Uses requiring written authorization

Uses and disclosures not described in this notice and not otherwise permitted or required by law require your written authorization. This includes most uses or disclosures of psychotherapy notes, marketing requiring authorization, and a sale of protected health information. Our policy is not to sell patient health information.

You may revoke an authorization in writing, except to the extent we have already acted in reliance on it or another legal exception applies. Revocation does not undo a disclosure already lawfully made. A website privacy checkbox is not a substitute for an authorization containing the required elements.

Specially protected records

If we receive substance use disorder records protected by 42 CFR Part 2, we apply the protections relevant to those records. Such records, or testimony describing their contents, cannot be used or disclosed in civil, criminal, administrative, or legislative investigations or proceedings against you without your written consent or an appropriate court order and subpoena or other required legal process.

Applicable restrictions on using or redisclosing those records remain in force. Other information disclosed to a recipient may be redisclosed by that recipient and may no longer be protected by HIPAA. This possibility does not eliminate protections that continue to apply under Part 2 or other law. Other sensitive information may have additional protection under federal or state law.

We follow applicable restrictions rather than treating a general permission as authorization for every category of information.

Fundraising

If permitted fundraising communications are introduced, you will be able to opt out, and your choice will not affect your care or payment. Before using Part 2 records for fundraising, we will provide the required clear notice and opportunity to choose whether to receive those communications.

Complaints without retaliation

You may complain to our Privacy Officer using the contact details in this notice. You may also complain directly to the United States Department of Health and Human Services Office for Civil Rights, 200 Independence Avenue, S.W., Washington, DC 20201; telephone 1-800-368-1019. Online complaint information is available at hhs.gov/hipaa/filing-a-complaint. We will not retaliate against you for exercising a right or filing a complaint.

Changes to this notice

We reserve the right to change this notice and make permitted changes apply to information already held as well as information received later. The revised notice will show its effective date and will be available on our website and upon request. We will provide any additional notice required by law.

Receipt of this notice

No signature or completed acknowledgment is required to read or download this general information packet. When providing patient services, we separately seek acknowledgment of receipt of this notice as required by law. Acknowledgment confirms receipt, not agreement to every disclosure. If acknowledgment cannot be obtained, we document our good-faith efforts and the reason, if known; refusal to acknowledge does not itself remove your right to service.

WEBSITE PRIVACY

Website Privacy Policy

SilverSoul Medical Supplies LLC

Effective date: 10 May 2026

About this policy

This policy explains how SilverSoul Medical Supplies LLC handles information collected through silversoulcare.com and communications about website inquiries. It explains the information involved, why we use it, who may receive it, and how to contact us about privacy.

This website policy is separate from our Notice of Privacy Practices, which explains how protected health information is handled in connection with patient services. Where the Health Insurance Portability and Accountability Act (HIPAA) or another applicable law gives information additional protection, those requirements apply. This policy does not reduce your legal rights.

Information you provide

Our contact form asks for your first and last name, email address, subject, and message. We also receive information you choose to give us when communicating with our team, including contact preferences and details needed to understand your inquiry.

If your inquiry progresses to patient services, we may request additional information through the intake process, such as your address, date of birth, insurance details, treating practitioner, and information about the product you are seeking. Health information is handled under the applicable patient privacy requirements.

Please do not enter your Social Security number, Medicare number, insurance identification number, payment-card information, or detailed medical records into the general contact form. Contact us to arrange an appropriate way to provide information needed for your service.

Technical information and website features

A browser must exchange technical information with a server to load a webpage. Website hosting and security services may generate operational records, such as connection details, access times, or errors, needed to deliver and protect the service. Such necessary processing is distinct from cookies or behavioral tracking. We do not use operational records to create advertising profiles.

This statement does not claim that no network information is transmitted when you visit the site. Our contact page includes a map feature. External features can involve communications with their providers and their own privacy terms. We do not authorize map or other embedded features to collect patient inquiry content.

Our no-cookie and no-tracking policy applies to our website configuration; external services that you choose to visit separately operate under their own policies. You can use our written address to locate us. SilverSoul does not currently use cookies or tracking technologies on this website. We do not currently use website analytics trackers, advertising pixels, behavioral profiling, or session replay.

We do not use website activity to build advertising audiences. If we introduce these technologies in the future, we will first review the proposed data use, update this policy, and implement any notice, choice, consent, or authorization required by applicable law.

WEBSITE PRIVACY

Website Information Use and Sharing

Why we use information

- To respond to your inquiry and communicate about the help you requested.
- To coordinate intake, documentation, product services, delivery, and payment where applicable.
- To maintain records, resolve complaints, improve service, and protect against misuse or fraud.
- To meet applicable legal, regulatory, contractual, and recordkeeping responsibilities.

Submitting an inquiry does not enroll you in unrelated marketing, approve an insurance claim, confirm an order, or authorize unspecified charges. If a separate consent or authorization is required for an activity, we will obtain it separately. A general privacy-policy checkbox is not a HIPAA authorization.

Who may receive information

Information may be available to authorized SilverSoul personnel and service providers supporting website operation, communications, administration, billing, or other necessary functions. Access must be limited to the permitted purpose. Where required, appropriate privacy and business associate agreements must be in place.

For patient services, information may also be shared with your treating practitioner, insurers, delivery providers, or other appropriate recipients as permitted or required by law. We may disclose information when legally required or when lawfully necessary to protect safety, investigate fraud, or respond to legal process.

Support outside the United States

SilverSoul operates in Illinois and uses administrative and support services through AMG Digital Solutions in Karachi, Pakistan. Authorized personnel outside the United States may access information needed for their assigned work. Applicable confidentiality, access, contractual, and payer requirements apply to this work. A website intended for United States patients does not mean all information is accessed only within the United States.

Advertising and sensitive information

Our policy is not to sell patient health information or use it for advertising disclosures that are not permitted by law. Website messages, insurance identifiers, and patient information must not be sent to advertising tools without an appropriate legal basis. Acceptance of this website policy does not authorize such disclosure. Any website analytics or advertising arrangement must be evaluated separately. If applicable law requires consent, an opt-out, or an additional consumer health data notice, that requirement must be implemented before the affected processing begins.

WEBSITE PRIVACY

Website Privacy Choices and Contact

Communications and your choices

You may contact us to correct contact information, ask about information we hold, request a different communication method, or ask us to stop optional communications. A request to stop optional messages does not prevent legally necessary notices or communications needed to address an existing service matter. Ordinary email can carry privacy risks. Avoid sending detailed medical information by email unless an appropriate communication arrangement has been made. A request for an email response does not authorize us to send every type of patient record by ordinary email.

Retention and security

We retain information for the purposes described in this policy and for applicable recordkeeping, dispute, audit, and legal obligations. The appropriate retention period depends on the record and applicable requirements; deletion may not be available for records that must be retained. Our policy requires reasonable administrative, technical, and physical safeguards appropriate to the information and service. No website, transmission method, or storage system can be guaranteed completely secure. We review safeguards when our services, systems, or risks change.

Privacy requests

Contact us using the details below to request access, correction, deletion, or other privacy assistance. We will verify identity and authority as appropriate, explain any applicable limitations, and respond within the period required by applicable law. Patient health-record rights are explained more fully in the Notice of Privacy Practices.

If a state privacy law applies to you and the information concerned, additional rights may apply. These may include rights to information, access, correction, deletion, portability, or an opt-out. Contact us to exercise applicable rights or request review of a decision. We will not retaliate against you for exercising a privacy right.

Children and external sites

This website is intended for adults seeking information about our services. Children under 13 should not submit information through the general contact form. A parent or authorized representative should contact us if assistance is needed or if a child’s information was submitted inadvertently. Links and third-party features may lead to services operated by others. Their policies govern their own services; this policy does not describe every practice of those organizations.

Changes and privacy contact

We will post an updated policy when our information practices materially change and identify the new document issue date. We will provide additional notice or obtain consent when required. Changes do not remove rights or permissions required by law. For a privacy question or complaint, contact SilverSoul and ask for the Privacy Officer. Please provide a way for us to contact you without including unnecessary medical information. SilverSoul Medical Supplies LLC • 312-792-2822 1100 Lake Street, Suite LL30B, Oak Park, IL 60301 info@silversoulcare.com • silversoulcare.com

WEBSITE PRIVACY

Website Information Handling in Detail

Information sources and service records

We receive information directly from you or a verified representative. When you request patient services, we may also receive information from your treating practitioner, insurer, eligibility or utilization-history services, billing partners, and delivery providers. Examples include an order, supporting clinical documentation, eligibility response, prior equipment history, shipment confirmation, or payment record.

These sources are used only for appropriate service and administrative purposes. Protected health information (PHI) generally means identifiable health, care, or payment information protected by HIPAA. Electronic PHI is referred to as ePHI. A message can become sensitive health information because of what it says, even if the form does not request a diagnosis.

We do not assume that all website data is outside HIPAA or that all website visitors automatically become patients.

Permitted purpose and access limits

Our policy requires information to be used only for a defined, permitted purpose. Staff access must reflect their assigned duties. An agent handling an inquiry does not automatically need access to every billing or clinical record. Requests for information must be checked for identity, authority, and an appropriate legal basis.

Data must not be copied to personal email, unapproved cloud accounts, public artificial-intelligence services, or unrelated marketing systems. Any proposed new system or automated use involving patient information requires review of its purpose, access, security, applicable agreements, and legal permissions before use.

Service providers and independent recipients

A service provider processing PHI on our behalf may be a business associate and require a Business Associate Agreement (BAA). A treating practitioner, insurer, or other recipient may instead act in an independent role governed by applicable law. Not every recipient is a business associate, and a BAA alone does not authorize every disclosure.

Delivery providers receive information appropriate to fulfillment, such as a delivery name, address, and contact information, rather than unrestricted access to patient records. Disclosures to insurers or practitioners must be connected to a permitted purpose and meet applicable requirements.

No blanket consent

Agreeing to receive a reply, acknowledging this policy, receiving the patient guide, authorizing a specific disclosure, and accepting a particular charge are different actions. We do not treat a single contact-form checkbox as authorization for all of them. Refusing optional marketing does not remove your privacy rights or automatically disqualify you from service.

SILVERSOUL MEDICAL SUPPLIES LLC

We are here to help

For questions about products, delivery, billing or this guide, contact SilverSoul.

312-792-2822

info@silversoulcare.com
silversoulcare.com

1100 Lake Street, Suite LL30B
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Office hours in Central Time: Monday through Wednesday, 9:00 a.m. to 4:00 p.m.; Friday and Saturday, 11:00 a.m. to 4:00 p.m. Closed Thursday and Sunday.

For privacy concerns, ask for the Privacy Officer. For other service complaints, ask for the Compliance Officer.

> **For a medical emergency, call 911.**