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

eviCore healthcare Member Set up Guide

Empowering the Improvement of Care

Set Up and Manage

Tufts Health Plan
members in the EncoreAnywhere system for Respironics PAP Devices

*This process applies to Tufts Health Plan 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 Tufts Health Plan 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**
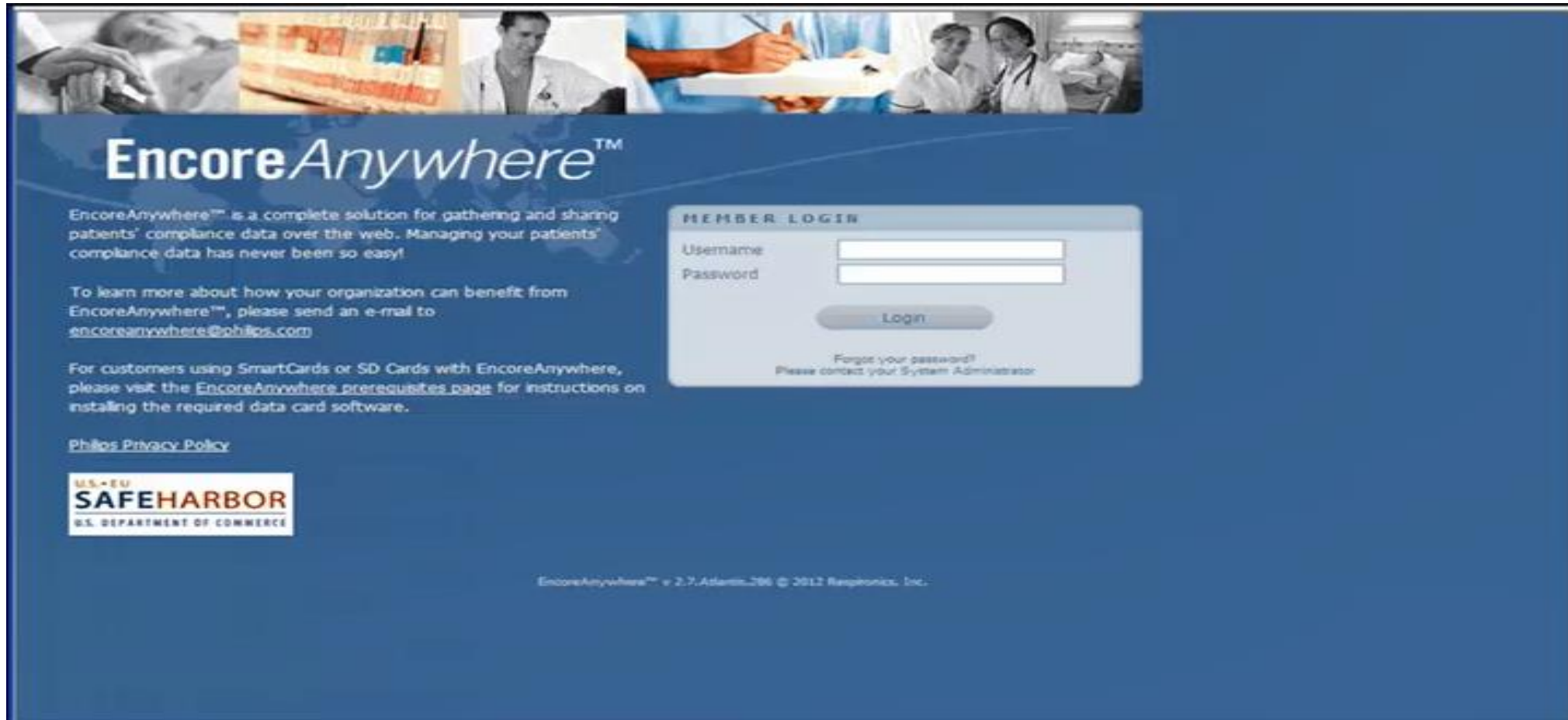
eviCore Access

- **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'**

Login with your username and password

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

SET UP TUFTS HEALTH PLAN AS AN INSURER

From this screen, click on "My Patients"

SET UP TUFTS HEALTH PLAN AS AN INSURER

From the Patient List screen, select Add New Patient

SET UP TUFTS HEALTH PLAN AS AN INSURER

Required information for Tufts Health Plan:
Demographics tab:
➢ First and Last Name
➢ Date of Birth

SET UP TUFTS HEALTH PLAN AS AN INSURER

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

SET UP TUFTS HEALTH PLAN AS AN INSURER

ADD INSURANCE PROVIDER

Insurance name*
Tufts Health Plan

Plan name*

Contact name

Address

Address (cont'd)

City

State/Province

Postal code

Country
United States

Phone

Fax

E-mail

Web site

External ID

Mask replaceme
period
6   Montl
Reimbursement

Save   Cancel

- Enter as much information as possible but be sure the Insurance Name is entered as listed on the right, "Tufts Health Plan"

- Then select "Save" at the bottom of the screen.

ENTER PATIENT INSURANCE DETAILS

Insurance Tab:
- After clicking save, you will be returned to the Insurance tab
- Select Tufts Health Plan 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

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

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