

**SIGN and RETURN the enclosed TRANSACTION TICKET  
to receive your next monthly order  
(or fax to 919-844-2802)**

Dear Family:

Thank you for putting your trust in us as your provider of diabetic supplies. We sincerely appreciate your business and welcome you as a new patient.

**FIRST SHIPMENT:** Your medical device and first supply order will be received in two separate shipments.

**MONTHLY SHIPMENTS:** Your supplies will be sent out to you automatically at the beginning of every month as long as you have ACTIVE coverage, so you will not need to call us to schedule a shipment.

**TRACKING MONTHLY SHIPMENTS:** If we have your email address on file, you will receive shipment tracking information.

**WARRANTY AND TROUBLESHOOTING YOUR MEDICAL DEVICE:** Your medical device has a warranty – please call the manufacturer using the phone number on the medical device if you have any problems; they provide 24 hour technical support.

**HOW TO USE YOUR MEDICAL DEVICE:** Call your Healthcare provider to let them know you will be receiving your medical device so that they can schedule you for training.

**ADDRESS AND INSURANCE CHANGES:** To prevent any interruption in service or potential financial liability, it is important that you contact us immediately if you have a change of address or insurance.

Thank you again for choosing Active Healthcare as your diabetic supplies provider. We wish you good health.

Sincerely,

Your Diabetic Team

To Contact Us:  
800-251-2511 ext. 84 or  
[Supply@ActiveHealthcare.com](mailto:Supply@ActiveHealthcare.com)