

FREQUENTLY ASKED QUESTIONS

Kroger Blood Pressure Monitors

FAQ's for the Kroger Blood Pressure Monitors from Microlife

Q

Who is the manufacturer of our blood pressure monitors?

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Microlife is proud to have been chosen as the supplier for Kroger Blood Pressure monitors. Microlife is a prime manufacturer in the category, which means it owns its own production facilities. We have been producing blood pressure monitors for over 40 years.

What should I suggest to a customer coming in for the first time who has an arm larger than 13.25 in?

All customers should be fit with a properly sized cuff. For customers who have arms larger than 13.25", they should purchase the Kroger Premium monitor BP3NM1-4NKRO which includes a wide range cuff and accommodates arm sizes 8.7" to 16.5".

Description	Model	PLN#	CAO UPC	PRODUCT NO.
Kroger Premium Monitor	BP3NM1-4NKRO	740043	0004126035520	41260-0355-20

What if the customer bought an Automatic monitor and realizes later that they need a larger cuff?

Larger sized cuffs that are compatible with the BP3NL1-1AKRO (PLN#740027) are available through Cardinal Health. A full size range of blood pressure cuffs can be found on www.microlifeusa.com.

How do I order additional cuffs?

A separate order should be placed through Cardinal for the following cuffs:

Description	Model	CIN#	UPC
Large Cuff (fits arms 12"-16")	S102-L	4354536	6-42632-93230-6

What do I suggest if none of the cuffs will fit my patient's upper arm?

This is a very rare instance and not likely to occur. However, when it does happen, we recommend purchasing the Kroger Wrist unit. This model can accommodate nearly any size arm and has the same accuracy as the Kroger Upper Arm Blood Pressure Monitors.

Description	Model	PLN#	CAO UPC	PRODUCT NO.
Kroger Wrist Monitor	BP3NP1-3EKRO	740092	0004126035519	41260-0355-19

Are all the monitors accurate?

Each Kroger Blood Pressure Monitor has been stringently tested, clinically validated and received a 510(K) from the FDA.

What number can customers call if they have additional questions about their Kroger Blood Pressure Monitor?

We understand how busy you are and we are always happy to help. Please feel free to direct customers to call our Customer Service Team at 1-800-568-4147 (M - F / 8am to 8pm EST)

What is the average call back time if a customer leaves a message with the 1-800 number?

If a customer leaves a message, they should expect a call back within 24 hours.

What is the expectation for returns and receiving new product when they call the 1-800 number?

If a customer calls the 1-800 number and would like to return an item and receive replacement, they will need to request a Return Authorization first. As soon as the defective item is received, it takes about 2-3 days for product to be checked in and a replacement to be sent out to customer.

How can our customers get insurance reimbursement?

Microlife has generated and registered all three Kroger blood pressure monitors with the national database. This means that, with a prescription, consumers can (generally) get a discounted monitor based on their specific insurance plans as well as some variation from state to state. The important thing for stores to know is that they can look up the monitors in the Kroger system for any applicable insurance co-pay/benefit. From there, the systems are set up for stores to be reimbursed for the retail price difference through the insurance provider as with any other registered product (e.g., drugs with NDC codes).



QUESTIONS? 1-800-568-4147

