

Hollister Secure Start Services

Personalized Support Just For You



“It’s nice to have
somebody that you
can call up and ask
questions and they
have an answer
or they will get an
answer for you.”

— *Hollister Secure Start
services member**

Secure Start™

*Member received compensation to share their
experience with Hollister Secure Start services.

Welcome to Hollister Secure Start Services!

Hollister Secure Start services offer free customized support for you as a catheter user, regardless of the brand of product you use. We provide guidance to support your catheterization while helping you live your life, your way.

Enrolling is easy and includes:



Features

When you enroll in Hollister Secure Start services, you'll be matched with a Consumer Service Advisor who is ready to help you find solutions to the challenges you may face as a catheter user.

Finding the right product fit



Whether you are new to catheterization or an experienced user just looking for options, we can help.

Resources and education



If you request a Hollister Secure Start intro kit, the kit may include educational materials, product samples, and guides for use. We can also help you navigate the latest lifestyle, product, and clinical information available on www.securestartservices.com/continencecare.

Navigating insurance coverage



Based on your insurance plan, we can explain your options and help you determine whether any catheter product, regardless of brand, is covered, as well as the allowable quantities. Our reimbursement specialists can answer your questions concerning product reimbursement.

Identifying product supplier options



We'll provide you with information about suppliers who accept your insurance and who can provide you with your requested product. We'll support you with the supplier selection of your choice.

Community support



Hollister Secure Start services have long-standing relationships with a variety of organizations to connect you with people, knowledge, and tools to help support the life you want to live.

Accessing an on-call nurse



While your healthcare professional is your source of medical information, we have nurses available to answer questions over the phone related to catheter products.

Offering an empathetic ear



As your main point of contact, your Consumer Service Advisor is knowledgeable about a variety of support and service options and is there with information when you need it.

Getting Started



Three easy ways to enroll:

- Visit www.securestartservices.com
- Call 1.888.808.7456
- Speak with your clinician



Once you've enrolled, you may request an **introductory kit** with educational materials and product samples.



Your Consumer Service Advisor will call to explain our services, answer any questions, and provide ongoing personalized support, including all of the features of Hollister Secure Start services.



Secure Start™

It's Personal

We are proud to offer dedicated support for each and every patient along the continuum of care. Hollister Secure Start services provide a lifetime of personalized support.



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Hollister Secure Start services is free of charge, and there is no obligation to purchase anything to receive it. Product samples are provided for the patient's trial use and cannot be resold or billed. There is no obligation to accept samples or participate in insurance matching to identify supplier options. Hollister Incorporated reserves the right to change Hollister Secure Start services at any time.

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