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ACU-SERVE PARTNERS WITH BEYOND HME TO EXPAND LIVE CALL SOLUTIONS FOR HME INDUSTRY

Akron, OH - ACU-Serve, an end-to-end revenue cycle management company based in Akron, Ohio, has announced a partnership with Beyond HME, a Florida-based live call solutions provider.

The partnership will provide PAP resupply, additional disease states, compliance and full-service consulting to ACU-Serve's clients. This move is in line with the company's mission to become the only end-to-end solution for every aspect of services in the HME industry.

Beyond HME was founded by Jim Dragatsis, a respected industry veteran and former founder of AllCall Connect, which was sold to Brightree in 2017. Dragatsis served as President of Live Call with Brightree for four years before retiring at the end of 2021. He has decided to return to the industry due to a perceived need for a higher level of service and a deterioration of true partnerships within HME Resupply.



"I'm ready to get back to our roots of true partnerships, the way our industry was founded before big corporations entered all facets of HME, including Resupply now," said Dragatsis. "Building a customer service-driven company, founded on the principles of excellent patient care and outcomes, is the focus of Beyond. Our motto has always been that if our customers aren't successful, we aren't successful. We're ready to take Resupply to the next level and beyond."

ACU-Serve CEO Jim Knight said, "We have seen a significant decrease in resupply revenue across our customer base and needed to find a solution. In addition, there has been a lack of support in resupply for other product categories and patient outreach."

Beyond HME specializes in patient outreach, providing support in CPAP resupply, additional disease states, compliance, and consulting. The company is staffed by professional, customer-centric agents who are experienced in the industry. Patient care is the top priority and drives the best industry outcomes for clients.

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