

What needs to be checked?		
1. Workflow	Task needed	RX/DE/SS/CDL
2. Patient tab	Personal	if PT is on Do not call list
	Notes Tab	# of touch
	PT came from	Skip if PT is from SYNAPSE
3. Insurance	Identify what is the insurance	Skip if PT is from SYNAPSE
4. Documents	Look for unverif documents	
	Upload documents	
5. Orders	General Info	Important Notes
	Items	PT's order (HCPC)
6. If billable docs	Sale history tab	look for oldest pending billable orders with open WF

Reminders !!!

1. Always CHECK PT and DR timezone before calling
2. SYNAPSE PT
3. PT is on DNC
4. STW process

What needs to be checked before we void the account ?

1. Atleast 4 attempts to DR
2. Booked date is more than 30 days (*Note : ensure step #1 has been done*)
3. Endorse to PT call team to advise hold if step 1 and 2 already met
4. Make sure there's a PT call team notes saying "endorse for void " before we re-endorse for void . (*No chasing to DR*)
5. If new DR/ new DR Info has been provided, chasing will be at least 3 times then endorse to PT call to advise hold
6. If there's already 3 endorsement from Docs agent to advise hold and yet there's no PT call, we can already endorse the account for voiding (*Note : at least 3 endorsement to advise hold*)

Patient Note /
Misc.

Patient Call: Voiding Order (No Valid Documents)
Date:10/28/2024

Order Type: Resupply
Order Id: [REDACTED]

Reason for Call: Voiding Order (No Valid Documents)

Status Update: Called PT at (850) 545-4090 - left voice message

PATIENTCALLCOMPLETED

Endorsed for Voiding (Rapid Reorder)

Denial	1st Touch	2nd touch	3rd touch	4th touch	5th onwards until 36th days
PNA (within 30 days)	No Chasing to DR with denial Endorse to PT call	No Chasing to DR with denial ENDORSE to PT call team if still no successful call	Void the order if there's already 2 PT calls may it be successful or not? (if 1 DR on file or 2DR doctors with PNA)		
PNA (more than 30 days)	send request to DR base on restriction	Keep chasing to DR base on restriction ENDORSE to PT call team if still no successful call	Keep chasing to DR base on restriction ENDORSE to PT call team if still no successful call	Keep chasing to DR base on restriction ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
Not a current PT No longer a PT (no time frame)	No chasing to DR with denial (if multiple DR, send request to DR with no denial) Endorse to PT call	No chasing to DR with denial (if multiple DR, send request to DR with no denial) ENDORSE to PT call team if still no successful call	No chasing to DR with denial (if multiple DR, send request to DR with no denial) ENDORSE to PT call team if still no successful call	No chasing to DR with denial (if multiple DR, send request to DR with no denial) ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
PT has a current order (GS doctor)	call and send request if no restriction Send email if don't call with POC	Chase the DR base on restriction ENDORSE to PT call team if still no successful call	Chase the DR base on restriction ENDORSE to PT call team if still no successful call	Chase the DR base on restriction ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
DR no longer in this location DR is retired	<i>** if no restriction, call the office and look for another provider. If unsuccessful, no sending of request but endorse it to PT call</i> <i>** if doctor is DMC, no chasing, endorse to PT call only to confirm new DR</i>	<i>** if no restriction, call the office and look for another provider. If unsuccessful, no sending of request but endorse it to PT call</i> <i>** if doctor is DMC, no chasing, endorse to PT call only to confirm new DR</i>	work as UNVERIF if there's still no successful PT call Endorse to PT call to confirm DR	work as UNVERIF if there's still no successful PT call Endorse to PT call to confirm DR	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
DR not active in SNAP	Re-add the DR in SNAP and look for another location, send request based on Doctor's restriction (if no other location, no chasing - ENDORSE it to PT call)	Re-add the DR in SNAP and look for another location, send request based on Doctor's restriction (if no other location, no chasing - ENDORSE it to PT call)	Re-add the DR in SNAP and look for another location, send request based on Doctor's restriction (if no other location, no chasing - ENDORSE it to PT call)	Re-add the DR in SNAP and look for another location, send request based on Doctor's restriction (if no other location, no chasing - ENDORSE it to PT call)	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
Fax CMN (parachute denial)	<i>if the doctor is no DMC/DMF and has POC, we should not be forcing for the request, we should send email to POC instead</i>				
Interlock - no faxphone number (parachute sending failed)	Look for faxphone number in NPDES with same location then proceed with DR add to queue DR information (if no information in NPDES, endorse to COP and PT call)	Look for faxphone number in NPDES with same location then proceed with DR add to update DR information (if Dr's info was already updated, send request via parachute)	<i>if no restriction - Call and send request to DR</i> <i>if DMC/DMF with POC - send email via SMS</i>	<i>if no restriction - Call and send request to DR</i> <i>if DMC/DMF with POC - send email via SMS</i>	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
Interlock - no BT ID (parachute sending failed)	Endorse to COP - parachute sending failed (include in notation "no BT ID" in COP) Endorse to PT call	No chasing ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
Interlock - remote server (parachute sending failed)	Resend the request	No chasing ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
<small>The request will be sent as an E-Document to the Doctor. This document request also includes an e-mail as Parachute at 11:42AM 12-18 PM CDT. The E-Document request failed, please DR call 1-800-955-6141 and explain for digital or hand signature request modifications.</small>	Resend the request	No Chasing ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
Interlock - ICD 10, no diagnosis code (parachute sending failed)	Add Q47.33 and resend the request	No Chasing ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
requires a valid HmlLocation (Gocrypt sending failed)	Need to send manually via Portal (endorse the account to GS agent)	No chasing ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
Invalid Fax/ phone number (Parachute sending failed)	Call Dr's office and ask for updated information (phone or fax number) follow DR adds process (update information)	<i>if faxphone was already updated, Resend the E-Docx request</i> ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
Printed for review and signature (Parachute sending failed)	Endorse to PT call (to confirm DR)	Check SNAP/BT for valid document Endorse to PT call (to confirm DR)	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>
LON should be 12 months (Parachute sending failed)	Sent a request via centralize, parachute (emphasize the required LON)	No Chasing ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	Call and send request to DR based on restriction, ENDORSE to PT call team if still no successful call	<i>if within 30days, continue chasing</i> <i>if already or more than 30days, no chasing, Endorse to PT call to advise hold</i>

	WHAT IF ?	Action
Same Location	Denial with same location, fax , phone number ?	No chasing, Endorse to PT call only
	No Denial	send request only to both doctors on file when 3rd touch
GoScripts / Parachute	2 Doctors w/ SAME OFFICE : If there's a recent RX/DE on file signed by 2nd DR	Send another E-docs/GS request to DR who sign the document on 2nd touch
	2 Doctors w/ DIFF OFFICE	Business As Usual
QTY is more than default order	MEDICARE insurance (e.g 1 tubing only in RX but Patient's order is 2)	No Chasing, Escalate in CDP for Order update and Endorse to PT call to confirm PT's order
	COMMERCIAL insurance (e.g 1 tubing only in RX but Patient's order is 2)	Continue chasing and Endorse to PT call to confirm PT's order
Billable Docs	Previous OID (Booked date - w/ in a year) has the same ORDER with Current OID	Send request to Previous OID
	Previous OID (Booked date - more than a year) has the same ORDER with Current OID	Send request to Previous and Current OID
	Current and Previous OID have a different ORDER (e.g.Tubing/Mask)	Send request to Previous and Current OID
	Parachute DR : if there's already a request sent via parachute on Current OID	No need to send another request to Previous OID
No Insurance	No insurance	Work it as commercial, then endorse the OID to IV folks.
DR notes : Call Patient for Update if the PT has been seen by the provider	IF RX is within a Year	Keep Chasing
	IF RX is more than a Year	No chasing, Endorse to PT call to confirm current DR
Pecos Dr	Initial Touch	Should send fax request via Ah central
	2nd touch onwards- Check if there's already fax request sent via Ah central,	if Yes , send fax via SNAP, if No, send 1 time request Ah central
Order Status : Sent to Shipper	2nd touch onwards	continue endorsing to PT call
	if there's a Denial or For voiding	No endorsement to PT call, just put on the Status Update that there's a denial or the account is for voiding
Inactive Patient	Inactive Reason : Patient Requested	No endorsement to PT call, escalate it on CDP (PT is on DNC)
PAR as an RX (This process is not applicable if the account does not need PAR and this process is for Tricare west)	No Rx on file	Verify PAR as an RX - add notes " Tricare West PAR approved to use as CMN "
	No signature	should be mapped as RX
	There's a Doctor on PAR document	Use that when verifying the Document as RX
	If no DR on PAR document	Use primary DR on file ,but ensure they have the Same State

Doctor's Restriction	1st Touch	2nd touch	3rd touch	4th touch	5th onwards until 30n days
No Restriction (RX within 1 year) (RX more than a year)	Sent fax to recent signing DR only Sent fax to DR on file	Call and Sent fax to DR (If MA deny the PT) - no sending of request ENDORSE to PT call team	Call and Sent fax to DR (If MA deny the PT) - no sending of request ENDORSE to PT call team if still no successful call	Call and Sent fax to DR (If MA deny the PT) - no sending of request ENDORSE to PT call team if still no successful call	If <i>within 30days</i> , continue chasing If <i>already or more than 30days</i> , no chasing, Endorse to PT call to advise hold
Do not Fax with POC (RX within 1 year) (RX more than a year)	Sent email to recent signing DR on file Sent email to DR on file	Sent email to DR ENDORSE to PT call team	Sent email to DR (if no response from POC - escalate to CDP) ENDORSE to PT call team if still no successful call	Sent email to DR (5 days before we escalate again) ENDORSE to PT call team if still no successful call	If <i>within 30days</i> , continue chasing If <i>already or more than 30days</i> , no chasing, Endorse to PT call to advise hold
Do not Call with POC (RX within 1 year) (RX more than a year)	Sent fax to recent signing DR only Sent fax to DR on file	Sent Fax to DR ENDORSE to PT call team	Sent Fax to DR ENDORSE to PT call team if still no successful call	Sent initial email to DR on file (Use the template provided for email) ENDORSE to PT call team if still no successful call	If <i>within 30days</i> , continue chasing If <i>already or more than 30days</i> , no chasing, Endorse to PT call to advise hold
Do not Call only (RX within 1 year) (RX more than a year)	Sent fax to recent signing DR only Sent fax to DR on file	Sent Fax to DR ENDORSE to PT call team	Sent Fax to DR ENDORSE to PT call team if still no successful call	Sent Fax to DR ENDORSE to PT call team if still no successful call	If <i>within 30days</i> , continue chasing If <i>already or more than 30days</i> , no chasing, Endorse to PT call to advise hold
Do not call / Do not Fax with POC (RX within 1 year) (RX more than a year)	Sent email to recent signing DR on file Sent email to DR on file	Sent email to DR ENDORSE to PT call team	Sent email to DR ENDORSE to PT call team if still no successful call	Sent email to DR (if no response from POC - escalate to CDP) (5 days before we escalate again) ENDORSE to PT call team if still no successful call	If <i>within 30days</i> , continue chasing If <i>already or more than 30days</i> , no chasing, Endorse to PT call to advise hold
Do not Call / Do not Fax (no parachute/ POC)	Check if DR is on GS, if not, no chasing then Escalate to CDP as Dnc/dnt no POC ENDORSE to PT call team	Check if DR is on GS, if not, no chasing then Escalate to CDP as Dnc/dnt no POC ENDORSE to PT call team			If <i>within 30days</i> , continue chasing If <i>already or more than 30days</i> , no chasing, Endorse to PT call to advise hold
DnC / DnF until with POC (RX within 1 year) (RX more than a year)	Sent Fax to recent signing DR via AH Central Sent Fax to DR on file via AH Central	Sent Fax to DR via AH Central (check minimum days in DR's information before sending of request) ENDORSE to PT call team	Sent Fax to DR via AH Central (check minimum days in DR's information before sending of request) ENDORSE to PT call team if still no successful call	Sent initial email to DR on file (Use the template provided for email) ENDORSE to PT call team if still no successful call	If <i>within 30days</i> , continue chasing If <i>already or more than 30days</i> , no chasing, Endorse to PT call to advise hold
DnC / DnF until no POC (RX within 1 year) (RX more than a year)	Sent Fax to recent signing DR via AH Central Sent Fax to DR on file via AH Central	Sent Fax to DR via AH Central (check minimum days in DR's information before sending of request) ENDORSE to PT call team	Sent Fax to DR via AH Central (check minimum days in DR's information before sending of request) ENDORSE to PT call team if still no successful call	Sent Fax to DR via AH Central (check minimum days in DR's information before sending of request) ENDORSE to PT call team if still no successful call	If <i>within 30days</i> , continue chasing If <i>already or more than 30days</i> , no chasing, Endorse to PT call to advise hold
Parachute	RX needed : Send E-docs to recent signing DR DE/SS needed : sent request via centralize _parachute via SMS (1 time E-docs only, always refresh the tab) If there's a denial , Endorse it to PT call	RX needed : No sending of request, Check denial in documents tab DE/SS needed : sent follow request to centralize, _parachute via SMS ENDORSE to PT call team	If no restriction - call and fax IF dnc/dnt POC - send email (use template provided) ENDORSE to PT call team if still no successful call	If no restriction - call and fax IF dnc/dnt POC - send email (use template provided) ENDORSE to PT call team if still no successful call	If <i>within 30days</i> , continue chasing If <i>already or more than 30days</i> , no chasing, Endorse to PT call to advise hold
Goscripts	RX needed : Check if there's an existing referral, create manually if none DE/SS needed : send message via portal (1 time E-docs only, always refresh the tab) If there's a denial , Endorse it to PT call	No sending of request, Check denial in documents tab ENDORSE to PT call team	If no restriction - call and fax IF dnc/dnt POC - send email (use template provided) ENDORSE to PT call team if still no successful call	If no restriction - call and fax IF dnc/dnt POC - send email (use template provided) ENDORSE to PT call team if still no successful call	If <i>within 30days</i> , continue chasing If <i>already or more than 30days</i> , no chasing, Endorse to PT call to advise hold

	2 Doctors	3 or more Doctors
Initial Touch	<p>Send request to recent Signing DR (if RX is within a year)</p> <p>Send request to PRIO 1 DR but look 1st for parachute DR (reconfirm all DR's restriction) (if RX is more than a year)</p>	<p>Send request to recent Signing DR (if RX is within a year)</p> <p>Send request to PRIO 1 DR but look 1st for parachute DR (reconfirm all DR's restriction) (if RX is more than a year)</p>
Second Touch	<p>Call (if no restriction) and send request to <u>ALL</u> doctors (no denial)</p> <p>Endorse to PT calling team - to confirm DR (note: if same location/phone/fax - call and send to Prio1 Dr only)</p>	<p>Call (if no restriction) and send request to <u>ALL</u> doctors (no denial)</p> <p>Endorse to PT calling team - to confirm DR (note: if same location/phone/fax - call and send to Prio1 Dr only)</p>
Third Touch	<p>Call (if no restriction) and send request to <u>BOTH</u> doctor (no denial)</p> <p>Check if there's already confirmed DR, if NO - endorse again to PT call team</p>	<p>Call (if no restriction) and send request to <u>ALL</u> doctors (no denial)</p> <p>Check if there's already confirmed DR, if NO - endorse again to PT call team</p>
Fourth Touch	<p>Call (if no restriction) and send request to <u>BOTH</u> doctor (no denial)</p> <p>Check if there's already confirmed DR, if NO - endorse again to PT call team</p>	<p>Call (if no restriction) and send request to <u>ALL</u> doctors (no denial)</p> <p>Check if there's already confirmed DR, if NO - endorse again to PT call team</p>
5th touch onwards until 30th days	<p>If already or more than 30 days, no chasing (if new DR on file - follow RESET CONTACT STRAT atleast 3 attempts to DR before we endorse to advise hold)</p> <p>Endorse to PT calling team to advise hold</p>	<p>If already or more than 30 days, no chasing (if new DR on file - follow RESET CONTACT STRAT atleast 3 attempts to DR before we endorse to advise hold)</p> <p>Endorse to PT calling team to advise hold</p>

Docs Template

Date: 10/01/2024
Order Type:
Order ID:
CN: N/A
SS: N/A
RX: Needed
PAR: N/A
Edocument Service: N/A
Called/Faxed Doctor:
Called Patient : N/A
Doctor Name:
NPI:
Status Update:

GS/ Parachute Email

We have sent the request through Parachute/GS on _____. Please assist in obtaining the document.

DNC with POC (4th touch)

We'd like to escalate this order to you. We're able to fax but the doctor is on DNC so we're unable to call to follow-up.

We've faxed the request (# of attempts: twice, thrice, 4 times, 5 times) to the number provided in SNAP ###-###-#### but we still haven't received the (specifically indicate the document) back yet. Appreciate if you could assist us in reaching out to the doctor please.

Doctor Adds

Info Change

DR Add

Email Subject Line: Provider Name | NPI
(Example. John Smith | 1234567890)

SNAP Site:
Order ID:
NPI:
First Name:
Last Name:
Street 1:
Street 2:
City:
State:
Zip:
What needs to be updated? Update this fax number from 123123 to 234234 and phone number to 123123 from 23341
Who did you speak with at the MD office that confirmed this? Spoke to Shirley
Did you confirm that this is a change to an already existing MD entry or does an additional location need to be added? If There is more than 1 entry , Please clarify which entry you are needing updated.

Thank you,
(Agent Name)

Email Subject Line: Provider Name | NPI
(Example. John Smith | 1234567890)

SNAP Site:
Order ID:
NPI:
First Name:
Last Name:
Street 1:
Street 2:
City:
State:
Zip:
Phone:
Fax:
Agent name :

Email Template

Open Order Documentation Request/Doctor:

Please see the account below that requires documentation. Appreciate your assistance.

Initial

SNAP Site: AeroCare
Order Type: Resupply
Order Date:
Order ID:
BT ID:
Doctor Name:
Doctor NPI:
What is Needed: Prescription
Why:

Thank you,

(Agent Name)
Documentation Review Specialist

Email's " WHY"

Rx dated ____ does not meet patient's insurance guidelines due to multiple masks and tubing.

Rx dated ____ is already expired as per insurance guidelines.

Rx dated ____ has missing HCPC ordered by the PT.

Rx dated ____ is already expired per the rules of Patient's insurance.

Doctor Evaluation should be dated ____ onwards.

Rx dated ____ was non-compliant due to stamped date

RX dated was non-compliant due to Changes Initialed/Dated

Centralized Parachute (DE/SS)

email to : centralized_parachute@adapthealth.com

Subject Line Template

Rx with pressure setting request: SNAP Site - Order ID:

CN request: SNAP Site - Order ID:

Sleep study request: SNAP Site - Order ID:

Documentation request: SNAP Site - Order ID: (To be used if there are multiple documents needed)

Initial/Follow Up

SNAP Site:
Snap ID:
DOB:
Last Name:
Document Request: Doctor Evaluation should be dated 2/1/2024 onwards.
Pressure Setting:

AH Central

Hi,

Please see the prescription request for our mutual patient, _____. RX dated is

Thank you.

SOD list - Important notes Template

(Attempt count) Doctor outreach Failed attempt | SNAP Site | OID
Reason for Doctor outreach:
Did we leave voicemail: Yes/No
Agent who did the Doctor outreach: First name and Initial of Last name (Sample: Juan D.)
Date of outreach: MM/DD/YYYY (Sample: 12/10/2024)

Signature

Valid Signatures cont.

Electronic Signatures must have a valid electronic descriptor such as:

- ▶ Chart Accepted by
- ▶ Electronically signed by
- ▶ Verified by
- ▶ Reviewed by
- ▶ Released by
- ▶ Signed by
- ▶ Signed before import by
- ▶ Signed
- ▶ This is an electronic verified report by
- ▶ Authenticated by
- ▶ Authorized by
- ▶ Confirmed by
- ▶ Closed by
- ▶ Finalized by
- ▶ Electronically approved by
- ▶ Approved by
- ▶ Completed by
- ▶ Validated by
- ▶ Sealed by
- ▶ Signature derived from controlled access password

Authorize through
Action taken : Sign by
Digitally signed by
Electronically entered by

E-sig
Prescribed by

HCPC Code & Brand

BRAND	HCPC
Swift FX Nasal Pillow	Nasal/A7033 and A7034
ResMed AirFit P30i	Nasal/A7033 and A7034
ResMed Swift FX Nano	Nasal/A7034
ResMed AirFit P10	Nasal/A7034
AirFit N30i/N30	Nasal/A7034
ResMed AirFit N20	Nasal/A7034
Philips Respironics Dreamwear	Nasal/A7034
ResMed Mirage Micro	Nasal/A7034
FX Mirage	Nasal/A7034
Fisher&Paykel Eson	Nasal/A7034
Airtouch N20	Nasal/A7034
F&P Brevida	Nasal/A7033 and A7034
Airtouch F20	Full Face/A7030
Philips Respironics Amara View	Full Face/A7030
ResMed AirFit F30i	Full Face/A7030
ResMed Quattro Mirage	Full Face/A7030
F&P Simplus	Full Face/A7030
ResMed Mirage Liberty	Full Face/A7030
Fisher Pavkel Vitera	Full Face/A7030

Hierarchy for RX Invalid Reason

Rx: Needed- Missing HCPCS
 Rx: Needed- Rx for all supplies no specifications
 Rx Needed- countersign
 Rx: Needed- not e-signed/signed date is printed
 Rx: Needed- No Q&F
 Rx: Needed- pecos dr
 Rx: Needed- Quantity does not match pt's order
 Rx: Needed- No Rx on file
 Rx: Needed- Rx Expired

Dummy Number (for CDP)

9782264655 until 8pm EST
 9132867026 8pm est

 7073705944 11 am-12pm est

 8594793106 9am -10pm est
 9132338010 10 -11pm

Hierarchy for Document date

Recertification Date
 Initial date/ Order date/ Start date

 Signed Date

* we only use **faxed date** if those 3 dates
 are not present but it's **non compliant**

Note: Always check where PT came from, IF PT came from Aerocare, please include on your spiel. "Calling from Aerocare in (Campsite) an Adapthealth Company"

Campsite	Default call branding	if this shown in PT came from (only)	Campsite Fax number
Aerocare	Aerocare an Adapthealth Company	Provider Plus , an Adapthealth Company	1-855-879-8575
		Major Medical , an Adapthealth Company	
		IV & Respiratory Care , an Adapthealth Company	
		Airway Oxygen , an Adapthealth Company	
Goulds	Gould's Discount Medical an Adapthealth Company	Blue Grass Oxygen in Goulds Discount Medical, an Adapthealth Company	1-833-561-0785
		Aerocare in Goulds Discount Medical, an Adapthealth Company	
PPS	Pacific Pulmonary Services an Adapthealth Company		1-877-764-5610
Sound Oxygen	Sound Oxygen Service an Adapthealth Company	If Oly - OlyHealth , an Adapthealth company	1-855-800-0413
		Brannon's Medical , an Adapthealth company	
BENNETT	BENNETT Medical Services an Adapthealth Company		1-855-442-0207
Medbridge	MEDBRIDGE Home Medical an Adapthealth Company		1-833-561-0781
Home Medical Express	Home Medical Express an Adapthealth Company	Aerocare in Home Medical Express, an Adapthealth Company	1-855-880-3467
		Total Home Health in Home Medical Expressl, an Adapthealth Company	
Verus	Verus Healthcare an Adapthealth Company		1-877-764-5264
AA Medical	AA Medical an Adapthealth Company		1-888-474-4982
Medway	Medway Durable Medical Equipment an Adapthealth Company		801-713-5151
Healthline	Healthline Medical an Adapthealth Company		1-817-529-9100
Buffalo	Calling on behalf of Buffalo CPAP (no need to mention adapthealth company)		866-226-3458
Upstate	Calling on behalf of upstate (no need to mention adapthealth company)		1-888-493-1912
CSS	Calling on behalf of community surgical (no need to mention adapthealth company)		1-888-608-5701
WeCare	Calling on behalf of WeCare Medical (no need to mention adapthealth company)		8662263384
XMED	XMED an Adapthealth Company		1-833-915-1896
Minnesota	Adapt Minnesota an Adapthealth Company		800 -383-0448
Advance homecare	Adapthealth , a family of Companies	Family medical supplies in advance home care an adapthealth company	855-241-0519
AH New England	Adapt Health New England an adapthealth company	Keen Medical , an adapthelath company	855-310 -9401
Mercy	Adapthealth Missouri an adapthealth company		1-833-561-0783
QMES	adapthealth new york, an adapthealth company		855-975-4731