

Navigate the ResMedRefresh patient portal

English

What is the ResMedRefresh patient portal?

The ResMedRefresh patient portal allows you to request new supplies, check the status of your order and review/update your profile information.

When you log in, you may be presented with the option to begin a questionnaire. This means you may currently be eligible for new supplies based on your payor's (insurance) guidelines. If you are eligible for supplies, this means your insurance may reimburse you. The questionnaire asks a series of questions based on your insurance's eligibility guidelines.

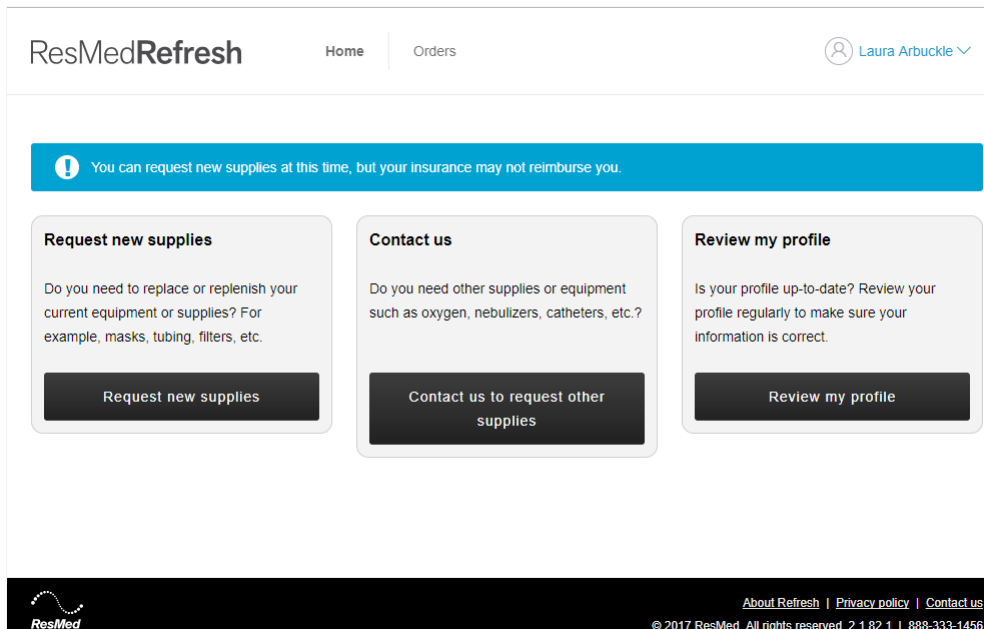
ResMedRefresh Home Orders

Welcome to ResMedRefresh

Before you continue, we need you to answer a few questions from your doctor or medical equipment provider.

+ Start questionnaire

Once you complete the questionnaire, you are taken to the Home screen.



The screenshot shows the ResMedRefresh patient portal Home screen. At the top, there is a navigation bar with the ResMedRefresh logo, 'Home', 'Orders', and a user profile icon for 'Laura Arbuckle'. Below the navigation bar is a blue banner with a warning icon and the text: 'You can request new supplies at this time, but your insurance may not reimburse you.' The main content area features three cards: 'Request new supplies' with a description and a 'Request new supplies' button; 'Contact us' with a description and a 'Contact us to request other supplies' button; and 'Review my profile' with a description and a 'Review my profile' button. At the bottom, there is a footer with the ResMed logo, links for 'About Refresh', 'Privacy policy', and 'Contact us', and a copyright notice: '© 2017 ResMed. All rights reserved. 2.1.82.1 | 888-333-1456'.

* Patient identities and data are fictional.

Note: ResMedRefresh notifies you when you may be eligible for new supplies based on your insurance plan and a resupply schedule that determines when you can get new supplies.

Request new supplies

1. Click **Request New Supplies**.
Note: Depending on your payor (insurance) guidelines, you may or may not be eligible for supplies at this time.
2. Select all applicable items.
3. (Optional) Enter comments (for example, change the size or color of a requested item).
4. Click **Next**.
5. Review the order request. If you need to correct your request click **Change**. If your request is accurate, click **Confirm**.
Note: Once confirmed, the order will be reviewed and processed.

Request new supplies

Do you need to replace or replenish your current equipment or supplies? For example, masks, tubing, filters, etc.

Request new supplies

Contact us

1. Click **Contact us to request other supplies** to request additional supplies.
2. Enter all necessary information—full name and email address.
3. In the Message field, enter which items you would like to receive.
4. Click **Send**.
Note: Once your request is sent, you will be contacted for more details.

Contact us

Do you need other supplies or equipment such as oxygen, nebulizers, catheters, etc.?

Contact us to request other supplies

Review my profile

1. Click **Review my profile**.
2. From the Review my profile screen, you can:
 - Edit notification settings (email/phone).
 - Request a change to your insurance information.
 - Change your shipping address.
 - Review your HME's details.

Review my profile

Is your profile up-to-date? Review your profile regularly to make sure your information is correct.

Review my profile

Orders

To review your current orders for supplies, click **Orders** at the top of the screen.

Orders

[+ Request off-schedule supplies](#)

Date placed	Status	Number
07/21/2017	Late	6-00000004

To review a summary of an individual order, under the Number column, click the order number.

Note: If you click **Request off-schedule supplies**, you can request an order for new supplies but you may not be reimbursed for their cost.

Orders

[+ Request off-schedule supplies](#)

Date placed	Item summary x				
07/21/2017	Quantity	Item	HCPCS	Prod. No.	Replacement reason
	1	AIRFIT F20 FRAME SYS LARGE	A7034	63462	Dirty