How do I create a new payor profile?

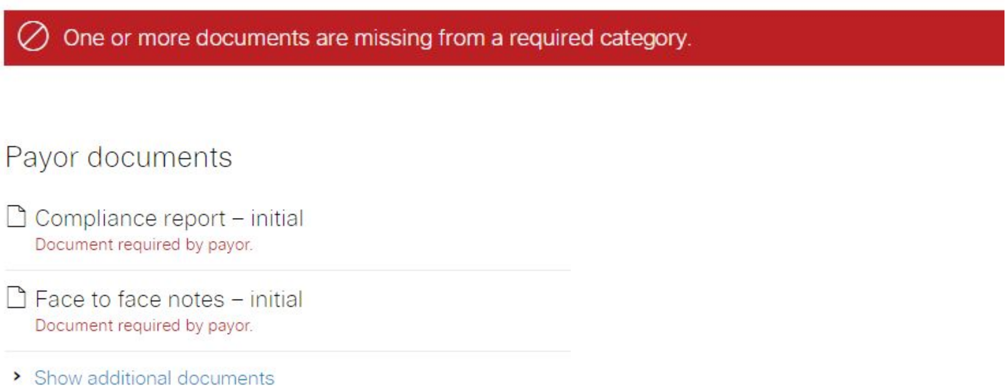
You may need to create a new payor profile when a patient switches to an insurance provider that's not in the system. Users with the administrator role can add new payor profiles.

Before a new payor is created, you must verify that an eligibility schedule and reimbursement rate set is available for the payor. If not, you must create these first.

[How do I create an eligibility schedule?](#)
[How do I create a reimbursement rate set?](#)

Required documents

As you create a new payor profile, you can specify which documents a patient requires to be compliant. From the Required documents list, select the documents you'd like ResMed ReSupply™ to notify you about before they expire. This requires you to upload a document with an expiry date to the patient's profile. When you submit a supply request for a patient who has an expired document or is missing a document, a warning displays.



Replacement reason required

In the Replacement reason required? list, if you select **Yes,** you see the following questions in the resupply questionnaire:

- Is [your item] dirty?
- Is [your item] damaged?
- How many [items] are on hand?

Alternative names for this payor

You can add alternative names for a payor. Alternative names are helpful when the payor names in your patient export data are not the same in ResMed ReSupply. They increase the chances for a name match.

Payor name

BCBS of Rhode Island

Alternative names for this payor

BCBS of RI

Rhode Island Blue Cross

Blue Cross

Blue Cross of Rhode Island

Blue Cross Blue Shield of Rhode Island

Step-by-step instructions

Create a payor

1. From the Administration menu, select **Payors**.
2. Click **Add payor**.
3. From the **Payor name** list, select a payor.
4. From the **Status** list, select a status.
5. From the **Replacement reason required?** list, select **Yes** or **No**.
6. From the **Eligibility schedule** list, select an appropriate eligibility schedule.
7. From the **Reimbursement rates** list, select a set of rates.
8. Select the check boxes beside the required order documents as required.
9. In the **Add an alternative name for this payor** field, enter any alternative names that are used for this payor.
10. Click **Save**.