

# COMPLIANCE

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# Objectives:

- To understand Compliance
- To provide you with basic knowledge of Medicare and its Compliance Requirements
- To provide you with basic knowledge of Commercial Insurance providers and their Guidelines
- To become familiar with Brightree navigation
- To learn how to navigate Encore and AirView
- To learn how to check for compliance in Encore and Airview

# What is Compliance?

# COMPLIANCE

- **Compliance** describes the ability to act according to an order, set of rules or request.
- Ocean Home Health provides durable medical equipment for members of different insurance providers. Each insurance providers has its own compliance guidelines that need to be met to ensure continued equipment rental until it caps out.
- Compliance requirements are set by insurance providers.
- Compliance is the amount of use required by insurance providers to ensure continued rental of the device until it caps out. Some providers require a follow up visit to document that the patient is benefiting from therapy and complying with therapy goals.

# What Happens if a Patient is Non-Compliant?

- If a patient is non-compliant, the insurance provider will stop paying for the rental of the machine and for the cost of supplies.
- Asset Recovery will work to have the machine returned or encourage patient to purchase the machine out of pocket.
- Even though compliance requirements and time frames vary, insurance providers all require patients to have at least 4 hours of valid use daily.

\*It makes no sense for the insurance company to continue renting the item if patient isn't using the machine.

# Using the PAP Machine

- Patients are encouraged to use the machine while awake to hasten the adjustment period and to help meet the usage requirement. However, the therapeutic benefit is only experienced if the patient uses it while sleeping.
- Patients are required to use the machine for at least four hours per day. This can be broken down into manageable segments until the patient is able to use the machine for at least four straight hours.

# Medicare and Medicare Guidelines

# MEDICARE

- Federal Health Insurance Program
- Must be 65 years old or older
- People with disabilities
- People with end stage renal disease (ESRD)
- Medicare A, B, C and D



# Medicare Guidelines

- Patients are asked to wear their mask with the blower on for a minimum of four (4) hours per night for 21 of 30 consecutive nights (70% of the nights in a 30 day period) during the first 90 days of PAP therapy.
- They are required to have a follow up face to face examination with their treating physician between the 31<sup>st</sup> and 91<sup>st</sup> day after their setup. Their physician must document that they are benefiting from their PAP therapy.

# Common things that need to be checked in Brightree

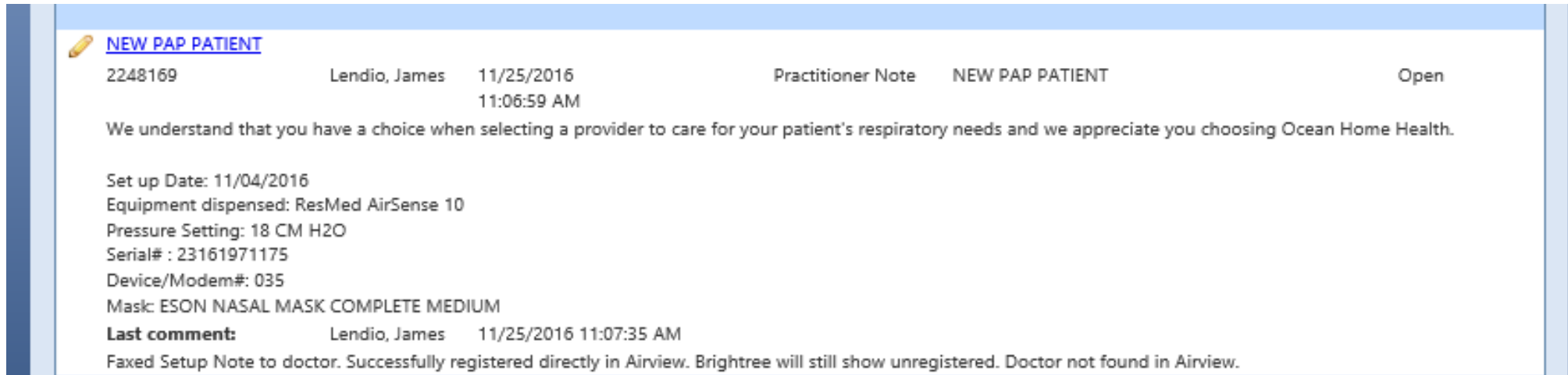
- Summary Tab (INSURANCE)
- Setup note
- Orders Tab
- PAR (Under Orders Tab)

# SUMMARY TAB

Insurance			
Level	Insurance	Coverage Type(s)	Policy Number
Primary	HORIZON- CARE CENTRIX-PRIMARY (ID 1012) PO Box 7779 London, KY, USA, 40742 Phone: <a href="tel:8552433321">(855)243-3321</a> Fax: (877)301-5330	DME Major Medical	NUN3HZN86804730
Page size: 10			1 items in 1 pages

\*Make it a habit to **CHECK THE PATIENT'S INSURANCE EVERY TIME** you pull up an account. You will be directed to the Summary page when you open an account.

# SETUP NOTE



The screenshot shows a software interface for a 'NEW PAP PATIENT'. At the top, there is a header bar with a pencil icon and the text 'NEW PAP PATIENT'. Below this, a table-like structure displays patient information: ID '2248169', Name 'Lendio, James', Date '11/25/2016', Time '11:06:59 AM', and a status 'NEW PAP PATIENT'. A button labeled 'Open' is on the right. The main body of the note contains a message: 'We understand that you have a choice when selecting a provider to care for your patient's respiratory needs and we appreciate you choosing Ocean Home Health.' Below this, several lines of setup information are listed: 'Set up Date: 11/04/2016', 'Equipment dispensed: ResMed AirSense 10', 'Pressure Setting: 18 CM H2O', 'Serial# : 23161971175', 'Device/Modem#: 035', and 'Mask: ESON NASAL MASK COMPLETE MEDIUM'. A 'Last comment' section follows, showing 'Lendio, James' at '11/25/2016 11:07:35 AM' with the text 'Faxed Setup Note to doctor. Successfully registered directly in Airview. Brightree will still show unregistered. Doctor not found in Airview.'

ID	Name	Date	Time	Status	Action
2248169	Lendio, James	11/25/2016	11:06:59 AM	NEW PAP PATIENT	Open

We understand that you have a choice when selecting a provider to care for your patient's respiratory needs and we appreciate you choosing Ocean Home Health.

Set up Date: 11/04/2016  
Equipment dispensed: ResMed AirSense 10  
Pressure Setting: 18 CM H2O  
Serial# : 23161971175  
Device/Modem#: 035  
Mask: ESON NASAL MASK COMPLETE MEDIUM

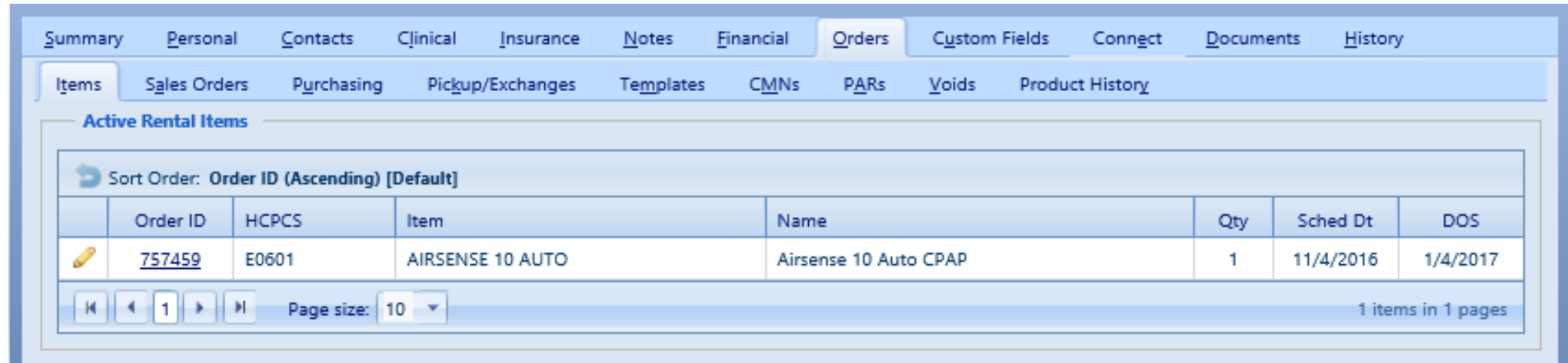
**Last comment:** Lendio, James 11/25/2016 11:07:35 AM  
Faxed Setup Note to doctor. Successfully registered directly in Airview. Brightree will still show unregistered. Doctor not found in Airview.

\*You can find the setup note under **NOTES TAB**. You will be able to find the following information in this note:  
**Setup Date, Equipment, Pressure Setting, S/N, Modem Number and Mask Type.**


Additional Information: The serial number will tell you if the patient has a Resmed or Respironics machine.

DREAMSTATION CPAP: Serial and modem numbers are composed of **13 Alphanumeric Characters**  
ResMed CPAP: S/N is composed of **11-digit numbers** and the Modem Number has **3 digits**.

# ORDERS TAB



The screenshot displays the 'ORDERS' tab in a software application. The top navigation bar includes tabs for Summary, Personal, Contacts, Clinical, Insurance, Notes, Financial, Orders (selected), Custom Fields, Connect, Documents, and History. Below this, a sub-navigation bar shows Items, Sales Orders, Purchasing, Pickup/Exchanges, Templates, CMNs, PARs, Voids, and Product History. The main content area is titled 'Active Rental Items' and features a table with the following data:

Sort Order: Order ID (Ascending) [Default]							
	Order ID	HCPCS	Item	Name	Qty	Sched Dt	DOS
	<a href="#">757459</a>	E0601	AIRSENSE 10 AUTO	Airsense 10 Auto CPAP	1	11/4/2016	1/4/2017

Below the table, there are navigation controls including arrows, a page number '1', and a 'Page size: 10' dropdown. The status '1 items in 1 pages' is displayed on the right.

\*If you cannot find the SETUP NOTE under the NOTES TAB, check the **ORDERS** tab to determine what type of machine the patient has.

\*A date under **DOS** means that the item has been delivered.

\*Items under **Active Rental Items** are items that are still in Rental Stage.

\*Items in Item History have been **purchased** or have **capped out**. The most recent orders can be found at the bottom.

Summary

Personal

Contacts

Clinical

Insurance

Notes

Financial

Orders

Custom Fields

Connect

Documents

History

Items

Sales Orders

Purchasing

Pickup/Exchanges

Templates

CMNs


PARs

Voids

Product History

Active Rental Items

Sort Order: Order ID (Ascending) [Default]

	Order ID	HCPCS	Item	Name	Qty	Sched Dt	DOS
	<a href="#">757459</a>	E0601	AIRSENSE 10 AUTO	Airsense 10 Auto CPAP	1	11/4/2016	1/4/2017

⏮

⏪

1

⏩










⏭

Page size: 10

1 items in 1 pages

Item History

Sort Order: Order ID (Ascending) [Default]

	Order ID	HCPCS	Item	Name	Qty	R/P	Sched Dt	DOS
	<a href="#">700181</a>	X9999	SERVICECALL-PULSE-OX	SERVICE CALL - PULSE OX	1	P	9/12/2016	9/12/2016
	<a href="#">700186</a>	X9999	SERVICECALL-PULSE-OX	SERVICE CALL - PULSE OX	1	P	10/24/2016	10/24/2016
	<a href="#">757459</a>	E0601	AIRSENSE 10 AUTO	Airsense 10 Auto CPAP	1	R	11/4/2016	1/4/2017
	<a href="#">787796</a>	E0562	CPBP-HUMD-HEATED	HUMIDIFIER - HEATED	1	P	11/4/2016	11/4/2016
	<a href="#">787796</a>	A7038	INITIAL SU PLN FLTR	INITIAL DISPOSABLE FILTER	1	P	11/4/2016	11/4/2016
	<a href="#">787796</a>	A4604	INTL SU RESP HTD TUB	RESPIRONICS SYSTEM ONE HEATED TUBING	1	P	11/4/2016	11/4/2016
	<a href="#">787796</a>	XZER0	RESMED MONITORING	A9279 RESMED MONITORING	1	P	11/4/2016	11/4/2016
	<a href="#">790779</a>	A7034	FISH400450	ESON NASAL MASK COMPLETE MEDIUM	1	P	11/18/2016	11/20/2016
	<a href="#">790779</a>	A7035	HEADGEAR	HEADGEAR FOR PACKAGE ITEMS	1	P	11/18/2016	11/20/2016

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1

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Page size: 10

9 items in 1 pages

Items

Sales Orders

Purchasing

Pickup/Exchanges

Templates

CMNs

PARs

Voids

Product History

# PAR (Prior Authorization Request)

Insurance/Description/PAR Number	Initial Dt.	Expiration Dt.	Status	
HORIZON- CARE CENTRIX-PRIMARY [No PAR Number] :[Initial]			Pending	

**IMPORTANT:** PAR is only applicable for **COMMERCIAL INSURANCE!**

\*The **PAR** tab will show the status of an authorization request. The authorization status may be Active, Expired, Superseded or Pending Approval.

# ENCORE and AIRVIEW

- **How to Check Compliance Using Encore and Airview**



# ENCORE ANYWHERE



# RESMED AIRVIEW



AirView™

New patient

Card download

## Patients

▼ Show only...

User

Location

Status

Compliance status

Notifications

Therapy mode

All patients

All locations

Active

-- Select --

-- Select --

All modes

Apply

Type

Name

Search or filter patients from above to view the patients list.



# ENCORE ANYWHERE

EncoreAnywhere™ RESPIRONICS®

Welcome Manal, angelo · Data card utilities · Help · About · Logout

My Day **My Patients** My Profile Business Reports Modem Administration

Patient list [Search referral patients](#) [Add new patient](#)

CURRENT VIEW: Default View Show Company Patients OPTIONS

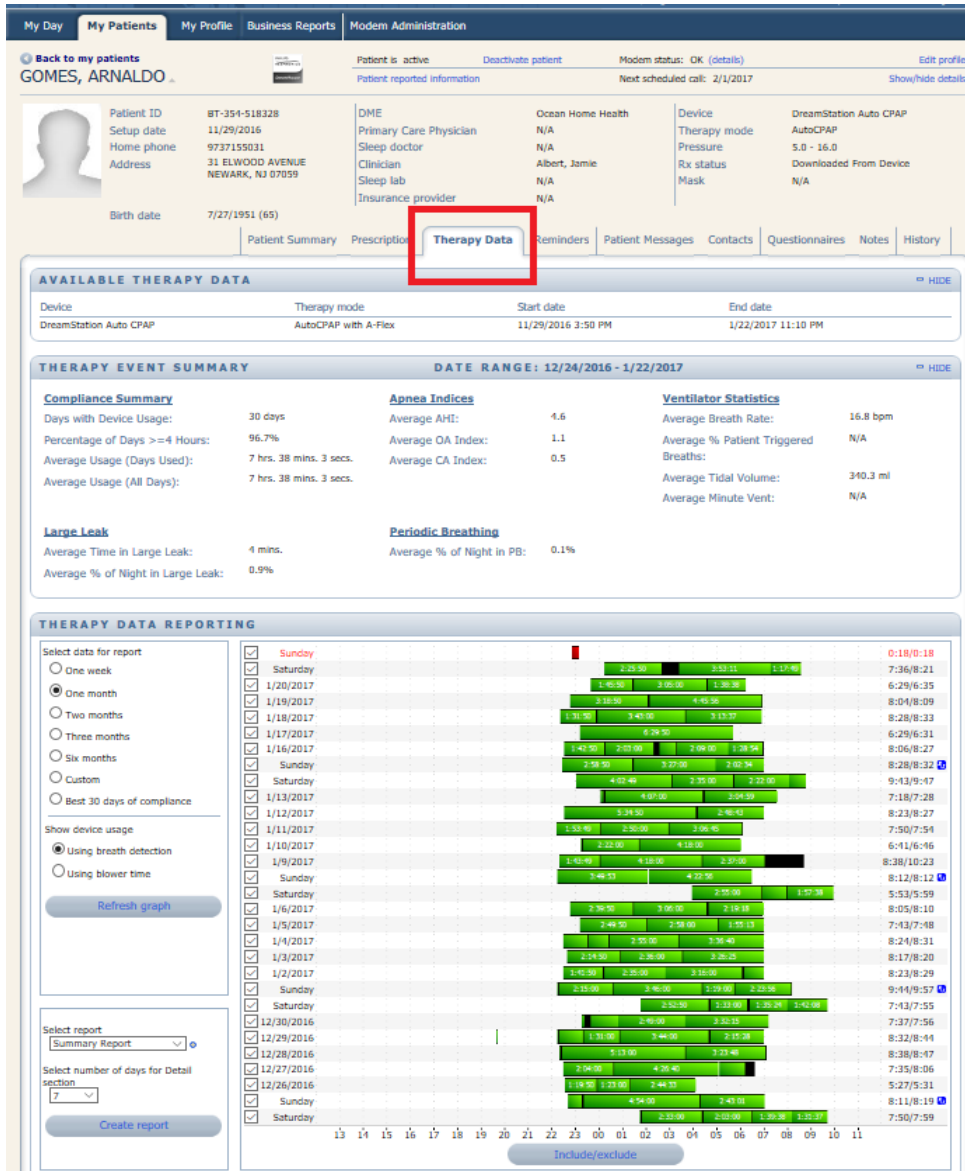
Setup Date	Patient ID	Last, First Name ▲	Office	Sleep Doctor	Sleep Lab	Device Serial Number	Encore ID	Device Mode
11/29/2016	BT-354-518328	GOMES, ARNALDO	Ocean Home Health			J176191218372	CT2600424A9B1	AutoCPAP with A-Flex

Results per page: 25 1 patients in 1 pages

EncoreAnywhere v 2.34.0.32 © 2017 Koninklijke Philips N.V. and its affiliates. All rights reserved.

\*The quickest way to pull up the patient's account is to use the serial number. Make sure that the serial number matches the patient's name and DOB.

\* Click the highlighted name to enter patient's account.



# CONTINUATION...

\*Click on the Therapy Data tab to check compliance and generate reports.



**GREEN:** Patient was able to use the machine for at least 4 hours.  
**RED:** Unable to meet the 4-hour usage.  
**BLACK:** Blower time. (Improper usage or no breathing detected.)

# CONTINUATION...

## HOW TO CHECK COMPLIANCE

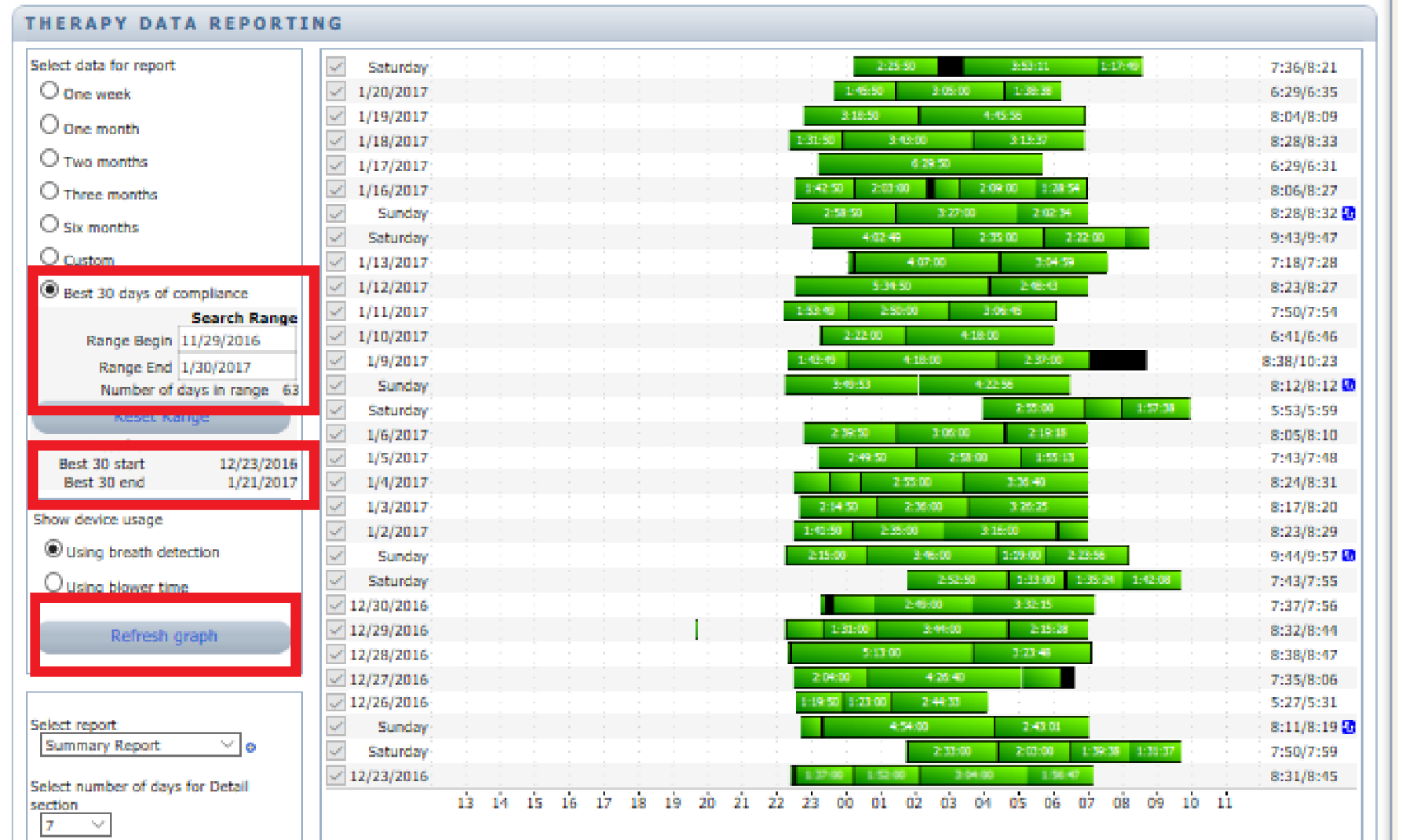
Range Begin = Setup Date

Range End = 90<sup>th</sup> Day

\*Note: Parameters may vary depending on the insurance provider.

\*Click Refresh Graph to generate the report.

\*Best 30 days of compliance will show the Best 30 Start and End dates.



# RESMED AIRVIEW

ResMed AirView™

New patient Card download

Patients Business My profil

▼ Show only...

User: All patients Location: All locations Status: Active Compliance status: -- Select -- Notifications: -- Select -- Therapy mode: All modes

Apply

Type	Name	Available data	Compliant	Last 30	Last updated
Search or filter patients from above to view the patients list.					

\*From the Home Page, point your mouse at Patients and click on All therapy to bring you to the search screen. Enter the patient's name or serial number and hit Search Patients.

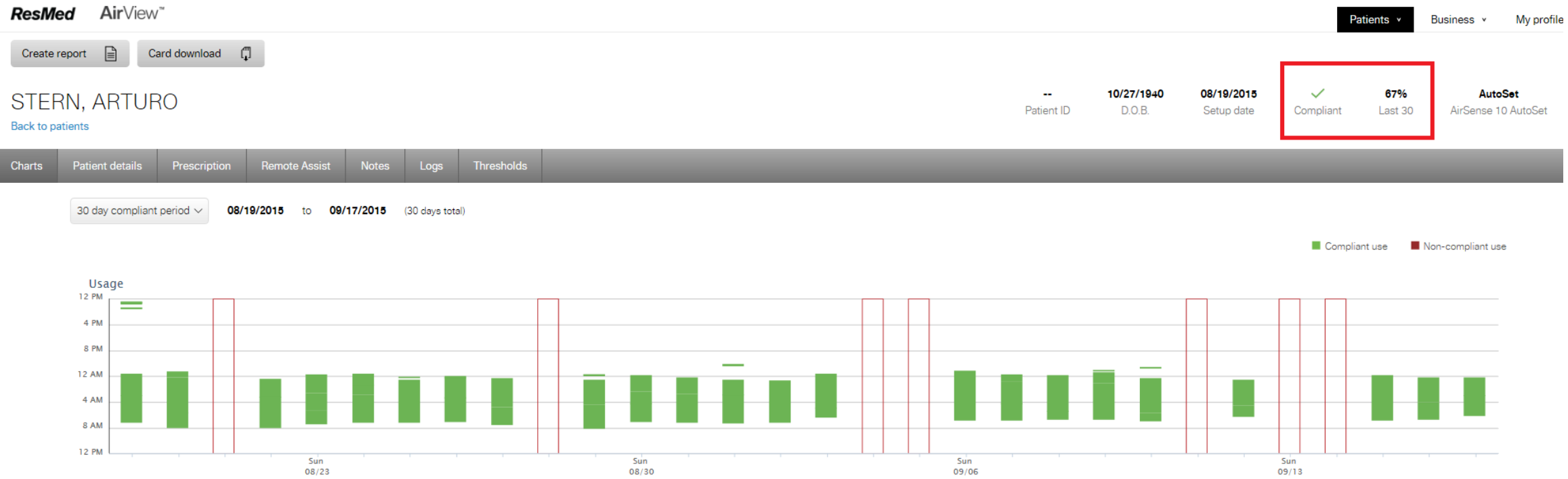
Type	Name	Available data	Compliant	Last 30	Last updated
	STERN, ARTURO	1 year, 6 months	✓	67%	Today

Display  per page

< Previous Page  Next >

\*Click the **highlighted name** to access the patient's account.

# CONTINUATION...



\*Airview will show a check mark if a patient has met a Best 30 compliance period within the first 90 days. Be sure to check the insurance provider’s compliance requirement before tagging a patient as compliant or non-compliant.



# CONTINUATION...

The screenshot shows the ResMed AirView web interface. In the top left, the 'Create report' button is highlighted with a red box. A modal dialog box titled 'Create report' is open in the center. Inside the dialog, the 'Report type' dropdown menu is set to 'Compliance & Therapy report' and is also highlighted with a red box. Below this, the 'Initial compliance period' radio button is selected. The dialog has 'Continue' and 'Cancel' buttons at the bottom. The background interface shows patient information for 'STERN, ARTURO' and a '30 day compliant period' from 08/19/2015 to 09/17/2015.

- \*To generate the report, click on **Create report** and then select **Compliance and Therapy**. Select the radio button for Initial Compliance period and hit **Continue**. A new tab will open with the report.
- \*To obtain the dates of the patient's Best 30 days, select **30 day compliant period under** Patient Details and hit Update. The graph will also show an updated chart.
- \*You cannot select **Initial compliance period** if the patient is non-compliant within the first 90 days.

This is a close-up of the 'Report type' section from the dialog box. The dropdown menu is set to 'Compliance & Therapy report'. Below it, the 'Fixed time period' radio button is selected, while the 'Initial compliance period' radio button is unselected.

# COMMERCIAL INSURANCE



# COMMERCIAL INSURANCE

- Aside from MEDICARE, Ocean Home Health also provides durable medical equipment to members of
- COMMERCIAL INSURANCE providers.
- See examples below.

COMMERCIAL INSURANCE
Aetna
AMERIGROUP MEDICAID
AMERIGROUP MEDICARE
AMERIHEALTH ADMINISTRATORS
AMERIHEALTH NJ & DE HMO
HEALTH REPUBLIC-NJ
HIGHMARK
HORIZON/CIGNA/- CARE CENTRIX-PRIMARY
HORIZON NJ HEALTH
KEYSTONE HEALTH PLAN EAST INC-KEYSTONE 65, PERSONAL CHOICE
KEYSTONE MERCY
MAGNACARE- PRIMARY
OXFORD
QUALCARE
TRICARE FOR LIFE NJ-PRIMARY
UNITED HC COMMUNITY PLAN NJ
UNITED HEALTHCARE-NJ
CLOVER
HORIZON OUT OF STATE**
ANTHEM BC OF OHIO**
OUT OF STATE-BCBS OF ILLINOIS (AUTHS MANAGED BY QUANTUM)**
CAPITAL BC**

# COMMERCIAL INSURANCE AND GUIDELINES

COMMERCIAL INSURANCE	COMPLIANCE GUIDELINES
Aetna	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%
AMERIGROUP MEDICAID	RECENT: 90 Day compliance download-needs to have best 30 days within the 90
AMERIGROUP MEDICARE	RECENT:90 Day compliance download-needs to have best 30 days
AMERIHEALTH ADMINISTRATORS	Recent best 30 days within the INITIAL 90 days-Compliance download 4 hours 70%-if no compliance within the initial 90 days than the best 30 days within the recent 90 days if there is.
AMERIHEALTH NJ & DE HMO	AIM: Best 30 day compliance 4 hours 70% within the past 90 days
HEALTH REPUBLIC-NJ	RECENT: 90 Day compliance download-needs to have best 30 days within the 90
HIGHMARK	RECENT:90 Day compliance download-needs to have best 30 days within the 90
HORIZON/CIGNA/- CARE CENTRIX-PRIMARY	Compliance from Day 45-83 (*first 90 days)
HORIZON NJ HEALTH	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%
KEYSTONE HEALTH PLAN EAST INC-KEYSTONE 65, PERSONAL CHOICE	AIM: Best 30 day compliance 4 hours 70% within the past 90 days
KEYSTONE MERCY	90 Day compliance download-needs to have best 30 days within the 90
MAGNACARE- PRIMARY	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%CALL INSURANCE.
OXFORD	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%
QUALCARE	RECENT90 Day compliance download-needs to have best 30 days within the 90
TRICARE FOR LIFE NJ-PRIMARY	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%
UNITED HC COMMUNITY PLAN NJ	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%
UNITED HEALTHCARE-NJ	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%
CLOVER	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%
HORIZON OUT OF STATE**	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%
ANTHEM BC OF OHIO**	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%
OUT OF STATE-BCBS OF ILLINOIS (AUTHS MANAGED BY QUANTUM)**	INITIAL 90 DAY DOWNLOAD
CAPITAL BC**	Recent best 30 days within the most recent 90 days Compliance download 4 hours 70%

# IMPORTANT!

- ALWAYS CREATE NOTES
- DOCUMENT! DOCUMENT! DOCUMENT! DOCUMENT!  
DOCUMENT! DOCUMENT! DOCUMENT! DOCUMENT!
- IF YOU HAVE QUESTIONS OR CLARIFICATIONS, DO NOT  
HESITATE TO ASK FOR ASSISTANCE FROM EXT 378  
(COMPLIANCE) OR JAYMIE EXT 619