

# PAP Customer Set Up for Cigna Commercial Customers on Fisher and Paykel Devices

eviCore healthcare Customer Set up Guide

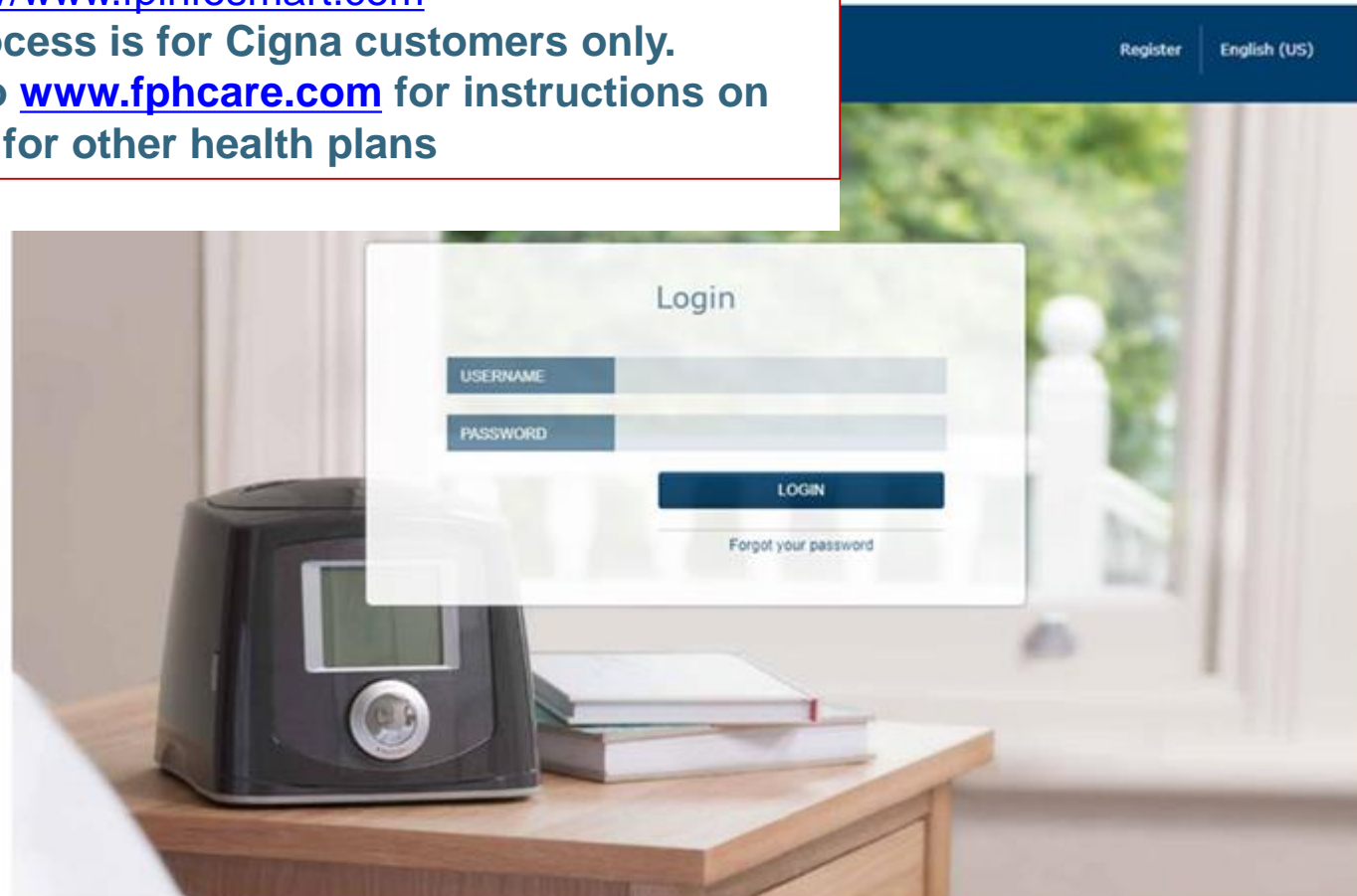


Empowering  
the Improvement  
of Care

# LOGIN TO INFOSMART

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Log into <https://www.fpinfosmart.com>  
Note: This process is for Cigna customers only.  
Please refer to [www.fphcare.com](http://www.fphcare.com) for instructions on  
patient set up for other health plans



# PATIENT SET UP

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F&P InfoSmart™

Welcome Steven Plenzler ▾ ? Logout

HOME PATIENTS MODEMS REPORTS DOWNLOAD AN INFOUSB

New Patient View Archive Search

Patient Name	Device Serial Number	Company	Date of Birth	Phone	
Patient, T...		Care Core National...	01 Jan 1970		Details   Archive

# PATIENT SET UP

The screenshot shows the 'Patient Profile' form in the F&P InfoSmart system. The form is divided into two main sections: 'Details' and 'Other Info'. The 'Details' section includes fields for First Name, Last Name, Initial, Patient ID, Health Plan ID, and Payor Management. The 'Other Info' section includes fields for Gender, Date of Birth, Age, Height (ft and in), Weight (lb), BMI, and Diagnostic AHI. Annotations include a red arrow pointing to the 'Save' button, a blue arrow pointing to the 'First Name' field, a blue arrow pointing to the 'Last Name' field, and two blue arrows pointing to the 'Health Plan ID' and 'Payor Management' fields.

Field	Value
First Name *	Bob
Last Name *	Test
Initial	
Patient Id	
Health Plan Id	A111222333
Payor Management	CareCore
Gender	Not Set
Date of Birth *	1/14/1960
Age	0
Height (ft) (in)	0 0
Weight (lb)	0
BMI	0
Diagnostic AHI	0

## Required:

- First and Last Name
- Date of Birth
- Customer ID number  
(as appears in Authorization)
- Select "CareCore"

# PATIENT SET UP

**F&P InfoSmart™** ? Logout

HOME PATIENTS CONTACTS DEVICES MODEMS REPORTS DOWNLOAD AN INFOUSB

**Patient: Test, Bob**  
No device assigned

Patient Profile Patient Devices Patient Reports Patient Prescriptions Patient Contacts Patient Accessories Flow

Edit profile Profile Notes ID: 310421  
New Note

**Details**

First Name \* Bob  
Last Name \* Test  
Initial  
Patient Id A111222333  
Health Plan Id HP1112223334  
Payor Management CareCore

**Other Info**

Gender Male  
Date of Birth \* 1/14/1960 Age 60  
Height (ft) (in) 0.00 0 BMI  
Weight (lb) 0  
Diagnostic AHI 0

# PATIENT SET UP

The screenshot displays the F&P InfoSmart web application interface. At the top, the logo 'F&P InfoSmart™' is visible on the left, and a 'Logout' button is on the right. Below the logo is a navigation bar with tabs for 'PATIENTS', 'CONTACTS', 'DEVICES', 'MODEMS', and 'REPORTS'. The 'PATIENTS' tab is currently selected. To the right of the navigation bar, there is a 'DOWNLOAD AN INFOUSB' link and a battery status icon. The main content area shows the patient profile for 'Patient: Test, Bob' with the status 'No device assigned'. Below this, there is a sub-navigation bar with tabs for 'Patient Profile', 'Patient Devices', 'Patient Reports', 'Patient Prescriptions', 'Patient Contacts', 'Patient Accessories', and 'Flow'. The 'Patient Devices' tab is selected. In the main content area, there is an 'Assign' button with a red arrow pointing to it, and a 'Device' input field. Below the input field, the text 'No device currently assigned' is displayed.

# PATIENT SET UP

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The screenshot shows a mobile application dialog titled "Assign a Device". At the top, there are two tabs: "Assign a new device" (which is selected) and "Assign an existing device". Below the tabs are two input fields: "Device" and "Model". The "Model" field has a dropdown arrow and the text "Auto" is visible. Two large red arrows point upwards from below the "Device" and "Model" fields towards the "Assign a new device" tab. Below these fields is a "Using since" field with a calendar icon and the date "7/14/2014". At the bottom of the dialog are two buttons: "ASSIGN" and "CANCEL".

# PATIENT SET UP

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The screenshot shows a dialog box titled "Assign a Device" with a close button (X) in the top right corner. It features two tabs: "Assign a new device" (selected) and "Assign an existing device". The "Assign a new device" tab contains three input fields: "Device Serial Number", "Model", and "Using since". The "Using since" field is pre-filled with the date "6/24/2020" and includes a calendar icon. At the bottom right of the dialog are two buttons: "ASSIGN" and "CANCEL". Red arrows point to the "Assign a new device" tab, the "Device Serial Number" and "Model" input fields, the "Using since" field, and the "ASSIGN" button.



# PATIENT SET UP

The screenshot shows the F&P InfoSmart web application interface. At the top, there is a dark blue header with the F&P logo and 'InfoSmart™' text. A navigation bar below the header contains tabs for 'PATIENTS', 'CONTACTS', 'DEVICES', 'MODEMS', and 'REPORTS'. The 'PATIENTS' tab is selected and highlighted in orange. To the right of the navigation bar, there is a 'Logout' button and a 'DOWNLOAD AN INFOUSB' link. Below the navigation bar, the patient's name 'Patient: Oelschlager, Kathleen' is displayed, along with the 'Therapy Start Date: 20 Jan 2012'. A secondary navigation bar contains tabs for 'Patient Profile', 'Patient Devices', 'Patient Reports', 'Patient Prescriptions', 'Patient Contacts', 'Patient Accessories', and 'Flow'. The 'Patient Devices' tab is selected and highlighted in orange. Below this, there is an 'Unassign' button with a person icon. The main content area is divided into two sections: 'Current Device' and 'Data Transfer'. The 'Current Device' section shows 'Serial Number: 111017127981', 'Using since: 20 Jan 2012 | Change', and 'Model: ICON Auto'. The 'Data Transfer' section shows 'Type: InfoUSB | Change', 'Reminder Level: No Reminder Settings | Change Reminders', and 'Reminder Start Date: Not applicable'. A red rectangular box highlights the 'Data Transfer' section.

# PATIENT SET UP

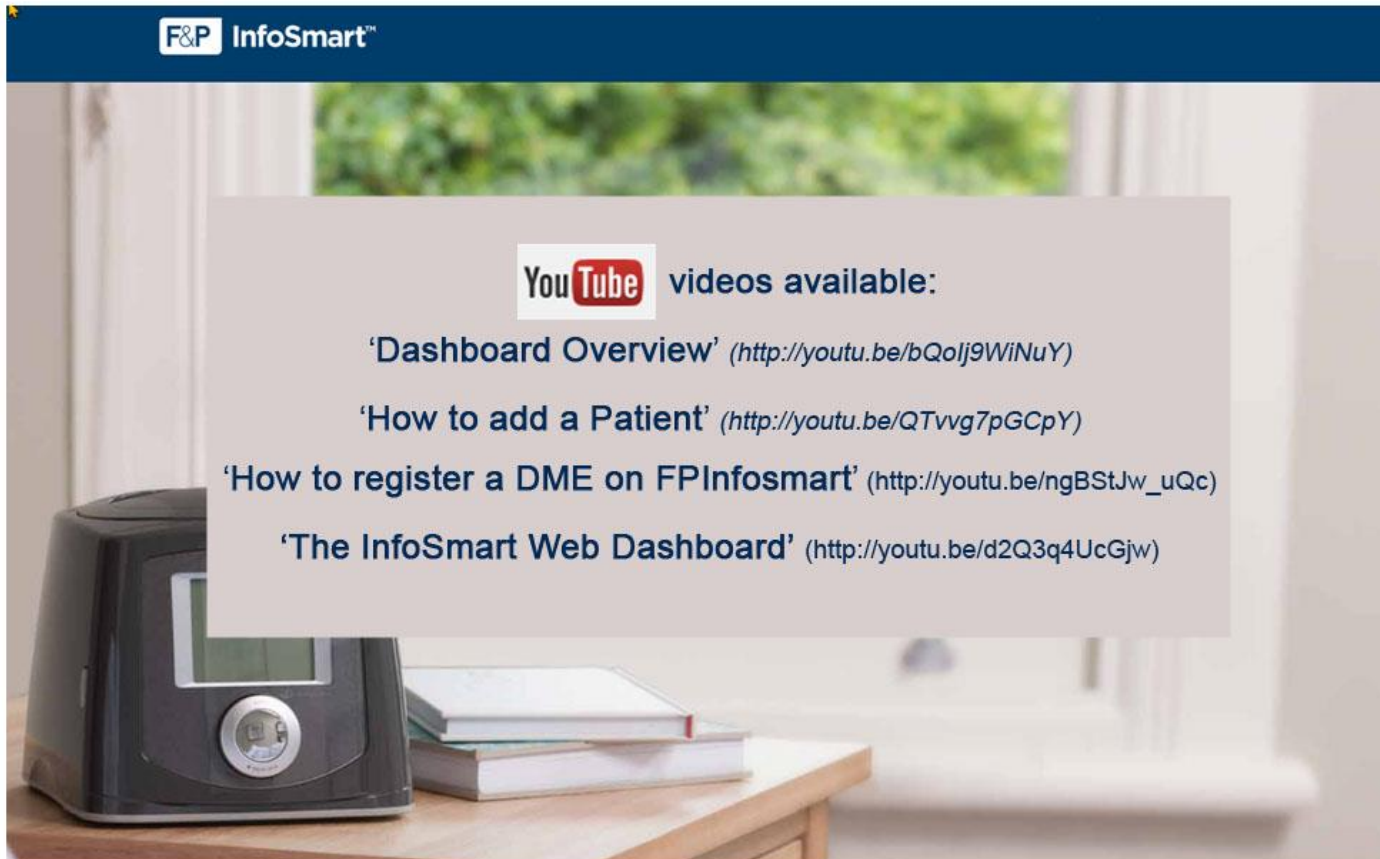
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The image shows a software dialog box titled "Change Info Technology" with a close button (X) in the top right corner. The dialog contains two input fields: "Info Technology" and "Serial Number". The "Info Technology" field is a dropdown menu currently displaying "InfoGSM". A red arrow points to the right side of this dropdown. Below the "Serial Number" field is a large empty text area. At the bottom right of the dialog, there are two buttons: "SAVE" (highlighted in blue) and "CANCEL" (grey). A red arrow points upwards to the "SAVE" button.

# Additional Resources

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[www.fpcare.com/setup](http://www.fpcare.com/setup)



**F&P InfoSmart™**

**YouTube** videos available:

- 'Dashboard Overview' (<http://youtu.be/bQoIj9WiNuY>)
- 'How to add a Patient' (<http://youtu.be/QTvvg7pGCpY>)
- 'How to register a DME on FPInfosmart' ([http://youtu.be/ngBStJw\\_uQc](http://youtu.be/ngBStJw_uQc))
- 'The InfoSmart Web Dashboard' (<http://youtu.be/d2Q3q4UcGjw>)

# Sleep Educators – Contact Information

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**Phone:** 800-298-4806 Ask to be transferred to a Sleep Educator

**Important:** Each DME company will need to set up eviCore **exactly** as instructed. If the customer information is not entered correctly, no compliance information will be received by eviCore, and therefore no denial or continued authorization notification will be generated. Questions regarding customer set may be called into an eviCore Sleep Educator.

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# Thank you

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12.2020