

PAP COMPLIANCE

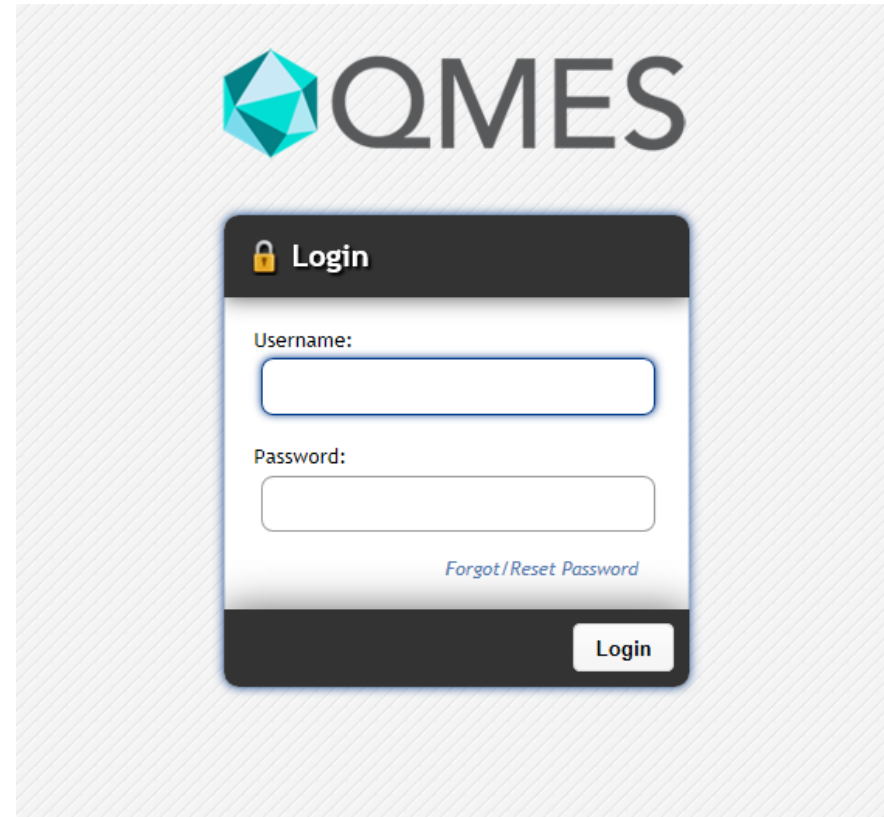
QMES PORTAL

Created by: Angelo Manal
Approved by: Joseph Spira



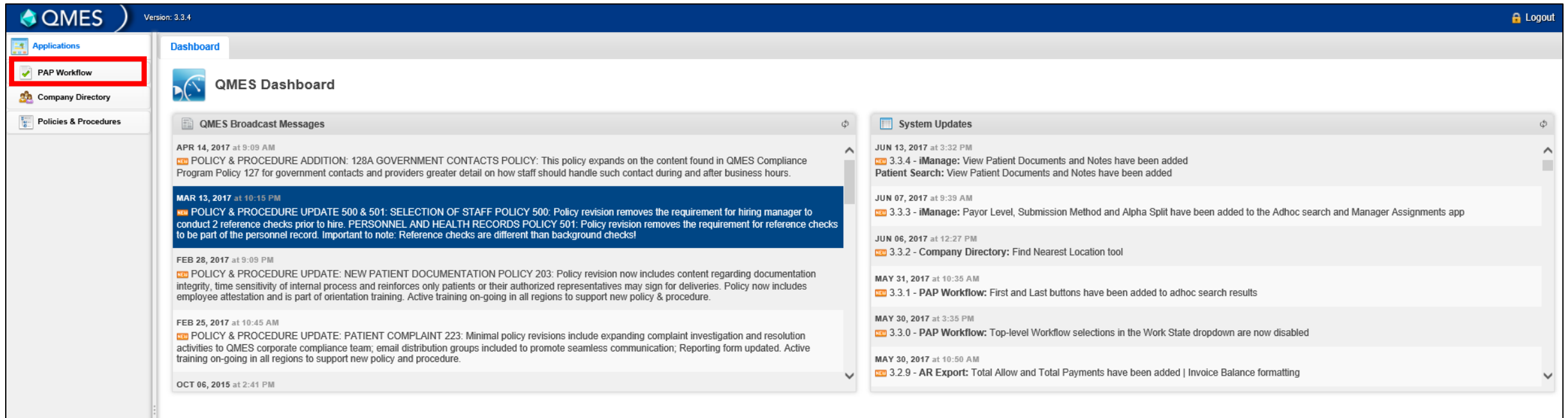
WELCOME TO QMES PORTAL

www.imanage.qmes.com



The image shows a login portal for QMES. At the top, there is a logo consisting of a teal-colored geometric shape (a cube-like structure) followed by the text "QMES" in a large, bold, sans-serif font. Below the logo is a login form with a dark header bar containing a lock icon and the word "Login". The form has two input fields: "Username:" and "Password:". Below the password field is a link that says "Forgot / Reset Password". At the bottom right of the form is a "Login" button. The background of the login form is white with a subtle gradient, and the entire form is set against a light gray background with a fine, diagonal line pattern.

QMES PORTAL HOMEPAGE



The screenshot displays the QMES Portal Homepage. At the top, a dark blue header bar contains the QMES logo on the left, the text "Version: 3.3.4" in the center, and a "Logout" button on the right. Below the header, a left-hand navigation menu is visible, featuring three items: "Applications" (with a sub-item "PAP Workflow" highlighted by a red rectangle), "Company Directory", and "Policies & Procedures". The main content area is titled "QMES Dashboard" and is divided into two primary sections: "QMES Broadcast Messages" and "System Updates". The "QMES Broadcast Messages" section lists several policy updates, including a new government contacts policy and revisions to hiring and personnel policies. The "System Updates" section lists various software enhancements, such as new patient document viewing capabilities and workflow adjustments. The bottom of the page features a decorative geometric pattern in shades of blue and green.

QMES Version: 3.3.4 Logout

Applications

PAP Workflow

Company Directory

Policies & Procedures

Dashboard

QMES Dashboard

QMES Broadcast Messages

APR 14, 2017 at 9:09 AM
NEW POLICY & PROCEDURE ADDITION: 128A GOVERNMENT CONTACTS POLICY: This policy expands on the content found in QMES Compliance Program Policy 127 for government contacts and provides greater detail on how staff should handle such contact during and after business hours.

MAR 13, 2017 at 10:15 PM
NEW POLICY & PROCEDURE UPDATE 500 & 501: SELECTION OF STAFF POLICY 500: Policy revision removes the requirement for hiring manager to conduct 2 reference checks prior to hire. PERSONNEL AND HEALTH RECORDS POLICY 501: Policy revision removes the requirement for reference checks to be part of the personnel record. Important to note: Reference checks are different than background checks!

FEB 28, 2017 at 9:09 PM
NEW POLICY & PROCEDURE UPDATE: NEW PATIENT DOCUMENTATION POLICY 203: Policy revision now includes content regarding documentation integrity, time sensitivity of internal process and reinforces only patients or their authorized representatives may sign for deliveries. Policy now includes employee attestation and is part of orientation training. Active training on-going in all regions to support new policy & procedure.

FEB 25, 2017 at 10:45 AM
NEW POLICY & PROCEDURE UPDATE: PATIENT COMPLAINT 223: Minimal policy revisions include expanding complaint investigation and resolution activities to QMES corporate compliance team; email distribution groups included to promote seamless communication; Reporting form updated. Active training on-going in all regions to support new policy and procedure.

OCT 06, 2015 at 2:41 PM

System Updates

JUN 13, 2017 at 3:32 PM
NEW 3.3.4 - iManage: View Patient Documents and Notes have been added
Patient Search: View Patient Documents and Notes have been added

JUN 07, 2017 at 9:39 AM
NEW 3.3.3 - iManage: Payor Level, Submission Method and Alpha Split have been added to the Adhoc search and Manager Assignments app


JUN 06, 2017 at 12:27 PM
NEW 3.3.2 - Company Directory: Find Nearest Location tool

MAY 31, 2017 at 10:35 AM
NEW 3.3.1 - PAP Workflow: First and Last buttons have been added to adhoc search results


MAY 30, 2017 at 3:35 PM
NEW 3.3.0 - PAP Workflow: Top-level Workflow selections in the Work State dropdown are now disabled

MAY 30, 2017 at 10:50 AM
NEW 3.2.9 - AR Export: Total Allow and Total Payments have been added | Invoice Balance formatting

Click PAP Workflow to select task.

 Version: 3.3.4 Logout

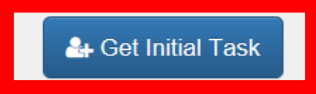
Dashboard PAP Workflow

 **PAP Workflow**

Q Search My Dashboard

Viewing #

Begin by getting your initial task



Work State

NJ PAP Workflow

Compliance

Initial Follow-Up

30-Day Follow-Up

60-Day Follow-Up

90-Day Follow-Up

Q Search My Dashboard

Work State

NJ PAP Workflow

Compliance

Initial Follow-Up


30-Day Follow-Up

60-Day Follow-Up


90-Day Follow-Up

Select the task that you're assigned with from the following drop downs and click Get Initial Task to begin.


Patient's Account

 Version: 3.3.4 Logout

Dashboard **PAP Workflow**

 **PAP Workflow** Search My Dashboard

Viewing 1 of 1 total patients Work State 90-Day Follow-Up

 **90-Day Follow-Up**

WORKFLOW STATUS
Follow-Up Complete - 05/22/2017

COMPLIANCE STATUS
✓

Info.

Patient: EPSTEIN, RANDY

Brightree: OHH

Order #: 951800

Region: NJ

DoS: 03/13/2017

Start Date: 03/13/2017

DoB: 03/22/1984 (33)

Phone: (215) 512-5788

Mobile:

Email: repstein322@gmail.com

Insurance: MAGNACARE- PRIMARY

Referral: MNAP Diagnostic Center

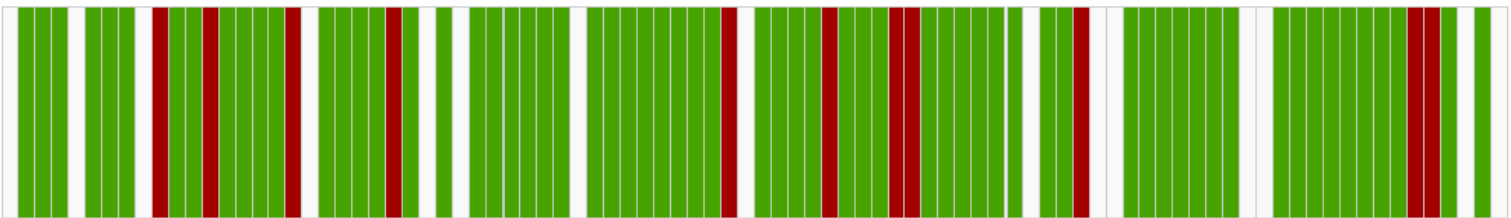
Referral Phone: (215) 464-3700

WorkRelease

30-day
20

60-day
24

90-day
20



Days Since Setup
93

Days Until 90
0

Compliance
80%

Best 30 Range
03/26/2017 - 04/24/2017

Get Next Task

90-Day Follow-Up

WORKFLOW STATUS
 Follow-Up Complete - 05/22/2017

COMPLIANCE STATUS

Current state your working on (task).

Click to view Workflow History.

WORKFLOW STATUS
 Follow-Up Complete - 05/22/2017

COMPLIANCE STATUS

- Patient is Compliant
- Patient is Non-Compliant

Click the or to view Compliance info.

Workflow History

Note	From Status	Action(s)	Result	To Status	User	Date
View	90-Day Follow-Up	N/A	Assign to User	90-Day Follow-Up	Lendio, James	06/14/2017
View	90-Day Follow-Up	N/A	Release Assignment	90-Day Follow-Up	Warain, Julie	06/14/2017
View	90-Day Follow-Up	N/A	Assign to User	90-Day Follow-Up	Warain, Julie	06/14/2017
View	90-Day Follow-Up	N/A	Release Assignment	90-Day Follow-Up	Warain, Julie	06/13/2017
View	90-Day Follow-Up	N/A	Assign to User	90-Day Follow-Up	Warain, Julie	06/13/2017
View	60-Day Follow-Up	N/A	Set Follow-Up Date - Start Date + 90	60-Day Follow-Up	System	05/22/2017
View	60-Day Follow-Up	Phone Call, Fax	Follow-Up Complete	90-Day Follow-Up	Calomarde, Ruby	05/22/2017
View	60-Day Follow-Up	N/A	Assign to User	60-Day Follow-Up	Calomarde, Ruby	05/22/2017
View	30-Day Follow-Up	Phone Call, Mail	Follow-Up Complete	60-Day Follow-Up	Lendio, James	04/12/2017
View	30-Day Follow-Up	N/A	Set Follow-Up Date - Start Date + 60	30-Day Follow-Up	System	04/12/2017
View	30-Day Follow-Up	N/A	Assign to User	30-Day Follow-Up	Lendio, James	04/12/2017
View	Initial Follow-Up	N/A	Set Follow-Up Date - Start Date + 30	Initial Follow-Up	System	03/23/2017
View	Initial Follow-Up	Phone Call	Follow-Up Complete	30-Day Follow-Up	Padasay, Karen	03/23/2017
View	Initial Follow-Up	N/A	Assign to User	Initial Follow-Up	Padasay, Karen	03/23/2017
View	Exception Cleared	N/A	Schedule Initial Follow-Up	Initial Follow-Up	System	03/18/2017
View	Exception	N/A	Exception Cleared	Exception Cleared	System	03/18/2017
View	Added to Workflow	N/A	Exception Found	Exception	System	03/14/2017
View	N/A	N/A	Add to Workflow	Added to Workflow	System	03/14/2017

Compliance Info

Device Info. (06/13/2017)

AHI

Blower Duration

Clear Airway Apnea

Large Leak

Periodic Breathing

Usage

Compliant

Start Date (MM/DD/YYYY)

End Date (MM/DD/YYYY)

Download Compliance PDF


Start Date (MM/DD/YYYY)



End Date (MM/DD/YYYY)

Download Compliance PDF


Enter the Start Date and End Date to generate Compliance Report or click [View in Encore](#) to go directly to the appropriate monitoring tool.

Patient Info

 Info.

Patient: EPSTEIN, RANDY  


Brightree: OHH


Order #: 951800 


Region: NJ


DoS: 03/13/2017

Start Date: 03/13/2017

DoB: 03/22/1984 (33) 

Phone: (215) 512-5788 


Mobile: 

Email: repstein322@gmail.com 

Insurance: MAGNACARE- PRIMARY

Referral: MNAP Diagnostic Center


Referral Phone: (215) 464-3700


 Work

Release


Click [EPSTEIN, RANDY](#) to view Patient in Brightree.

Click  to view Patient Documents from Brightree Document Management.

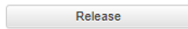
Click  to view Patient Notes from Brightree.

Click  to view Sales Order.

Click the Phone Number [\(215\) 512-5788](#) to call Patient using Bria or Vonage.


Click  to update/edit information.

Click  Work to work this Patient.

Click  Release to release this Patient.

EXAMPLES

Sales Order Copy		Copy Order # 951800				
Order Info.						
Primary Payor	MAGNACARE- PRIMARY Policy #: CD130854000					
Patient Info.	EPSTEIN, RANDY 980 BANCROFT PLACE WARMINTER, Pennsylvania 19874 Phone #: (215) 512-5788					
Diagnosis Codes	Obstructive sleep apnea (adult) (pediatric) ICD Code: G47.33					
Ordering Doctor	Binaurishvili, Raoul G 170 CHRISTOPHER DR Princeton, New Jersey 085402322 NPI #: 1851326466 Phone #: (215) 464-3700 Fax #: (215) 464-0835					
Order Item(s)						
E0601	DreamStation Auto CPAP DreamStation Auto CPAP	Modifiers RR	Qty 1	Bill Qty 1	Allow \$55.00	Charge \$114.91
A7039	INITIAL NON DISPOSABLE FILTER FILTER, NON DISPOSABLE, USED WITH POSITIVE AIRWAY PRESSURE DEVICE	Modifiers NU JX	Qty 1	Bill Qty 1	Allow \$8.32	Charge \$27.74
A7038	INITIAL DISPOSABLE FILTER FILTER, DISPOSABLE, USED WITH POSITIVE AIRWAY PRESSURE DEVICE	Modifiers NU JX	Qty 1	Bill Qty 1	Allow \$3.21	Charge \$10.00
A4604	RESPIRONICS HEATED TUBING HEATED TUBING FOR A CPAP AND BIPAP	Modifiers NU JX	Qty 1	Bill Qty 1	Allow \$41.15	Charge \$120.92
A7035	A7035 - CPAP/BIPAP Headgear HEADGEAR USED WITH POSITIVE AIRWAY PRESSURE DEVICE	Modifiers NU JX	Qty 1	Bill Qty 1	Allow \$23.65	Charge \$68.00
A9279	RESPIRONICS MODEM DREAMSTATION MODEM NO CHARGE	Modifiers RR	Qty 1	Bill Qty 1	Allow \$0.00	Charge \$0.00
A7030	MIRAGE QUATTRO COMPLETE LG W MED HEADGEAR 61203 QUATTRO COMPLETE LARGE W MED HEADGEAR	Modifiers	Qty	Bill Qty	Allow	Charge

 Patient Documents

Upload

+ 1 Intake

+ Billing - EOB

+ Compliance

+ Delivery Ticket

+ Home Assessment

Patient Notes				+ Create New Note
	Reason	Subject	Description	Created
View	PAP COMPLIANCE	INBOUND CALL	Patient returning the call of Ruby. Advised insurance guidelines. He already had a fl up visit with his doctor 4/11/2017. As per Rikki, fl up date is...	05/24/2017
View	QMES Workflow App	QMES Workflow - NJ PAP Workflow	Date/Time: 5/22/2017 15:48:51 Order#: 951800 User: Calomarde, Ruby Action: Follow-Up Complete Status: 60-Day Follow-Up -> 90-Day Follow...	05/22/2017
View	INSURANCE ISSUES	INSURANCE CHANGES	Checked Magnacare portal, information showed "Eligibility is not administered by MagnaCare for this Client. Please contact - 800-926-7526" I c...	05/16/2017
View	INSURANCE ISSUES	INSURANCE CHANGES	Manually updated the account.	04/18/2017
View	1C PAP SUPPLIES ONLY	PAP Resupply 4/12 410P	Received fax for mask fitting. Called PT and referred to intake for schedule.	04/14/2017
View	QMES Workflow App	QMES Workflow - NJ PAP Workflow	Date/Time: 4/12/2017 16:42:46 Order#: 951800 User: Lendio, James Action: Follow-Up Complete Status: 30-Day Follow-Up -> 60-Day Follow-U...	04/12/2017
View	PAP COMPLIANCE	PAP COMPLIANCE	SET UP DATE: 3/13/2017 INITIAL F2F: SLEEP STUDY DATE: 7 DAY: PT is compliant. LMOM. Moved to 30 days. 30 DAY: (JAMES) 4/12/2017...	03/23/2017
View	Patient Note	INBOUND CALL	PT MENTIONED THAT HE'S HAVING ALLERGIC REACTION WHEN HE'S USING THE MASK. WANTED TO CHANGE IT IF POSSIBLE. ADV...	03/17/2017
View	Patient Note	NEW PAP PATIENT	We understand you have a choice when selecting a provider to care for your patient's respiratory needs and we appreciate you choosing Ocean...	03/14/2017
View	1C NEW COMMERCIAL PAP	NEW COMMERCIAL PAP 2/28 3:55 3/2 2:11	Thank you for choosing Ocean Home Health as your patient's PAP provider. we have received your order and will begin processing FACE TO F...	02/28/2017



Work

Work Task Patient Documents Patient Notes 90-Day Follow-Up

Action(s) * **Follow-up F2F Date** **Result ***

90-Day Follow-up Note

90-Day Follow-up Note

90-Day Follow-Up

If the patient is compliant fax the report to the ordering doctor on file with the appropriate cover template. If they are not compliant fax the report to the doctor with the appropriate cover template. Call the patient and resolve any issues they are having and review their compliance requirements. If you couldn't get through to the patient, tag the account as "Left Message". Note all that happens in the above note field.

Action(s) *

☐ **Select All**

☐ Phone Call

☐ Email

☐ Fax

☐ Mail

Check all the actions taken from the following options.

Choose from the following options needed for **Action(s) *** and **Result *** and don't forget to put detailed notes.

Result *

Follow-Up Complete

Follow-Up Required

Send to Asset Recovery

Select one from the following options.


Follow-Up Complete: If successfully worked this Patient.

Follow-Up Required: If the patient is not yet due for 30, 60 or 90 day follow-up.

Send to Asset Recovery: If patient is MEDICARE NON-COMPLIANT.

IMPORTANT: Regardless of patient's compliance, if it is a **COMMERCIAL PATIENT**, always select Follow-Up Complete. Sending patients to Asset is only applicable for **MEDICARE NON-COMPLIANT PATIENTS**.

Release

 Release Patient

The current task will be released.
Are you sure you want to continue?

Reason

Wrong Task

Not Enough Time

Yes, Release

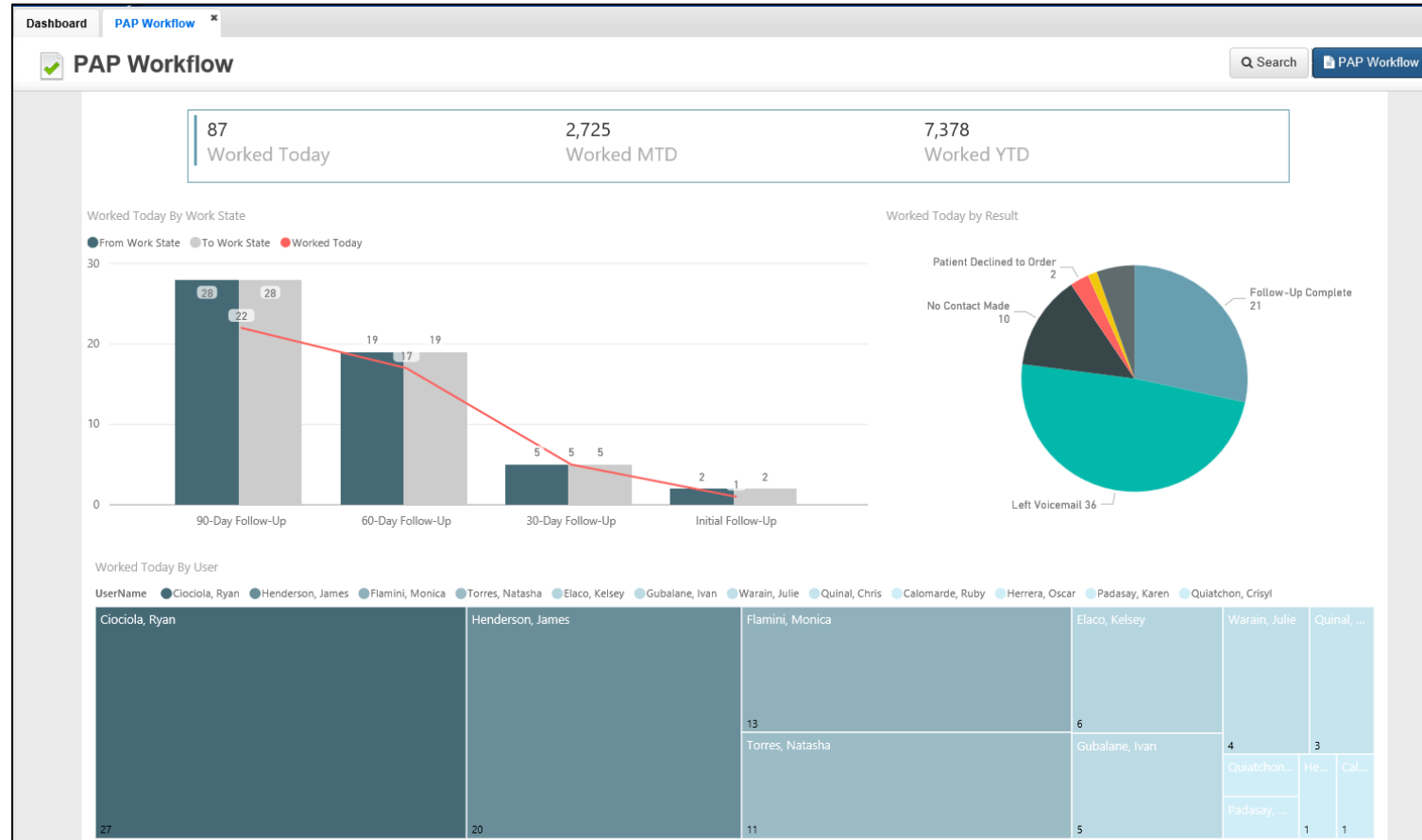
No, Cancel

Select the appropriate reason for releasing patient.

My Dashboard

 My Dashboard

Click  My Dashboard to check daily/monthly productivity.



Any questions or clarifications?