

PHILIPS

PAP Set Up for Cigna Commercial Customers on Respironics Devices

eviCore healthcare Customer Set up Guide



Empowering
the Improvement
of Care

Set up and Manage

Cigna customers in the EncoreAnywhere system for Respironics PAP Devices

*This process is only for Cigna customers

DME Suppliers that are not currently registered on the EncoreAnywhere website should contact their area Respironics representative
1-800-345-6443

If you are already registered on EncoreAnywhere and are currently managing patients on Respironics PAP devices, continue to review the setup instructions.

- 1) Set up Cigna as available insurer
- 2) Set up the devices for the patient

eviCore Access

- To enable eviCore access, your organization needs to complete a Business Associate's Agreement (1.2dj form), available from your Philips account representative
- Once that form has been signed and processed, you will be able to denote patients that are accessible to eviCore
- To edit an existing patient, log into Philips Respironics Care Orchestra
- Access the patient profile and select the Identity tab select the “Edit” icon

The screenshot shows the Philips Respironics Care Orchestra web application interface. The browser address bar is highlighted with a red box, showing the URL: <https://www.careorchestrator.com/#/patient/e>. A dark blue callout box contains two instructions: 1) 1.2dj Form available through Phillips Representative and 2) Signed and processed form will denote patients accessible to eviCore. The main content area displays the patient profile for 'dream sample' (1/29/19 - 0 Years Old) under the 'Identity' tab. A red arrow points to the 'Edit' icon (pencil) in the top right corner of the patient information section. The patient information includes: Location: Marketing and Sales; First Name: dream; Last Name: sample; Date of Birth: 1/29/19; Gender: ; Setup Date: 2/4/19; External ID: ; Patient Reference: ; Payer: ; Payer Member ID: ; External Services: ; Phone Number: ; Email Address: ; Preferred Contact Method: ; Street Address: ; City: ; State: ; Postal Code: ; Country: United States; Time Zone: (GMT-05:00) - Eastern Time (US and Canada); Start Time of Day: 12:00. The bottom navigation bar includes tabs for Summary, Therapy Data, Prescription, Equipment, Documents, and Activity Log. The user 'Jeff Fuhrman' is logged in.

eviCore Access

- Complete the required fields
- **IMPORTANT:** The payer customer ID must match the patient's health insurance ID
- In the drop down section of the dialog labeled External Services, select eviCore and 'Save'

Philips Respiration Care Orchestrator

Tasks Patients Reports and Templates Administration

Jeff Fuhrman

Patient Identity

*Location [Search]

*First Name dream

*Last Name sample

*Date of Birth 1/29/19

Gender Male

*Setup Date 2/4/19

External ID

Patient Reference

Payer [Search by Payer Name]

Payer Member ID Health plan member ID

External Services [v]

Select External Services

- AIM
- eviCore
- CareCentrix

Save

Note:
All patients that are added must contain:
➤ First and Last Name
➤ Date of Birth
➤ Customer ID number
➤ Payer and Payer Customer ID
➤ External Services = eviCore



EncoreAnywhere™

EncoreAnywhere™ is a complete solution for gathering and sharing patients' compliance data over the web. Managing your patients' compliance data has never been so easy!

To learn more about how your organization can benefit from EncoreAnywhere™, please send an e-mail to encoreanywhere@philips.com

For customers using SmartCards or SD Cards with EncoreAnywhere, please visit the [EncoreAnywhere prerequisites page](#) for instructions on installing the required data card software.

[Philips Privacy Policy](#)

MEMBER LOGIN

Username

Password

Forgot your password?
Please contact your System Administrator.



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Set up Cigna as Insurer

EncoreAnywhere™

RESPIRONICS

Welcome BBarkerClin, John - Help - Logout

My Day My Patients My Profile Company Settings Business Reports Modem Administration Encore Pro Import Status

Tuesday, July 24, 2012

PRIORITY ITEMS EXPORT REMINDERS STATUS All SHOW Company Patients

Photo	Patient name	ID	Setup date	Phone	Items
	Test Patient		10/18/2007		
	Test Patient		1/1/1970		
	Test Patient		7/1/2009		
	Test Patient		1/1/1970		
	Test Patient		1/1/1970		

EncoreAnywhere™ v 2.7.Atlanta.186 © 2012 Resprionics, Inc.

Set up Cigna as Insurer

From the Patient List screen, select Add New Patient

The screenshot shows the 'Encore Anywhere' interface. At the top, there's a navigation bar with 'My Day', 'My Patients', 'My Profile', 'Company Settings', 'Business Reports', 'Modem Administration', and 'Encore Pro Import Status'. The 'My Patients' tab is active. Below the navigation bar, the 'Patient list' section is visible. A red arrow points from the 'Add new patient' button to the right. The main content area displays a table of patient records with columns for Setup date, Patient ID, Last, first name, Office, Sleep doctor, Sleep lab, Device mode, Min. Pressure, Max. Pressure, and Mask. The table contains four rows of test patient data.

Setup date	Patient ID	Last, first name	Office	Sleep doctor	Sleep lab	Device mode	Min. Pressure	Max. Pressure	Mask
10/18/2007		Test Patient	Base DME Office			AutoCPAP with A-Flex	6.0	16.0	OptLife, large
1/1/1970		Test Patient	Base DME Office			AutoCPAP	6.0	20.0	Comfort Full 2, medium
7/1/2009		Test Patient	Base DME Office			AutoCPAP with A-Flex	9.0	15.0	
1/1/1970		Test Patient	Base DME Office			CPAP with C-Flex	10.0	10.0	Comfort Select, medium

Set up Cigna as Insurer

Required information for Cigna customers

Demographics tab:

- First and Last Name
- Date of Birth

The screenshot shows the 'Add patient' form in the Encore Anywhere system. The 'Demographics' tab is selected, indicated by a red arrow. The form is divided into several sections: 'NAME AND ADDRESS', 'CONTACT INFORMATION', 'MEDICAL CARE', and 'PATIENT INFORMATION'. The 'NAME AND ADDRESS' section contains fields for First name*, Last name*, Middle name, Address, Address (cont'd), City, State/province, Postal code, and Country (set to United States). The 'CONTACT INFORMATION' section includes E-mail, Best time to contact, Fax, Home phone, Work phone, and Alternate phone. The 'MEDICAL CARE' section lists Primary care physician, Sleep doctor, Sleep lab, Clinician* (with a dropdown menu showing 'BBarkerClin, John'), and DME office* (with a dropdown menu showing 'Bob Barker Demo Office'). The 'PATIENT INFORMATION' section includes Patient reference, Patient facility ID, Birth date, Gender (set to Unspecified), Marital status (set to Unspecified), Comments (with a 1000 character limit), and a Photograph field with a 'Browse...' button. A red arrow points to the 'Birth date' field. At the bottom of the form, there are 'Save' and 'Cancel' buttons. A legend at the bottom left indicates that an asterisk (*) denotes required fields.

Set up Cigna as Insurer

Required information for Cigna customers

Demographics tab:

- First and Last Name
- Date of Birth

Insurance tab:

- add Cigna as insurance provider

The screenshot shows the 'Encore Anywhere' patient management system. The 'My Patients' tab is active, and the 'Add patient' form is open. The 'Insurance' tab is selected, and the 'Insurance Information' section is visible. The 'Primary insurance' section has a dropdown menu for 'Insurance provider' with an 'Add' button next to it, highlighted by a red box and a red arrow. Below this are input fields for 'Insurance number', 'Group number', 'Policy holder name (first last)', and 'Relationship to policy holder'. A similar section exists for 'Secondary insurance'. A blue note box at the bottom states: 'Note: Cigna only needs to be added as an insurance provider once, then it will be available as a provider in the dropdown list for patients.'

Set up Cigna as Insurer

ADD INSURANCE PROVIDER

Insurance name* Mask replacement

Plan name* Months

Contact name Reimbursement rate

Address

Address (cont'd)

City State/Province Postal code

Country

Phone Fax

E-mail Web site

External ID

Required information for Cigna customers:

Demographics tab:

- First and Last Name
- Date of Birth

Insurance tab:

- add Cigna as insurance provider

Set up Cigna as Insurer

Required information for Cigna customers:

Demographics tab:

- First and Last Name
- Date of Birth

Insurance tab:

- add Cigna as insurance provider

The screenshot shows the 'EncoreAnywhere' interface with the 'My Patients' tab selected. Under 'Add patient', the 'Insurance' sub-tab is active. The 'INSURANCE INFORMATION' section is divided into 'Primary insurance' and 'Secondary insurance'. In the 'Primary insurance' section, the 'Insurance provider' dropdown is set to 'Cigna'. A red arrow points to this dropdown. Below it, the 'Insurance number' field is highlighted with a red arrow and a note: 'ID number as it appears on customer's card'. Another red arrow points to the 'Policy holder name (first last)' field. The 'Secondary insurance' section is currently empty. At the bottom right, there are 'Save' and 'Cancel' buttons. A footer note indicates 'EncoreAnywhere™ v. 2.7, Atlanta, 286 © 2012 Responics, Inc.'

Set up Patient's Device Information

The screenshot displays the 'DEVICE PRESCRIPTION' configuration window. The 'Sleep' section is expanded, showing the following fields:

- Mode *: AutoCPAP
- Device *: REMstar Auto (M Series)
- Mode Attribute *: C-Flex
- Serial Number *: [Empty]
- Issued On *: 7/10/2012

The 'Device Settings' section includes:

- Min Pressure: 4.0
- Max Pressure: 20.0
- C-Flex Setting: 2
- C-Flex Lock: OFF
- Ramp: OFF
- Ramp Time: 5
- AHI and Leak Display: Enabled
- Mask Reminder Period: OFF
- Mask Reminder Text: [Empty]

The 'Modem Settings' section shows:

- Use Modem: Yes

A red arrow points to the 'Save' button. The 'OTHER PRESCRIPTION' section at the bottom indicates no accessories are currently prescribed.

Device Settings:

- Mode
- Device Model
- Issued Date
- Pressure Settings
- Serial Number (crucial for reimbursement)
- Use Modem = Yes

Sleep Educators – Contact Information



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 to an eviCore Sleep Educator.

Thank you



12 2020