



# **Cigna Sleep Management Program**

## ***Adherence Monitoring Requirements***

**Philips Respironics  
Encore*Anywhere***



## **Introduction**

### **Required Equipment**

All DME providers participating in the Cigna Sleep Management Program must provide customers with equipment standards that at a minimum include either Philip (Respironics) or ResMed PAP Therapy Devices **equipped with modem technology for adherence monitoring purposes**. All PAP Therapy Devices must be equipped to provide **both usage** and **efficacy** data monitoring. Examples of these types of devices would include the Philips Respironics System One Remstar Auto Device or the ResMed S9 AutoSet Device.



### **Therapy Adherence: Monitoring Requirements**

Depending upon the PAP Therapy Equipment utilized, you will be required as a partner in the Cigna Sleep Management Program provider network to:

1. Enter your patients into your **EncoreAnywhere** account for Philips (Respironics) equipment, or your **EasyCare Online** account for ResMed equipment, **AND**
2. Provide Access to the Cigna Sleep Therapy Adherence Department to view, monitor and report on this data.

This document will provide the detailed instructions on how to enter your patients into the Philips Respironics **EncoreAnywhere** compliance monitoring database and provide access to the Cigna Sleep Therapy Adherence Department. Please see the ResMed EasyCare Online Adherence Monitoring Requirements Manual for ResMed products.

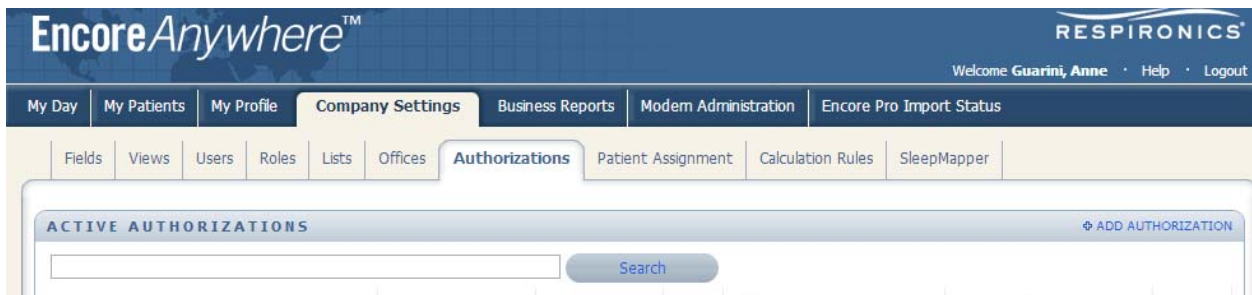
All patients **must be set up using wireless or hard wired modems**. If the patient lives in an area with poor wireless coverage, then a hard wired modem will be required for Philips Respironics Equipment. If for some reason the patient's environment is unable to support a hard wired or wireless modem, the patient must be provided a compliance card. The Cigna Sleep Therapy Adherence Department must be notified of this via the Provider Set-Up Form. **This should be by exception only.**



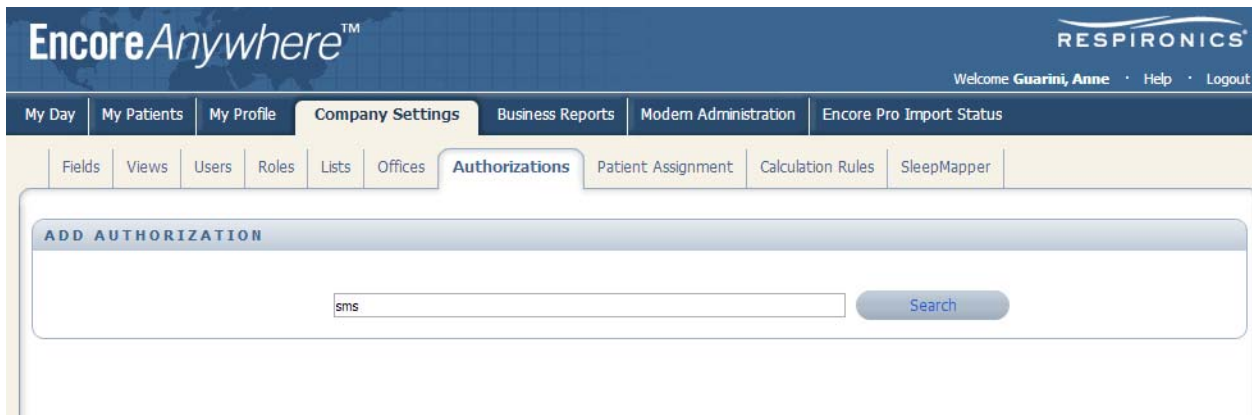
## Authorizing Access to the Cigna Sleep Management Program in EncoreAnywhere

In order for our clinicians to monitor therapy adherence, your company will be required to provide access to the Cigna Sleep Therapy Adherence Department in EncoreAnywhere. Below are the steps to provide the appropriate access.

1. Log onto your EncoreAnywhere account, and click on Company Settings. Once in company settings, click on the authorizations tab.



2. In the search field, type in "sms", looking for Sleep Management Solutions.





3. Look for the Company Name of “Sleep Management Solutions”

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My Day | My Patients | My Profile | **Company Settings** | Business Reports | Modern Administration | Encore Pro Import Status

Fields | Views | Users | Roles | Lists | Offices | **Authorizations** | Patient Assignment | Calculation Rules | SleepMapper

**ADD AUTHORIZATION**

Search: sms [Search]

Select	Company Name	Matches In	City	State	Postal Code	Authorize for Office	Access Level
<input type="checkbox"/>	Sleep Management Solutions	Company Name Office Name	Suffield	CT	06078	Sleep Management Solutions	Read Only

Buttons: Authorize Selected, Cancel

4. Select “Sleep Management Solutions” under Authorize for Office, check the box next to the Company Name, and click Authorize Selected.

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My Day | My Patients | My Profile | **Company Settings** | Business Reports | Modern Administration | Encore Pro Import Status

Fields | Views | Users | Roles | Lists | Offices | **Authorizations** | Patient Assignment | Calculation Rules | SleepMapper

**ADD AUTHORIZATION**

Search: sms [Search] **A**

Select	Company Name	Matches In	City	State	Postal Code	Authorize for Office	Access Level
<input checked="" type="checkbox"/> <b>C</b>	Sleep Management Solutions	Company Name Office Name	Suffield	CT	06078	Sleep Management Solutions	Read Only

Buttons: Authorize Selected **B**, Cancel



5. To complete the authorization process, click the box next to SMS, SLEEP MANAGEMENT SOLUTIONS under active physicians, then click Finished.

The screenshot shows the 'EncoreAnywhere' interface with the 'Company Settings' tab selected. Under 'Authorizations', the 'ADD TO COMPANY LISTS' section is active. It displays two categories: 'SLEEP LAB OFFICES' (with no results) and 'ACTIVE PHYSICIANS'. The 'ACTIVE PHYSICIANS' table has columns for 'Select', 'Name', 'UPIN/NPI', and 'Group Practice'. One entry, 'SMS, SLEEP MGMT SOLUTIONS', is selected with a checkmark. At the bottom, there are three buttons: 'Previous Company', 'Next Company', and 'Finished'. A red arrow points from the 'Finished' button to the selected entry in the table.

Select	Name	UPIN/NPI	Group Practice
<input checked="" type="checkbox"/>	SMS, SLEEP MGMT SOLUTIONS		NA



## Creating the Patient Record

- 1) The creation of the patient record must be performed **BEFORE** setting up the patient
- 2) Log into EA account at [www.encoreanywhere.com](http://www.encoreanywhere.com)
- 3) Select the “My Patients” tab at the top of the screen
- 4) Click on the “Add New Patient” link

The screenshot shows the EncoreAnywhere interface. The top navigation bar includes 'My Day', 'My Patients' (circled in red), 'My Profile', 'Company Settings', 'Business Reports', 'Modern Administration', and 'Encore Pro Import Status'. The 'My Patients' tab is selected. Below the navigation bar, the 'Patient list' section is visible. A red arrow points to the 'Add new patient' link. The patient list table is shown with the following data:

Setup date	Patient ID	Last, first name	Office	Sleep doctor	Sleep lab	Device mode	Min. Pressure	Max. Pressure	Mask
1/14/2013	99999999	Doe, Jane	ABC DME			autocpap	4.0	20.0	



- 5) Enter the following **REQUIRED** information under the Demographic Tab
- a. First Name, Last Name
  - b. Birth date
  - c. Setup date

**Demographics** Insurance Settings

**NAME AND ADDRESS**

First name\* Test Middle name  
Last name\* Patient  
Address 123 WALNUT STREET  
Address (cont'd)  
City BEVERLY  
State/province Massachusetts Postal code 01915  
Country United States

**CONTACT INFORMATION**

E-mail Home phone 555-555-5555  
Best time to contact Work phone  
Fax Alternate phone

**PATIENT INFORMATION**

Patient reference Setup date\* 1/18/2013  
Patient facility ID  
Birth date 7/9/1962  
Gender Male Marital status Unspecified  
Comments  
1000 characters left

**MEDICAL CARE**

Primary care physician  
Sleep doctor  
Sleep lab  
Clinician\*  
DME office\*

- d. Select Sleep Management Solutions as the Primary Care Physician, under Medical Care.

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My Day My Patients My Profile Company Settings Business Reports Modem Administration Encore Pro Import Status

Back to patient detail  
Edit patient

**Demographics** Insurance Settings

**NAME AND ADDRESS**

First name\* Patient Middle  
Last name\* Test  
Address 123 WALNUT STREET  
Address (cont'd)  
City BEVERLY  
State/province Massachusetts Pos  
Country United States

**MEDICAL CARE**

Primary care physician  
Sleep doctor  
Sleep lab  
Clinician\*  
DME office\*

**Select PCP**

Search sms

Name	Practice	UPIN	Location	Specialty	Registered
<clear selection>					
SMS, SLEEP MGMT SOLUTIONS	Sleep Management Solutions		Suffield, CT, 06078	Sleep	Yes

1 of 1 Results per page 200

Birth date 12/10/1962  
Gender Male Marital status Unspecif  
Comments  
1000 characters left  
Photograph Choose File No file chosen

\* Required fields

Save Cancel





This will assure that the Cigna Sleep Therapy Adherence Department will have access to view, monitor and report on patient's adherence to therapy.

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My Day | **My Patients** | My Profile | Company Settings | Business Reports | Modem Administration | Encore Pro Import Status

[Back to patient detail](#)  
**Edit patient**

Demographics | Insurance | Settings

NAME AND ADDRESS		CONTACT INFORMATION	
First name*	Patient	Middle name	
Last name*	Test	E-mail	
Address	123 WALNUT STREET		
Address (cont'd)			
City	BEVERLY		
State/province	Massachusetts	Home phone	555-555-5555
Postal code	01915	Best time to contact	
Country	United States	Work phone	
		Fax	
		Alternate phone	

MEDICAL CARE		PATIENT INFORMATION	
Primary care physician	SLEEP MGMT SOLUTIONS - SMS, SLEEP MGMT	Patient reference	
Sleep doctor		Setup date*	1/14/2013
Sleep lab		Patient facility ID	
Clinician*		Birth date	12/10/1962
DME office*		Gender	Male
		Marital status	Unspecifie
		Comments	
			1000 characters left
		Photograph	Choose File No file chosen

\* Required fields

e. Click Save





## Adding the Prescription Information

- 1) Select the “My Patients” tab at the top of the screen
- 2) Select the “Prescription” tab
- 3) Click on the “Add Prescription” link

The screenshot shows a web browser window displaying the EncoreAnywhere patient detail page. The browser title is "Patient detail - Windows Internet Explorer" and the address bar shows the URL: <https://www.encoreanywhere.com/EncoreNetWeb/patient/PatientDetail.aspx?pgid=cd806118-1be8-43ca-99be-0f6bc>. The page header includes the EncoreAnywhere logo and the Respironics logo. The user is logged in as "Ross, Tony". The navigation menu at the top includes "My Data", "My Patients", "My Profile", "Company Settings", "Business Reports", "Modem Administration", and "Encore Pro Import Status". The "My Patients" tab is selected and circled in red. Below the navigation menu, there are tabs for "Patient Summary", "Prescription", "Therapy Data", "Reminders", "Contacts", "Questionnaires", "Notes", and "History". The "Prescription" tab is selected and circled in red. The main content area shows patient information for "Remstar Auto, System One". A table lists patient details such as Patient ID, Setup date, Home phone, Address, DME, Primary Care Physician, Sleep doctor, Clinician, Sleep lab, Sales and Marketing - DME, Device, Therapy mode, Pressure, Mask, and Insurance provider. Below the table, there are three prescription sections: "DEVICE PRESCRIPTION", "HUMIDIFIER PRESCRIPTION", and "MASK PRESCRIPTION". Each section has an "ADD PRESCRIPTION" link circled in red. The status of each prescription is "No device prescription", "No humidifier prescription", and "No mask prescription" respectively. The browser status bar at the bottom shows "Local intranet" and "100%".



- 4) Add the prescription to the patient record
  - a. Device Mode, Device Model
  - b. Device Serial Number
  - c. Issued on \* (Date of set-up)
  - d. Pressure settings
  - e. Optional Settings
    - i. Flex
    - ii. Humidifier
    - iii. Alerts
    - iv. Mask settings
  - f. Modems (select YES and add Modem Encore ID Number)
  - g. Select the "Save" button

The screenshot shows a web browser window titled "Patient detail - Windows Internet Explorer". The address bar contains the URL: <https://www.encoreanywhere.com/EncoreNetWeb/patient/PatientDetail.aspx?pgid=cd806118-1be8-43ca-99be-0f6bc>. The page displays a "Patient detail" form with several sections:

- DEVICE PRESCRIPTION**: Contains fields for Device mode\* (AutoCPAP with A-Flex), Device model\* (REMstar Auto (Philips Respironics)), Serial number\*, Issued on\* (12/3/2010), Min pressure (4.0), Max pressure (20.0), A-Flex setting (2), A-Flex setting locked (Off), Auto off (Off), Auto on (On), Humidifier (Off), View optional screens (Off), Ramp enabled (Off), Mask alert (Off), Mask resistance (Off), Mask resistance lock (Off), Mask reminder period (Off), Use modem (Yes), and Encore ID\*.
- HUMIDIFIER PRESCRIPTION**: Contains "No humidifier prescription" and an "ADD PRESCRIPTION" link.
- MASK PRESCRIPTION**: Contains "No mask prescription" and an "ADD PRESCRIPTION" link.

At the bottom of the form, there are "Save" and "Cancel" buttons. The "Use modem" dropdown menu is set to "Yes" and the "Save" button is highlighted with a red circle.

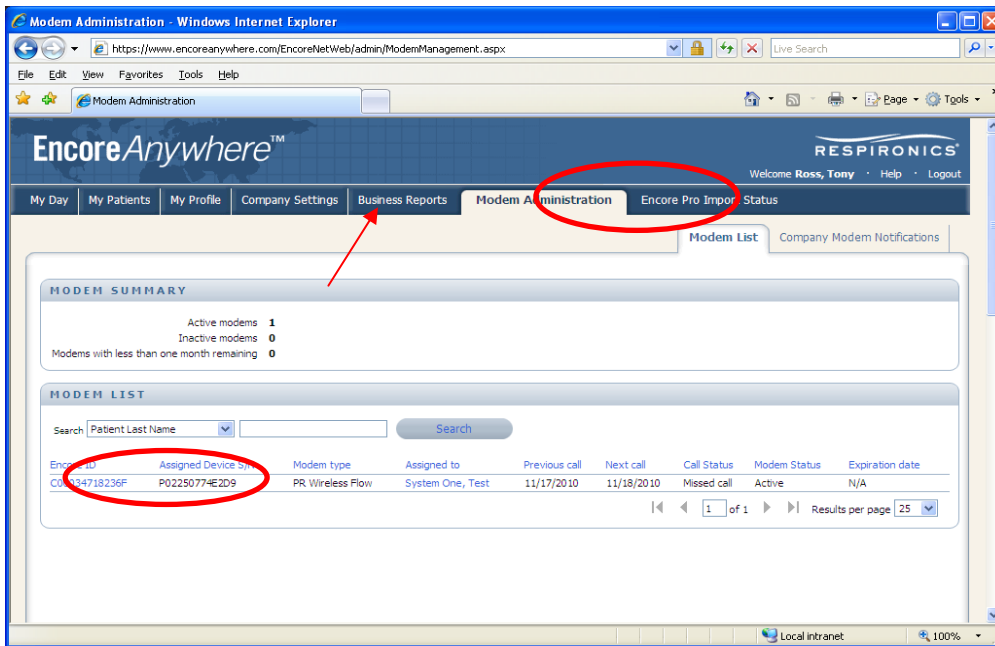


### Modem Information:

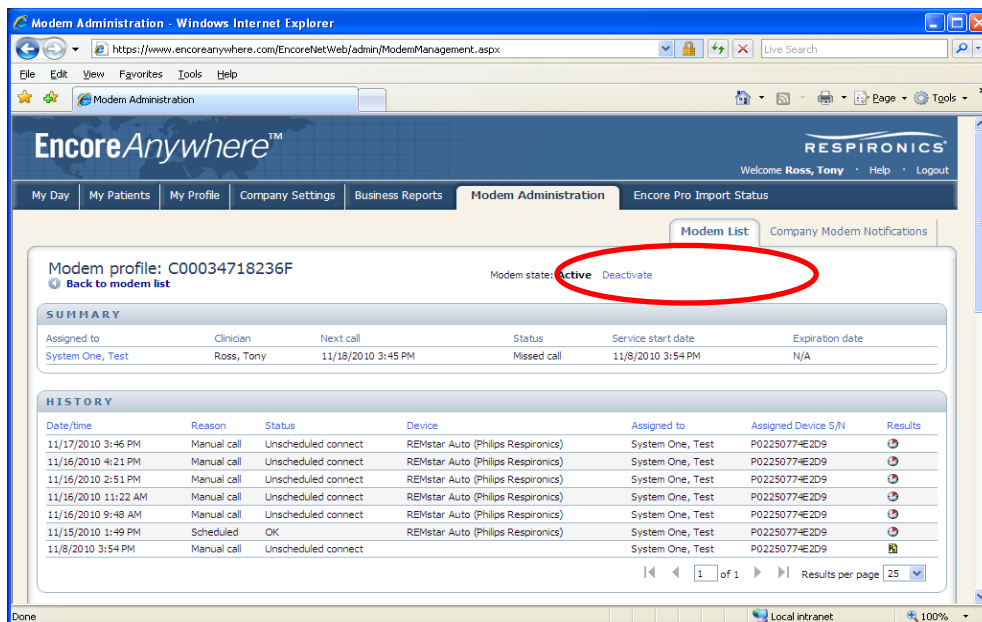
When using a modem please ensure that the modem Encore ID number is entered into the prescription area.

- Change "Use Modem" to YES
- Enter the Modem Encore ID Number (on **ORANGE** label on modem into the **ORANGE** box in EA)
- Ensure the correct device serial number is entered into the prescription

- When removing the modem from the patient's equipment make sure the ID number is removed from the prescription and the modem is deactivated in the "Modem Administration" screen
  - Select the "Modem Administrator" tab at the top of the screen
  - Click on the "Encore ID" number you want to deactivate



- Click the "Deactivate" button





## Modem Information Continued

- Both wireless and hard wired modems can be tested by pressing the black manual call button on the side of the modem (must be done at least 10 minutes after modem is entered into EA)
- Device will show a ✓ in the screen indicating that a successful call has been made
- If the patient lives in an area with little or no AT&T cellular data coverage please place the patient on a hard **wired modem**

## Discontinuing Patient Monitoring

1. As a participant in the Cigna Sleep Management Program, patients will be required to maintain their modems for adherence monitoring for the length of the rental period.
2. Modems may **only be discontinued** under the following situations:
  - a. Patient discontinuation from therapy
  - b. After the PAP Equipment rental period
  - c. If there is not adequate wireless coverage allowing for proper transmission of data to *EncoreAnywhere*. In this case, you will be required to provide a patient with a data card to retrieve compliance information.

## Summary of the Cigna Sleep Therapy Adherence Requirements

### **Therapy Adherence:**

Therapy adherence is defined as a patient using their equipment for 70% of nights for at least 4 hours per night with improvement of apneic events as captured via efficacy AHI improvement from the baseline AHI. The data utilized for the therapy adherence determination will be taken from objective compliance data obtained via *EncoreAnywhere* or EasyCare Online, based upon the equipment utilized by the provider. The data obtained for the continued authorization of equipment will be the data obtained from the 45<sup>th</sup> day post set-up through day 83. If adherent, an authorization extension will be issued for the remaining rental units.

### **Borderline Adherence:**

- 1) If the patient has used their equipment for 55-69% of nights for at least 4 hours, or has used for at least 70% of nights for 3.00 to 3.59 hours a “borderline” authorization extension will be recommended yielding an authorization for 30 days.
- 2) If the patient has utilized their equipment less than the above amount and a material reconfiguration of equipment has taken place within the last 30 days (ex: pressure change, mask refit, etc...) a “borderline” authorization extension will be recommended yielding an authorization for 30 days.

### **Non Adherence:**

If adherence documentation does not exist, or the data does not demonstrate adherence as stated above, no authorization extension will be provided.