



Cigna Sleep Management Program

Adherence Monitoring Requirements

ResMed Airview



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 Philips (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 **Airview** account for ResMed equipment, or your **EncoreAnywhere** account for Philips (Respironics) 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 your ResMed Airview account and provide access to the Cigna Sleep Therapy Adherence Department. Please see the EncoreAnywhere Adherence Monitoring Requirements Manual for Philips Respironics 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. 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 Airview

Authorization requires a ONE TIME set up of a new Insurer. Once performed associating Sleep Management Solutions as the physician and Cigna as the insurer must be added when entering new patients. Below are the steps to provide the appropriate access.

Creating New Insurance: Cigna Sleep

- 1) All patients set up as part of the Cigna Sleep Program are required to be entered into Airview with the insurer name of **“Cigna Sleep”**. This will require you to add this Insurer to your Airview account. This only has to be done one time.
- 2) Click on the Administration Menu, then click “Insurers”

The screenshot shows the ResMed AirView interface. At the top left is the ResMed logo. To its right is the 'AirView™' text. Further right are navigation links: 'Patients', 'My profile', and 'Administration'. The 'Administration' link is highlighted with a dropdown menu. The dropdown menu contains the following items: 'Organization Details', 'Locations', 'Users', 'HMEs', 'Interpreting physicians', and 'Insurers'. The 'Insurers' item is the last one in the list. On the left side of the page, there is a form titled 'New insurer'. The form has three input fields: 'Name', 'Phone number', and 'Notes (optional)'. The 'Name' field is currently empty. The 'Phone number' field is also empty. The 'Notes (optional)' field is a larger text area and is empty.

- 3) Type in the name: “Cigna Sleep”, then click Save.



ResMed AirView™



Logout

Help

Patients ▾

My profile

Administration ▾

New insurer

Name

Phone number

Notes (optional)

Save

Cancel

Creating the Patient Record

- 1) Log into your Airview account at <https://airview.resmed.com>
- 2) **The patient record must be created with a monitoring schedule in Airview BEFORE the wireless module is attached to the PAP device. This is critical to a successful modem communication.**
- 3) Create the patient record as you normally would, clicking on “New Patient” and entering the Set Up Date, Patient Name, Date of Birth, Monitoring Method, and Equipment Serial Numbers.

The screenshot displays the ResMed AirView web application interface. At the top, the ResMed logo is on the left, and a navigation bar on the right includes a 'Logout' button and a 'Help' icon. Below the logo, the 'AirView' text is visible. A secondary navigation bar contains 'Patients', 'Business', and 'My profile' links, with 'Patients' being the active selection. Below this, there are two buttons: 'New patient' with a plus icon and 'Card download' with a download icon. The main section is titled 'Patients' and features a search bar with a 'Search patients' button. Below the search bar, there is a 'Show only...' filter section with several dropdown menus: 'User' (set to 'All patients'), 'Location' (set to 'All locations'), 'Status' (set to 'Active'), 'Compliance status' (set to '-- Select --'), and 'Notifications' (set to '-- Select --'). A 'Therapy mode' dropdown is also visible below the 'Location' dropdown.

New patient

Clinical details

Patient setup date

Clinical user

Patient details

Title

First name

Last name

Date of birth

Location

Patient ID (Optional)

Device and accessories



Add device

› [Add contact information](#) (Optional)

› [Add patient address](#) (Optional)

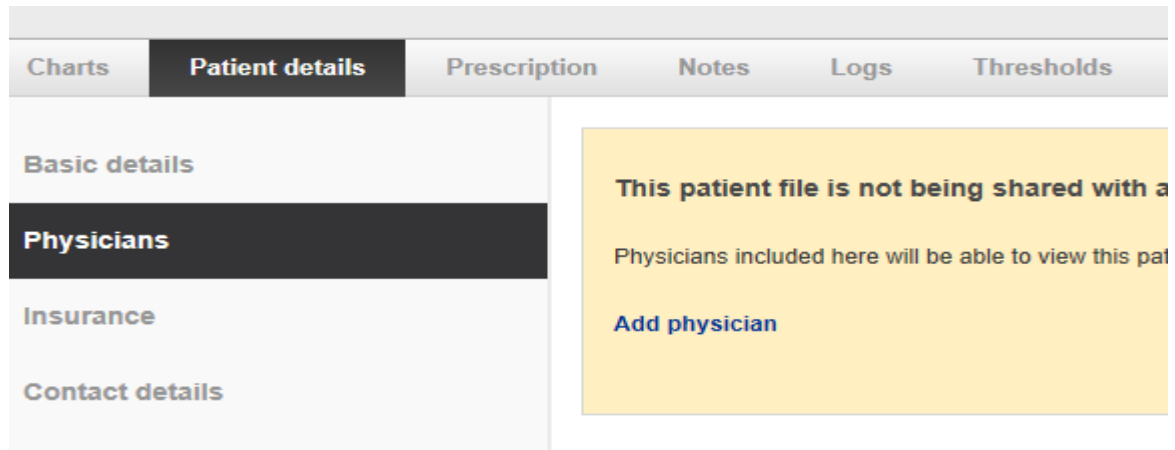
› [Add additional details](#) (Optional)

Save

[Cancel](#)

Associating the Correct Physician with the Patient Record

- 1) Click on “Patient details” menu after creating the new patient.
- 2) Select Add Physician



The screenshot shows a web application interface for patient management. At the top, there is a horizontal navigation bar with six tabs: "Charts", "Patient details", "Prescription", "Notes", "Logs", and "Thresholds". The "Patient details" tab is currently selected and highlighted in dark grey. Below this navigation bar, on the left side, is a vertical sidebar menu with four options: "Basic details", "Physicians", "Insurance", and "Contact details". The "Physicians" option is highlighted in dark grey. To the right of the sidebar, the main content area has a light yellow background. It contains a bold heading "This patient file is not being shared with a" followed by a line of smaller text "Physicians included here will be able to view this pat". At the bottom of this yellow area is a blue link labeled "Add physician".

- 3) Type in “**Sleep Management Solutions**” and click search
- 4) You will see the Company Name and registered clinicians appear
- 5) Click on the COMPANY NAME and NOT the clinician

Doe, Jane
[Back to patients](#)

Patient ID

Charts
Patient details
Prescription
Notes
Logs
Thresholds

Basic details
Physicians
Insurance
Contact details
Additional details

Add physician

Physician name, license number or address (state abbr., city, zip/postcode)

Search

Sleep Management Solutions

John Smith, RRT
Sara Jones, CRTT
Mary White

- 6) Click “Add” to provide the appropriate physician authorization to allow for data downloading and monitoring.

Charts
Patient details
Prescription
Notes
Logs
Thresholds

Basic details
Physicians
Insurance
Contact details
Additional details

Add physician

All clinical staff at

Sleep Management Solutions
Suffield, CT, 06078

will be able to:

- Can view patients and download cards

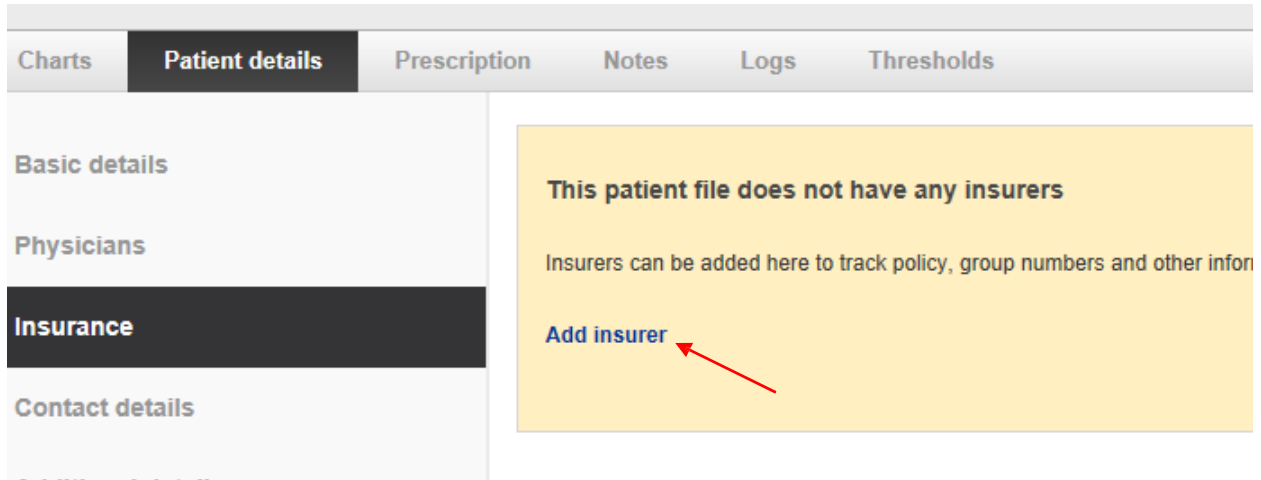
Add

Back

Cancel

Associating the Patient with “Cigna Sleep” as Insurer

- 1) Click on “Patient details”, select “Insurance”, and “Add Insurer”.



2) Select “Cigna Sleep” under Insurer drop down, and click save.

The screenshot shows the 'Patient details' tab in a software interface. On the left, a sidebar contains links for 'Basic details', 'Physicians', 'Insurance' (which is highlighted), 'Contact details', and 'Additional details'. The main area displays the 'Insurance' section with the following fields:

- Insurer:** A dropdown menu currently showing 'Cigna Sleep'. A red arrow points to this dropdown.
- Group number:** An empty text input field.
- Policy holder name:** An empty text input field.
- Relation to policy holder:** An empty text input field.

At the bottom of the form are two buttons: 'Save' and 'Cancel'.

Completion of the Patient Record

Complete the patient record by entering the prescription and modem information as appropriate.

The screenshot shows the 'Prescription' tab in the software interface. It displays a table of patient prescriptions with the following data:

Device	Serial number	Added	Status	Details
S9 AutoSet	23121140318	11/10/2012	No changes pending	Details
Mode AutoSet	Minimum pressure (cmH2O) 12.0	Maximum pressure (cmH2O) 20.0	EPR Fulltime	EPR level (cmH2O) 1
Remove	Edit settings			

Below the table, there is another section for modem information:

Serial number	Added	Monitoring for
20120373977	11/10/2012	No end date
Remove		

At the bottom, there is a link to [Add mask](#).

IMPORTANT REMINDER: All patients authorized for PAP services by the Cigna Sleep Management Program using ResMed Devices, will be required to be set up in Airview with the **physician association of Sleep Management Solutions AND the Insurance of Cigna Sleep**. These two patient details are **REQUIRED** for proper data management.

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 Airview. 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 Encore*Anywhere* or Airview, based upon the equipment utilized by the provider. The data obtained for the continued authorization of equipment will be the data obtained from the 45th 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 and a material reconfiguration of equipment took 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 supplied.