

PAP Member Set Up for Tufts Health Plan Members on ResMed Devices

eviCore healthcare Member Set up Guide



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Start by logging into Airview

Access Airview at airview.resmed.com

ResMed AirView™

EasyCare Online
has evolved into AirView™

Username
Enter Username

Password
Enter Password

Login

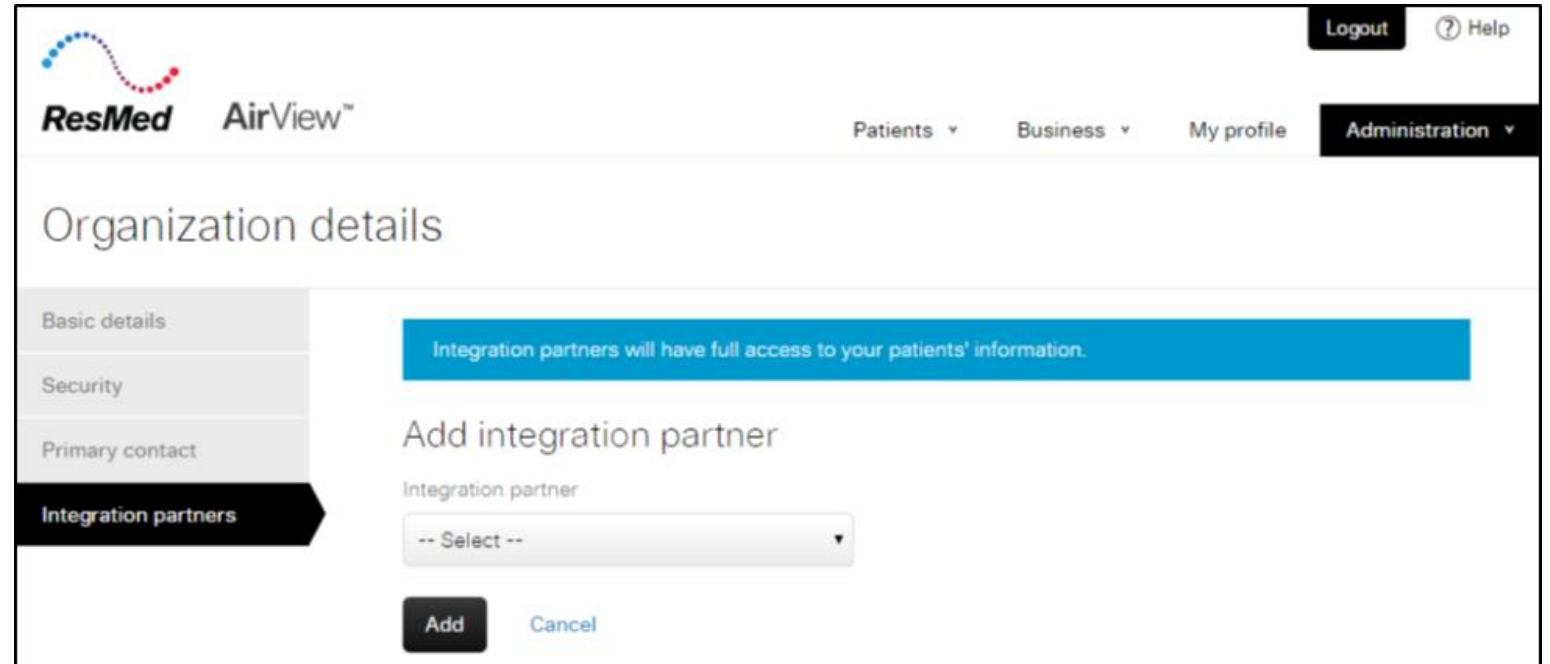
> [Forgot password?](#)

CAUTION: In the US, Federal law restricts this device to sale by or on the order of a physician.

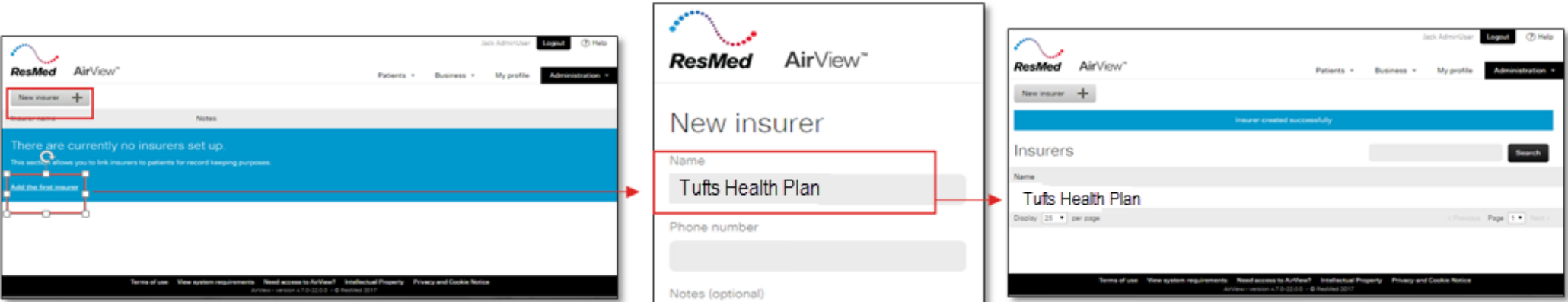
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One time set up: Adding Integration Partner at Org Level

1. Log in to AirView as an Organization's Administrator.
2. Click **Administration**, then select **Organization Details**.
3. On the left side of the screen, click **Integration partners**.
4. Select 'eviCore healthcare' from the drop-down list
5. Click 'Add'



One time set up: Adding Health Plans into Airview



1. Log in to AirView as an Organization's Administrator.

2. Hover over **Administration**, then select **Insurers**.

3. Click 'Add the first insurer' or the 'New Insurer' button.

4. Type in the health plan name in the 'Name' field.

5. List of available health plans appears on the Insurers screen. These will be available to select from the drop-down during patient setup.

Add eviCore as an Integration Partner

The screenshot shows the ResMed AirView interface for a patient named Susan. The 'Integrators' section is highlighted with a red box and a '2'. A blue message box states 'This patient does not have any patient level integrators associated' with an 'Add integrator' button. A red arrow points from this button to a table showing the 'eviCore healthcare' integrator with a status of 'Incomplete'. A red box highlights 'eviCore healthcare' with a '3' and another red box highlights 'Incomplete'. A red arrow points from the 'Logs' tab to the 'Incomplete' status. A red text box at the top right says 'Ignore the "Incomplete". Once eviCore validates this patient in their system, status will be updated.'

1. Upon boarding patient into Airview, navigate to the **Patient details** screen.

2. Navigate to the **Integrators** section the click **Add integrator**.

3. In the drop-down list, select **eviCore healthcare** in the Integrator drop-down.

4. Click **Save**.

Add Tufts Health Plan to Member's Record

The screenshot shows a patient record page for 'Patient, Test'. At the top right, there are fields for 'Patient ID' and 'D.O.B.'. Below the header is a navigation bar with tabs: 'Charts', 'Patient details', 'Prescription', 'Notes', 'Logs', and 'Thresholds'. Under 'Patient details', a sidebar menu lists 'Basic details', 'Physicians', 'Insurance', 'Interventions', 'Consult details', and 'Additional details'. The 'Insurance' tab is highlighted in black. A red arrow points from the 'Insurance' tab to a blue message box that reads: 'This patient file does not have any insurers. Insurers can be added here to track policy, group numbers and other information. Add insurer'. Another red arrow points from the 'Add insurer' link in the message box to the text below.

Select "Insurance", then select "Add insurer"

Enter the Member Insurance ID

The screenshot shows a web interface for entering patient insurance information. The page title is "Patient, Test" with a "Back to patients" link. A navigation bar includes "Charts", "Patient details", "Prescription", "Notes", "Logs", and "Thresholds". The "Insurance" section is active in the left sidebar. The form fields include:

- Insurer: Tufts Health Plan
- Membership number: Tufts Health Plan ID#
- Policy holder name: [Empty field]
- Policy effective dates: [Empty field] to [Empty field]
- Relation to policy holder: [Empty field]

Red arrows highlight the "Tufts Health Plan ID#" field and the "Save" button. A red-bordered box contains the instruction: "Carefully enter the member ID exactly as it is written on the authorization letter. Once entered, click SAVE."

Member Set Up - Review

During member setup, select eviCore healthcare as an “Integration Partner” within the AirView system. Enter the patient information below on the **day of set up** to ensure that eviCore receives all of the member’s data.

1. Member Name (as appears on the eviCore Authorization letter)
2. Member DOB
3. Enter Health Plan exactly as listed below:
 - Tufts Health Plan
4. Member Insurance ID# (as appears on the eviCore Authorization letter)
5. eviCore healthcare added as an ‘Integrator’

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



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