Managing administration tasks (Guide)

The **Administration** menu is only visible to organization administrators or users with administration rights.

ResMed ReSupply organization administrator tasks include managing:

- organization details
- reimbursement rates
- document categories
- payors
- eligibility schedules
- call schedules
- call scripts
- locations
- users
- reports
- patient and order import.

If your login allows you to access the **Administration** menu, you can view, edit and create a location and users within your organization.

Managing organizations (Topic)

To view organization details, from the **Administration** menu, select **Organization details**.

This section allows you to view and edit your organization's details.

Updating organization details (How to)

To update organization details:

1. From the **Administration** menu, select **Organization details**.
2. Click **Edit**.
3. Enter all necessary information—organization name, NPI, service account manager, live call notifications, SMS (text message) notifications, delivery option, number of days allowed for shipping (if applicable), days until assumed shipped (if applicable), organization fulfillment partners and contract number.
4. (Optional) If you want to turn on/off automatic insurance verification, select/unselect the check box.

Note: If you activate this feature, additional service fees will apply.

5. Click **Save**.

Managing locations (Topic)

Within ResMed ReSupply, patient profiles can be organized based on their HME locations.

This section allows you to view and edit locations within your organization.

To access available locations:

1. From the **Administration** menu, select **Locations**.
2. Click the name of the location.

Note: The location refers to the patient's HME location. It does not refer to the patient's physician's location or the patient's home address.

Creating a new location (How to)

To create a new location for your organization, contact the ReSupply Client Services team at RefreshSupport@ResMed.com.

Updating a location (How to)

To update the location:

1. From the **Administration** menu, select **Locations**.

2. Click the name of the location.
3. Click **Edit**. Enter all required details.
4. Click **Save** to update details, or **Cancel** to keep original settings.

Managing users (Topic)

Administrators can view, edit and create user accounts within the organization.

To search for a user:

1. From the **Administration** menu, select **Users**.
2. Select a user’s name to view and/or edit details.

Managing document categories (Topic)

On this page, you can view all the document categories currently available to your organization.

To view document categories, from the **Administration** menu, select **Document categories**.

Creating a document category (How to)

To create a document category:

1. From the **Administration** menu, select **Document categories**.
2. Click **New category**.
3. Enter the new category name.
4. Click **Save**.

Deleting a custom document category (How to)

To delete a document category:

1. From the **Administration** menu, select **Document categories**.
2. Click **X** next to the category name.

Note: You cannot delete a category that contains documents.

Updating a payor (How to)

To update a payor:

1. From the **Administration** menu, select **Payors**.
2. Click the name of the payor.
3. Click **Edit**. Enter all required details.
4. Click **Save** to update details, or **Cancel** to keep original settings.

Managing eligibility schedules (Topic)

This page enables you to create and edit eligibility schedules so that you can determine which HCPCS supply items are to become eligible for reimbursement based on a payor's (insurance provider's) coverage policy.

How does ResMed ReSupply know when a patient is eligible for resupply?

The ResMed ReSupply eligibility engine checks each HCPCS the patient is prescribed, calculates the amount of time since the product was last supplied and compares it to the resupply frequency of the patient’s payor plan. If the amount of time since the patient was last supplied is greater that the patient’s resupply frequency of the item, the patient is eligible for resupply of that specific item. A patient can be eligible for any number of items at one time. Each time a supply request is processed in ResMed ReSupply, the last supplied date of each item on the supply request is updated when the item ships. ResMed ReSupply only tracks supply requests and shipments processed in ResMed ReSupply. There is no integration with billing systems or insurer payment systems. If a patient informs a ResMed ReSupply user they received new supplies through another system, the user can enter that item's last supplied date into ResMed ReSupply to update the eligibility engine.

Is a patient outreached as soon as they are eligible for new supplies?

No, eligibility for new supplies is only one of the criteria used to determine when a patient is contacted. A patient is outreached when they are eligible for new supplies and ResMed ReSupply has not called or emailed them in the last 90 days. A patient is never contacted if their notification preference is set to "Do Not Contact", or they are inactive.

To view an eligibility schedule:

1. From the **Administration** menu, select **Eligibility schedules**.
2. Under the **Name** column, select the eligibility schedule.

Creating an eligibility schedule (How to)

To create an eligibility schedule:

1. From the **Administration** menu, select **Eligibility schedules**.
2. Click **Add eligibility schedule**.
3. In the **Schedule name** field, enter a suitable name for the eligibility schedule.
4. In the resupply schedule, modify each item:
   - From the drop-down list on the left, select the number of eligible items.
   - From the drop-down list on the right, select the number of days required for eligibility.
5. Click **Save**.

Updating an eligibility schedule (How to)

To update an eligibility schedule:

1. From the **Administration** menu, select **Eligibility schedules**.
2. Click the name of the eligibility schedule.
3. Click **Edit**. Enter all required details.
4. Click **Save** to update details, or **Cancel** to keep original settings.

Managing call schedules (Topic)

This page enables you to view the details of call schedules so you can better understand and manage when and how a group of patients will be outreached.

To view a call schedule:

1. From the **Administration** menu, select **Call schedules**.
2. Under the **Name** column, select the call schedule.

Creating a call schedule (How to)

To create a call schedule:

1. From the **Administration** menu, select **Call schedules**.
2. Click **Add call schedule**.
3. In the **Call schedule name** field, enter a suitable name for the call schedule.
4. Enter a description to help identify the schedule in ResMed ReSupply.
5. Enter the call schedule status.
6. From the **Resupply notifications** drop-down list, select **Enabled** or **Disabled**.
7. Under the **Options** section, enter the following information:
   - Duration
   - Notification methods
   - Preferred days to contact patients
   - Call schedule rules
8. Click **Save**.

Updating a call schedule (How to)

To update a call schedule:

1. From the **Administration** menu, select **Call schedules**.
2. Click the name of the call schedule.

3. Click **Edit**. Enter all required details.
4. Click **Save** to update details, or **Cancel** to keep original settings.

Managing call scripts (Topic)

This page enables you to view the list of available call scripts so you can better understand and manage how you are directly communicating to patients.

To view a call script:

1. From the **Administration** menu, select **Call scripts**.
2. Under the **Name** column, select the call script.

Creating a call script (How to)

To create a call script:

1. From the **Administration** menu, select **Call scripts**.
2. Click **Add call script**.
3. In the **Call script name** field, enter a suitable name for the call script.
4. Enter a description to help identify the call script in ResMed ReSupply.
5. Click **Save**.

Updating a call script (How to)

To update a call script:

1. From the **Administration** menu, select **Call scripts**.
2. Click the name of the call script.
3. Click **Edit**. Enter all required details.
4. Click **Save** to update details, or **Cancel** to keep original settings.

Generating reports (Topic)

The **Reports** page enables you to create various reports to monitor the resupply progress of your entire organization.

To view the **Reports** page as an organization administrator, from the **Administration** menu, select **Reports**.

To create the report:

1. From the **Reports** page, select the report you want to create.
2. To choose the report period, select the month and year from each drop-down list.
3. From the **Location** drop-down list, select the location.
4. Click **Continue**.

To export/print the report:

1. From the **Reports** page, select the report you want to create.
2. To choose the report period, select the month and year from each drop-down list.
3. From the **Location** drop-down list, select the location.
4. Click **Continue**.
5. Click the **Export/Print** button.

Mask to patient ratio (Reference)

This report shows you how many masks are shipped for every eligible patient that is outreached. A higher ratio means more masks are shipped per patient.

Manufacturer and product mix (Reference)

This report shows you a breakdown of items by manufacturer for all shipped supply requests. It also shows you a breakdown of shipped resupply items on a month-by-month basis.

Items per supply request (Reference)
This report shows you the number of items per supply request. It also provides the average items per supply request and the average supply request value.

Estimated revenue (Reference)
This report shows you the revenue realized for all items that were shipped during a specified time period. It also shows you a breakdown of items shipped per item category and eligibility.

Supply request trending (Reference)
This report shows you the total number of supply requests per month.

Outreach modality effectiveness (Reference)
This report shows you the number of shipped supply requests and outreach attempts for each outreach channel (email, IVR and live calls). A higher percentage of channel effectiveness means there are more shipped supply requests than outreach attempts.

Managing patient and order imports (Guide)

In ResMed ReSupply, you can import patient records in bulk from individual locations that have the same insurer and same type of insurance plan. To manage patient and order imports, click the **Administration** menu and then select **Patient and order import**.

Before you can import patients into ResMed ReSupply, transfer your patient import data into the import template. You can download the import template on the **Patient and order import** page.

Downloading the patient and order import template (How to)
As an organization administrator or solutions delivery specialist (SDS), you can download the import template through the **Patient and order import** option in the **Administration** menu.

To download the template:

1. From the **Administration** menu, select **Patient and order import**.
2. Click **Download template**.

Entering information into the patient and order import template (How to)
Once you download the patient and order import template, you must populate the file with patient information. Each column represents a field of a patient's information. All patients in one file must be from the same location, and have the same insurer and same type of insurance plan.

Note: You cannot delete or rename columns in the template otherwise your import will be rejected.

Enter the following information into the template:

Patient ID (required)

An external reference ID that uniquely identifies a patient in another system. ResMed ReSupply combines this field with the billing system and location to ensure a patient is not imported twice. This field is required to import the patient.

Last name (required)

Patient's last name. This field is required to import the patient.

First name (required)

Patient's first name. This field is required to import the patient.

D.O.B (required)

Patient's date of birth. Formatted as MM/DD/YYYY. This field is required to import the patient.

Payor

Patient's payor (primary insurance provider). The system will assign a default payor for unknown and empty values. This field is optional.

Member ID

Patient’s member ID from their insurance provider. This field is optional.

Phone number (required)

Patient’s phone number. Formatted as xxx-xxx-xxxx. This field is optional if the patient’s email address is provided.

Phone number type

Patient’s phone number type (home, office, mobile). This field is optional.

Phone number 2

Patient's secondary phone number. Formatted as xxx-xxx-xxxx. This field is optional.

Phone number type 2

Patient’s secondary phone number type (home, office, mobile). This field is optional.

Email (required)

Patient’s email address. This field is optional if the patient’s phone number is provided.

Address 1

Patient’s first address line. This appears on supply requests. This field is optional for an import, but is required to confirm a supply request.

Address 2

Patient’s second address line. This appears on supply requests. This field is optional.

City

Patient’s city of residence. This appears on supply requests. This field is optional for an import, but is required to confirm a supply request.

State

Patient’s state of residence. This appears on supply requests. This field is optional for an import, but is required to confirm a supply request.

Zip

Patient’s zip code. This appears on supply requests. This field is optional for an import, but is required to confirm a supply request.

External order ID

External order ID from the source billing system. This field is optional.

Quantity

Number of items for this product shipped in this supply request. This field is optional.

HCPCS (required)

A product’s code according to the Healthcare Common Procedure Coding System. Each patient has a row for each HCPCS item that can be resupplied. Only one HCPCS code is allowed per row. This field is required to import the patient. Each patient must have a mask HCPCS code.

Prod ID

A product's ID based on the manufacturer's stock keeping unit (SKU) number. Only one product ID is allowed per row. This field is optional.

Serial number

A serial number is based on a manufacturer's system for identifying specific medical devices. This field is optional.

Last supplied date

Date the patient last received an HCPCS item. Formatted as: MM/DD/YYYY. This field is optional. If no date is provided, then the file import date is used as the last supplied date. This date is part of the criteria that determine when the patient is contacted for resupply.

Importing patients (How to)

You can import patient records through the **Patient and order import** option in the **Administration** menu. Once your file is uploaded, it will take 24 hours to import.

To import patients:

1. From the **Administration** menu, select **Patient and order import**.
2. Click **Import patients**.
3. Click **Browse for file**.
   Find and choose the relevant import template.
4. From the **Importing patients from** drop-down list, select your relevant system.
5. Under the **Assign details to uploaded patients** section, select the following details from the drop-down list(s).
6. Click **Import**.

Note: The functions available to a user are determined by their role.

View import results, download detailed report and rejected records (How to)

You can view import results through the **Patient and order import** option in the **Administration** menu. On the **Patient and order import** page, you can see the file's upload status under the **Status** column.

There are three statuses that can appear:

- New: the file uploaded successfully and is ready to be verified.
- Rejected: the file has formatting issues such as missing columns, or the file is corrupt.
- Verified: the file was accepted and is ready to be imported.
- Imported: the file's information was successfully imported.
- Failed: the file failed to upload.

To view import results:

1. From the **Administration** menu, select **Patient and order import**.
2. Find the relevant file, click the file name.
3. Under the Import results section, review the information.
   Note: If you see any import errors, we recommend that you download the detailed report and rejected records file.

To download the detailed report:

1. From the **Administration** menu, select **Patient and order import**.
2. Find the relevant file, click the file name.
3. Click **Download detailed report**.

To download the rejected records file:

1. From the **Administration** menu, select **Patient and order import**.
2. Find the relevant file, click the file name.
3. Click **Download rejected records**.

Note: The functions available to a user are determined by their role.