

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

The screenshot shows the Philips Care Orchestrator web application. The browser address bar is highlighted with a red box, showing the URL: <https://www.careorchestrator.com/#/patient/e>. The patient profile for 'dream sample' (1/29/19 - 0 Years Old) is displayed. The 'Identity' tab is selected, and a red arrow points to the 'Edit' icon (pencil) in the top right corner of the profile card. A dark blue callout box contains the following text:

- 1) 1.2dj Form available through Phillips Representative
- 2) Signed and processed form will denote patients accessible to eviCore

The patient profile card contains the following information:

* Location:	Marketing and Sales	Phone Number:	
* First Name:	dream	Email Address:	
* Last Name:	sample	Preferred Contact Method:	
* Date of Birth:	1/29/19	Street Address:	
Gender:		City:	
* Setup Date:	2/4/19	State:	
External ID:		Postal Code:	
Patient Reference:		Country:	United States
Payer:		* Time Zone:	(GMT-05:00) - Eastern Time (US and Canada)
Payer Member ID:		Start Time of Day:	12:00
External Services:			

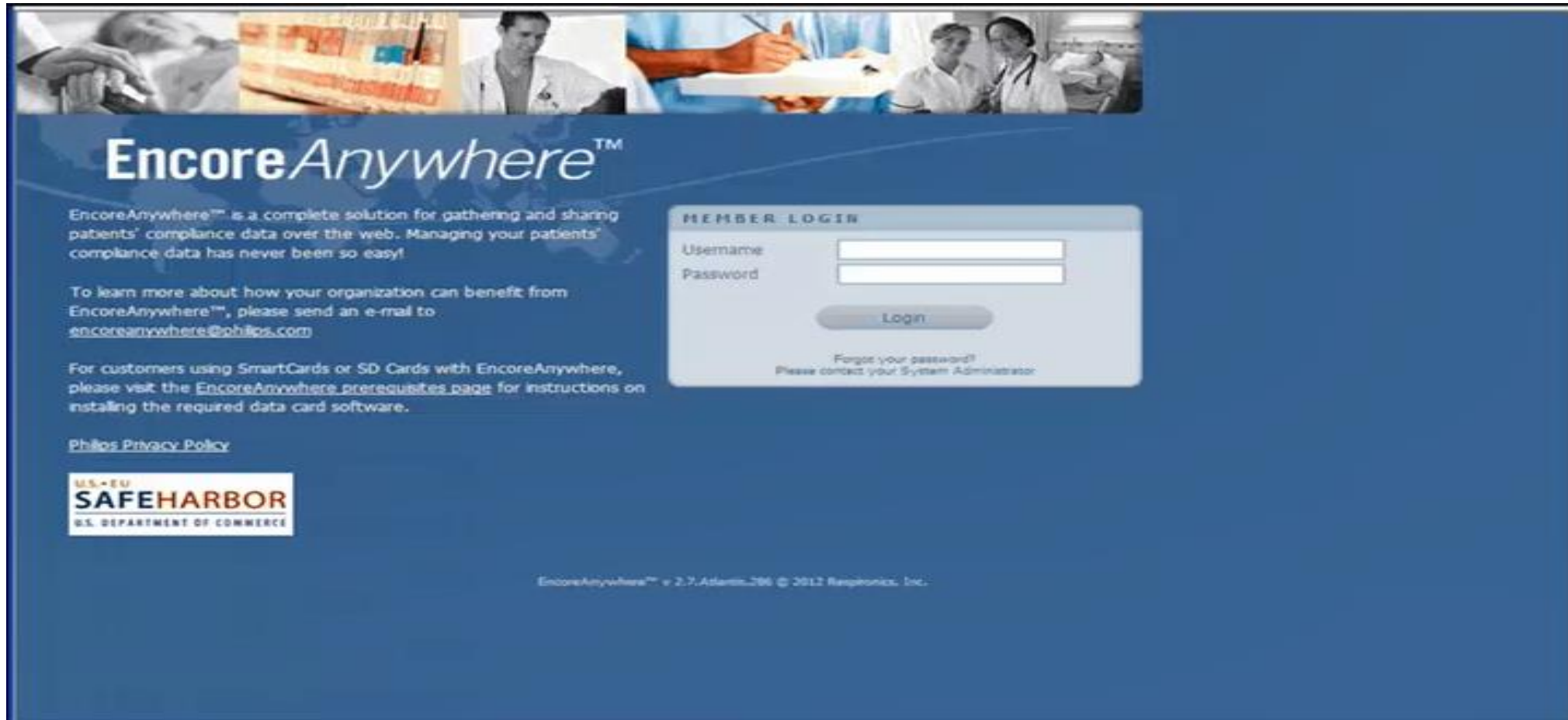
eviCore Access

- 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.

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U.S. DEPARTMENT OF COMMERCE

MEMBER LOGIN

Username

Password

Login

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

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SET UP TUFTS HEALTH PLAN AS AN INSURER

From this screen, click on "My Patients"

The screenshot shows the EncoreAnywhere™ software interface. The top navigation bar includes tabs for My Day, My Patients, My Profile, Company Settings, Business Reports, Modern Administration, and Encore Pro Import Status. The 'My Patients' tab is selected. A red arrow points to this tab. The main content area displays a list of patients with columns for Photo, Patient name, ID, Setup date, Phone, and Items. The list includes five 'Test Patient' entries. The interface also shows a navigation menu on the left and a footer with version information.

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		

SET UP TUFTS HEALTH PLAN 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', 'Modern 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 Office			CPAP with C-Flex			Comfort Gel.

SET UP TUFTS HEALTH PLAN AS AN INSURER

Required information for Tufts Health Plan:
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. The form is divided into several sections:

- NAME AND ADDRESS:** Includes fields for First name*, Last name*, Middle name, Address, Address (cont'd), City, State/province, and Country (set to United States). A red arrow points to the 'First name*' field, and another points to the 'Last name*' field.
- CONTACT INFORMATION:** Includes fields for E-mail, Best time to contact, Fax, Home phone, Work phone, and Alternate phone.
- PATIENT INFORMATION:** Includes fields for Patient reference, Patient facility ID, Birth date, Gender (set to Unspecified), Marital status (set to Unspecified), and Comments. A red arrow points to the 'Birth date' field.
- MEDICAL CARE:** Includes dropdown menus for Primary care physician, Sleep doctor, Sleep lab, Clinician* (set to SBarkerClin, John), and DME office* (set to Bob Barker Demo Office).

At the bottom of the form, there is a 'Save' button and a 'Cancel' button. A small note at the bottom left indicates '* Required Fields'.

SET UP TUFTS HEALTH PLAN 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 Tufts Health Plan

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: 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

The screenshot shows a web form titled "ADD INSURANCE PROVIDER". The form contains several input fields: "Insurance name*" (with "Tufts Health Plan" entered), "Plan name*", "Contact name", "Address", "Address (cont'd)", "City", "State/Province", "Postal code", "Country" (with "United States" selected), "Phone", "Fax", "E-mail", "Web site", and "External ID". To the right of these fields are two sections: "Mask replacement period" with a dropdown set to "6" and "Months", and "Reimbursement" with an empty input field. At the bottom of the form are "Save" and "Cancel" buttons. A red arrow points from the left to the "Insurance name" field, and another red arrow points from the right to the "Save" button.

- 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

EncoreAnywhere™

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 **Tufts Health Plan**

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

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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

The screenshot shows the 'Prescription' tab in a medical software interface. The 'DEVICE PRESCRIPTION' section is active, with the 'Sleep' section expanded. The following fields are visible:

- 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 'Device Prescription' section. Below this section is the 'OTHER PRESCRIPTION' section, which is currently empty.

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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