



Integra Group Purchasing Organization (GPO)

O&P Solutions Vendor FAQ



About Integra Group Purchasing Organization (GPO)

Integra Partners' GPO is available exclusively to Integra network suppliers. Our program offers savings on DMEPOS products and services by leveraging our network's aggregate purchasing power to negotiate discounts with manufacturers and other entities on behalf of our partners.

Integra highly values our DMEPOS provider network and understands that various market forces have put downward pressure on margin for our providers. As a committed partner to our network, our goal is to make various products and services available to our providers at discounted rates compared to those available if the products and services were purchased independently.

Participation in the Program grants you access to over 2,000 contracts across 900+ suppliers including:

- DMEPOS
- Medical supplies
- Office products and equipment
- Administrative services
- Physician data
- Audit support services

Information about the Integra GPO can be found on Integra's Forms and Training site in *Que*.

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Your Questions Answered

1. Who is O&P Solutions?

[O&P Solutions](#), formerly Spinal Solutions, provides pre-fabrication products and custom fabrication services to O&P practitioners nationally.

O&P Solutions has been family-owned and operated since being founded by CEO Mark Dentler in 1995. The company started out as a custom spinal orthotics business and has grown into a one-stop-shop for O&P practitioners looking to source high quality pre- and custom-fab products at competitive prices by continually adding capabilities, experience, and technology – including through the acquisition of Atlanta International Orthotics from DeRoyal in 2019.

O&P Solutions is committed to [O&P Solidarity](#). Part of the company's mission beginning in 2020 is to help O&P practitioners and their business remain viable and profitable. They achieve this by offering:

- Complete, One-Stop Central Fabrication Services
- Discounted Central Fabrication Services to O&P practitioners
- Heavily discounted, high quality prefabricated products that will give you the tools to lower your cost and provide new revenue streams
- Billing Services
- Insurance Services
- Support system of O&P Professionals

More information on the experience of O&P Solution's technicians can be [found here](#).

2. What services are being offered through this program?

The agreement with O&P Solutions covers the following services: Spinal products, carbon fiber, lower extremity, prosthetics, central fabrication and a variety of distributed products.

Products and pricing can be found [here](#).

O&P Solutions is also capable of and open to sourcing O&P products for Integra's providers outside of those included in the price list.

Please reach out directly to O&P Solutions with requests and questions related to products not included in Integra's contracted price list:

- Email: spinalsolution@mindspring.com
- Phone: 800-922-5155 Toll Free Voice

3. What are the eligibility requirements for participation in this program?

All active, credentialed suppliers in Integra's network are eligible for participation in this program.

For credentialing support, contact Integra's Credentialing Department at:

- credentialing@accessintegra.com

4. What if I am already working with O&P Solutions? Am I still eligible to receive Integra's rates?

Yes, all providers in Integra's network are eligible to participate at Integra's contracted rates. For additional rates, reference the [O&P Solutions Price List](#) in Integra Partners Forms & Resources.

5. If I leave Integra's network, do I lose access to the rates?

Yes, only active, credentialed providers are eligible to participate. If you leave the network or are not recredentialed after signing up with O&P Solutions, you will no longer be eligible for Integra's rates.

6. How do I sign-up with O&P Solutions?

To source services from any of Integra's vendor partners you first have to fill out, sign, and submit an [Integra GPO Form](#) via DocuSign. This form can be found by logging into Que, selecting the help icon (?) at the top right, and navigating to the Integra Partners Forms and Resources page. You only need to fill out this form once so if you have already done so you may skip this step.

Once you have completed the general participation form you will be able to submit orders with the company.

For prefabricated products an access code will be made available in Que that will allow you to sign-in to [O&P Solutions' website](#) and submit orders.

7. How do I place orders with O&P Solutions?

For prefabricated products you will use the access code found in the 'O&P Solutions Order Access Code' document in the Integra Partners Resources materials to sign-in to O&P Solutions' prefab product order page.

Custom order forms can be found [here](#). Custom order forms can be emailed, faxed, called in, or uploaded to O&P Solutions' site. Make sure to identify yourself as an Integra network provider to receive the Integra discounted rate.

When submitting orders, it is important to remember:

- Upon order submission, O&P Solutions will verify eligibility against Integra's network roster. Should you have an access code and are no longer active in Integra's network, then O&P Solutions will cancel and refund your order.
- Order forms must be filled out and attached to the [submit order form](#) page to place an order.
- Orders with scans can be uploaded and submitted through the [submit scan](#) page.
- If you are interested in sourcing prefab items outside of those listed on O&P Solution's website, contact O&P Solutions directly to get more information (see number 10 for contact information).
- By submitting an order you are agreeing to O&P Solutions' Terms of Sale. Those terms can be found in the 'O&P Solutions Terms of Sale' document in the Integra Partners Resources materials (under the Integra GPO section).

8. Who can I contact with questions and/or help filling out the O&P Solutions form?

Please reach out directly to O&P Solutions with requests and questions related to products included in Integra's contracted price list:

- Email: spinalsolution@mindspring.com
- Phone: 800-922-5155 Toll Free Voice

If you have any difficulties signing up, submitting orders, or just general questions about Integra's GPO or O&P Solutions, feel free to check out our Integra GPO FAQ or contact us:

- By email: gpo@accessintegra.com

9. What are lead times for orders?

Customer lower extremity and prosthetic lead times can be found on [O&P Solutions website](#).

10. How much does shipping cost?

Shipping costs vary by location. Standard estimated shipping rates for an 18" x 12" x 6" box shipped to NYC (typical AFO box) are:

- Ground: \$14.43
- 2nd Day Air PM: \$22.38
- 2nd Day Air AM: \$35.97
- NDA PM: \$44.27
- NDA AM: \$47.22

11. Where is O&P Solutions located and how do I contact them?

O&P Solutions is based out of Stone Mountain, GA. They can be reached at:

- Email: spinalsolution@mindspring.com
- Phone:
 - 800-922-5155 Toll Free Voice
 - 800-813-8139 Toll Free Fax
 - 770-922-2434 Local Voice
 - 770-922-2076 Local Fax
 - 404-277-4174 Mobile

12. How can I ensure the quality of O&P Solutions' products and services?

Samples of prefab products and customer references may be requested from the vendor.

Every O&P Solutions orthotic is guaranteed to be free from defects in materials or workmanship for a period not to exceed one year from the date the orthotic is properly fitted to the patient. If your spinal orthosis is defective, O&P Solutions will replace it or repair it at no charge to you. Implied warranties, including those of fitness for a particular purpose and merchantability are limited to one year from the first day of patient use.

O&P Solutions will not pay for loss of time, inconvenience, loss of use, or any incidental or consequential damages. This warranty does not cover defects resulting from accidents, patient alterations, unauthorized repair, misuse, failure to follow instructions, fire, flood, or any other acts of God.