

PAP Member Set Up for AdventHealth Plans Members on Respironics Devices

eviCore healthcare Member Set up Guide



Empowering
the Improvement
of Care

Set Up and Manage

AdventHealth Plans
members in the EncoreAnywhere system for Respironics PAP Devices

*This process applies to AdventHealth Plans members

DME Suppliers that are not currently registered on the EncoreAnywhere website should contact their area Respironics representative
1-877-544-9252

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 AdventHealth Plans 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 Phillips Respironics Care Orchestra
- Access the patient profile and select the Identity tab select the “Edit” icon

The screenshot displays the Philips Respironics Care Orchestra interface. At the top, a browser window shows 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 interface shows a patient profile for "dream sample" (1/29/19 - 0 Years Old) under the "Marketing and Sales, 2/4/19" location. The "Identity" tab is selected, and a red arrow points to the "Edit" icon (pencil) in the top right corner of the patient information section. Another red arrow points to the "Edit" icon for the "Phone Number" field. 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.

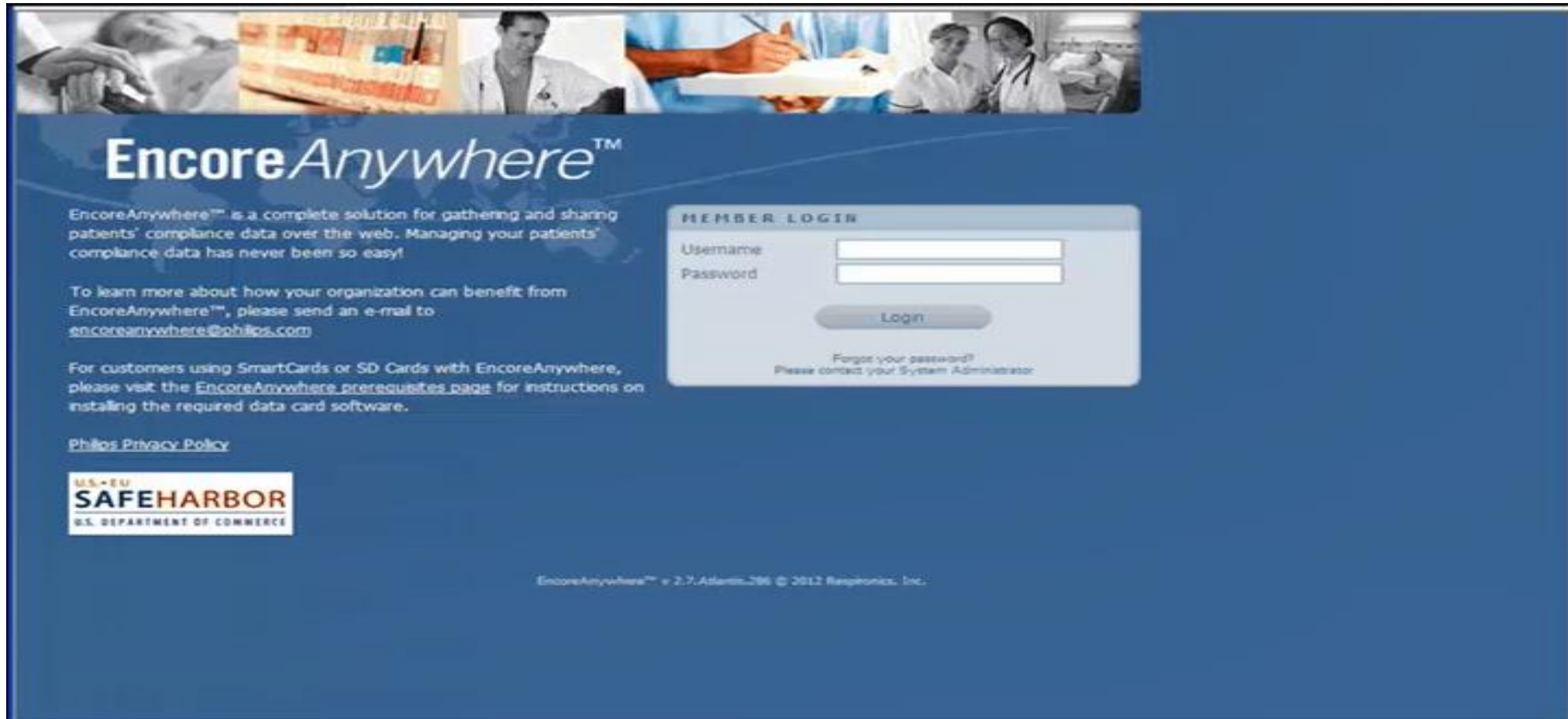
eviCore Access

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

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

Login with your username and password

To continue the process, go to www.encoreanywhere.com and login



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](#)

U.S. • EU
SAFEHARBOR
U.S. DEPARTMENT OF COMMERCE

MEMBER LOGIN

Username

Password

Login

[Forgot your password?](#)
Please contact your System Administrator.

EncoreAnywhere™ v 2.7.A4firm.286 © 2012 Resplonix, Inc.

SET UP ADVENTHEALTH PLANS AS AN INSURER

From this screen, click on "My Patients"

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 10, 2012

PRIORITY 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		

Results per page: 5 23 patients in 5 pages

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

SET UP ADVENTHEALTH PLANS AS AN INSURER

From the Patient List screen, select Add New Patient



The screenshot shows the 'Encore Anywhere' interface. The top navigation bar includes 'My Day', 'My Patients' (selected), 'My Profile', 'Company Settings', 'Business Reports', 'Modem Administration', and 'Encore Pro Import Status'. The 'Patient list' section is active, displaying a table of patient records. A red arrow points to the 'Add new patient' link in the top right corner of the patient list area.

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
			Base DME			CPAP with C-			Comfort Gel.

SET UP ADVENTHEALTH PLANS AS AN INSURER

Required information for AdventHealth Plans
Demographics tab:

- First and Last Name
- Date of Birth

Encore Anywhere™

Welcome BBarker

My Day | **My Patients** | My Profile | Company Settings | Business Reports | Modern Administration | Encore Pro Import Status

Back to my patients

Add patient

Demographics | Insurance | Settings

NAME AND ADDRESS

First name* Middle name
Last name*
Address
Address (cont'd)
City
State/province Postal code
Country

CONTACT INFORMATION

E-mail Home phone
Best time to contact Work phone
Fax Alternate phone

MEDICAL CARE

Primary care physician
Sleep doctor
Sleep lab
Clinician*
DME office*

PATIENT INFORMATION

Patient reference Setup date*
Patient facility ID
Birth date
Gender Marital status
Comments
1000 characters left

Photograph

* Required fields

Save Cancel

SET UP ADVENTHEALTH PLANS AS AN INSURER

Encore Anywhere™

My Day | **My Patients** | My Profile | Company Settings | Business Reports | Modern Administration

Back to my patients
Add patient

Demographics | **Insurance** | Settings

INSURANCE INFORMATION

Primary insurance

Insurance provider **AdventHealth Plans**

Insurance number

Group number

Policy holder name (first last)

Relationship to policy holder

Secondary insurance

Insurance provider

Insurance number

Group number

Policy holder name (first last)

Relationship to policy holder

* Required fields

Save Cancel

- Note: AdventHealth Plans only needs to be added once
- It will remain as a provider in the dropdown list for future patients

ADD ADVENTHEALTH PLANS AS AN INSURER

ADD INSURANCE PROVIDER

Insurance name* Mask replacement

Plan name* Months

Contact name Reimbursement rate

Address

Address (cont'd)

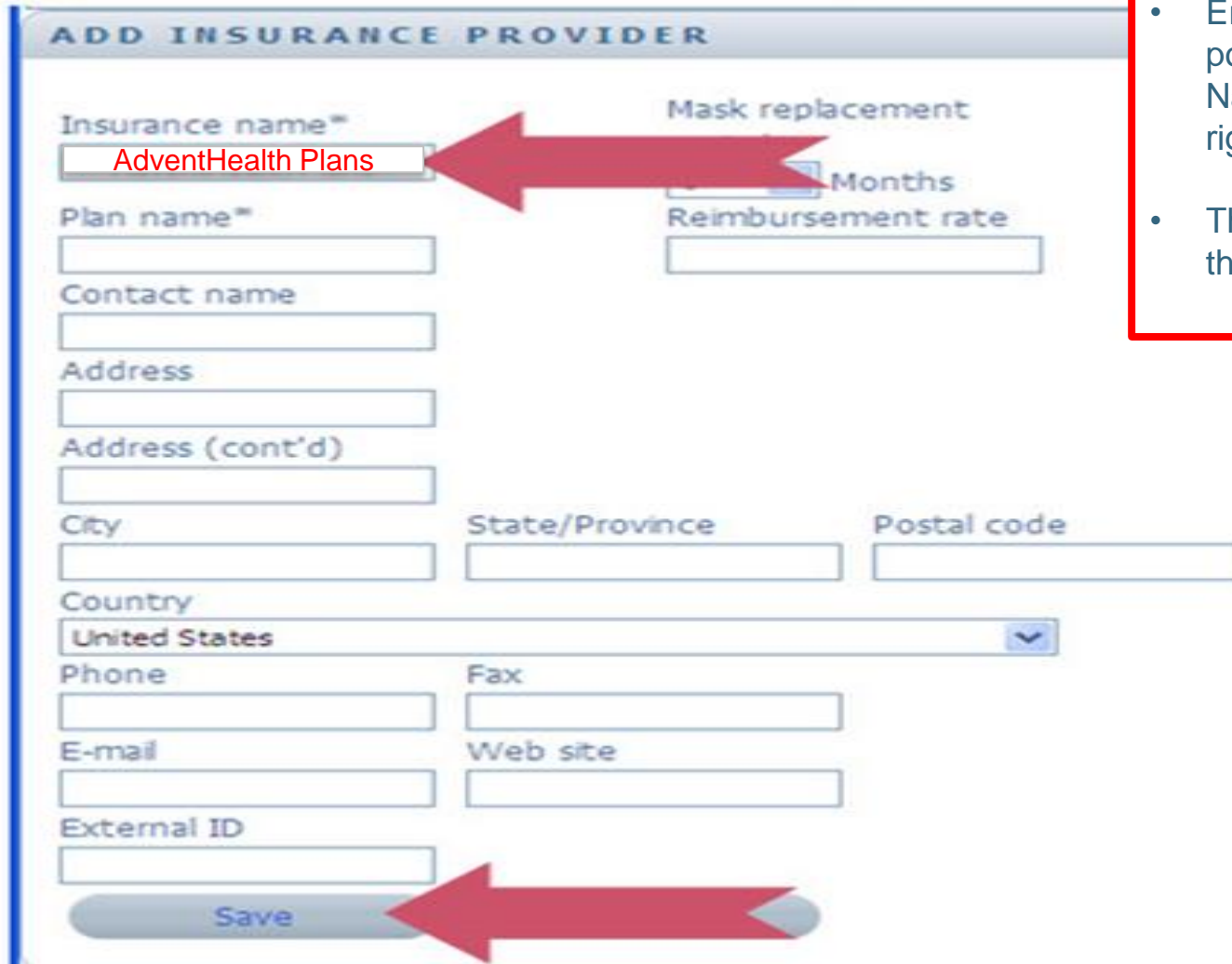
City State/Province Postal code

Country

Phone Fax

E-mail Web site

External ID



- Enter as much information as possible but be sure the Insurance Name is entered as listed on the right, "AdventHealth Plans"
- Then select "Save" at the bottom of the screen.

ENTER PATIENT INSURANCE DETAILS

EncoreAnywhere™

My Day | **My Patient** | My Profile | Company Settings | Business Reports | Modern Administration

Back to my patients
Add patient

Demographics | **Insurance** | Settings

INSURANCE INFORMATION

Primary insurance

Insurance provider ♦ Add
AdventHealth Plans

Insurance number: ID number as it appears on member's card

Group number

Policy holder name (first last)

Relationship to policy holder

Secondary insurance

Insurance provider ♦ Add

Insurance number

Group number

Policy holder name (first last)

Relationship to policy holder

* Required fields

Save

EncoreAnywhere™ v. 2.7. Atlanta, 285 © 2012 Responics, Inc.

Insurance Tab:

- After clicking save, you will be returned to the Insurance tab
- Select AdventHealth Plans from the drop down menu
- Enter the patient's current member number, exactly as it is printed on the member's card
- Then, enter the Policy Holder's name and relationship to the policy holder and save

Setting Tab:

- Information collected will be set to default settings; no action required on this tab

SET UP PATIENT'S DEVICE INFORMATION

The screenshot shows the 'Prescription' tab in a medical software interface. The 'DEVICE PRESCRIPTION' section is active, and the 'Sleep' section is expanded. The following information is entered:

- 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 includes:

- Use Modem: Yes

A red arrow points to the 'Save' button at the bottom of the 'Sleep' section. Another red arrow points to the 'Prescription' tab at the top of the interface.

Prescription Tab:

Set up the device the patient will be using, as well as the prescription settings for the device

Device Settings:

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

Once the information is entered, select "Save"

Sleep Educators – Contact Information



Phone: 888-444-6185 Ask to be transferred to a Sleep Educator

email:
sleeptherapysupport@evicore.com

Important: Each DME company will need to set up eviCore **exactly** as instructed. If the member 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 member set may be called or emailed to an eviCore Sleep Educator.

Thank you



6.2020