

Agiliti-Sizewise Rental Integration Frequently Asked Questions (FAQ)



As part of the final stages of integration between Agiliti and Sizewise, rental transactions previously managed through legacy Sizewise systems will migrate to Agiliti systems effective **June 1, 2024**.

This change **only** impacts customers who still transact and receive invoices through Sizewise Rentals, LLC, for the **rental** of their specialty bed frames and support surfaces. As one of these customers, we have tried to anticipate your questions and provide answers in this FAQ document.

Q: Why is Agiliti moving rental transactions from legacy Sizewise systems to Agiliti systems?

A: By transitioning systems, we will be able to offer all rental customers a more seamless, easier experience to access and manage Agiliti rental equipment. From ordering to invoicing, we have developed the capabilities within the Agiliti systems to offer our rental customers key features while enhancing our responsiveness and support.

Q: Do I need to update the company information listed in our systems?

A: Due to the transition, rentals of specialty beds and surfaces will no longer be transacted and invoiced through *Sizewise Rentals, LLC*. You will need to ensure the following Agiliti information is added to your system if we are not already set up as a rental vendor:

- Legal name: **Agiliti Health, Inc.**
- Federal Tax Identification Number: **41-0760940**

Your local Agiliti representative can provide a copy of our W9 upon request.

NOTE: **Capital purchases** of specialty beds and support surfaces will continue to be transacted through Sizewise Rentals, LLC.

Q: How does this change impact invoicing?

A: Agiliti Health, Inc. will now issue invoices for any specialty bed and support surface rentals after June 1, 2024. For those invoices, you will need to remit your payments to:

Agiliti Health, Inc.
PO Box 851313
Minneapolis, MN 55485-1313

These details will be included on the Agiliti Health, Inc. invoices. You will notice some formatting changes, but the details of what's included on the invoice will remain the same. You also have the option to work with your local representative to select your preferred invoice format.

Q: Does this change impact who I call to place orders for rental equipment?

A: No. You should continue to use the same contact information to order rental products, and you will be supported by the same people you work with today.

Q: Will I still receive two rental invoices if I ordered through both Sizewise and Agiliti in the past?

A: No. Starting in July, you will only order rental equipment through Agiliti and receive **ONE** monthly rental invoice from Agiliti. You may receive two invoices in June if you rented equipment from both Sizewise and Agiliti in May.

Note: For rental equipment that remains in your facility during the cutover date, your Sizewise invoice will show an end date of May 31 and a new start date for that equipment beginning on June 1 on your Agiliti invoice.

Q: How does this impact the STAT! equipment ordering platform?

A: On June 1, the STAT! equipment ordering platform will be sunset and all account features will be disabled. At this time, impacted users will no longer be able to access STAT!. However, we will transition users to their new MyAgiliti 2.0 account – the equipment rental and service ordering platform for Agiliti. Each account will be pre-set up and customized with the user's unique facility information and equipment ordering history from STAT!.

On the morning of June 1, all STAT! users will receive an email from support@agilitihealth.com with login credentials and a temporary password. As soon as a user first logs into MyAgiliti 2.0, they can place new rental orders, view their open orders and view equipment currently on-rent from Agiliti.

To support the transition, we've put together a [dedicated web page](#) and a series of resources to help STAT! users get comfortable with how to use MyAgiliti 2.0:

- [Introductory Overview Video](#)
- [Task-Specific Tutorial Videos](#)
- [Comprehensive User Guides](#)
- [Online Invoicing User Guide](#) (BillTrust)
- [Brochure](#)

Q: How does the systems transition impact pricing?

A: All contracts, commitments or agreements in place today will be honored according to their terms moving forward.