



# Home Sleep Testing Provider Manual

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CareCentrix Sleep Management Program

# Sleep Management Program Overview

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The CareCentrix Sleep Management Program is designed to improve the overall quality of sleep related services. The delivery model focuses on care coordination and providing a quality solution to diagnostic testing through the use of evidence based clinical guidelines directing testing to the most appropriate site of service.

In addition, through a technology driven, proactive member engagement program (iComply) the product supports and drives member adherence to therapy, further reducing healthcare costs and significantly improving the member experience.

# Prior Authorization for Home Sleep Testing

A prior authorization is required from the CareCentrix Sleep Management Program to initiate the home sleep testing.

In the event you receive a referral for an HST and a prior authorization has NOT been requested by the referring physician, you will be required to obtain this authorization prior to initiating home sleep testing.

Log into the CareCentrix Provider Portal: HomeBridge [www.carecentrixportal.com](http://www.carecentrixportal.com) or the CareCentrix Sleep branded portal [www.sleepsms.com](http://www.sleepsms.com) (Note: Both portals are the same but the branding may look different. You will use your same portal login for both portal sites and will only have to register once in one of the two sites)

If it is your first time accessing the portal(s) you will need to register.

The screenshot shows the HomeBridge provider portal login page. At the top left is the CareCentrix logo. Below it are navigation tabs for Home, Authorizations, and Claims. The main header features the HomeBridge logo with 'FROM CARECENTRIX' underneath and a 'LEARN MORE' button. A login form is positioned at the top right, containing fields for Username and Password, with 'Register' and 'Forgot Password?' links below the Password field, and a 'SIGN IN' button. A 'Contact Us | Help' link is in the top right corner. The page is divided into several sections: 'NEWS FLASH' with three items dated 09/25/2013, 09/24/2013, and 09/21/2013; 'TOOLS (FOR REGISTERED USERS ONLY)' with links for Authorizations, Claims, SleepUM-PatientManagement, and Member Transition; 'FOR PROVIDERS' with links for Join Our Network, Provider Manual, Resources and Forms, Medical Coverage Policies, and Rejection Guide; 'SUPPORT' with links for Register for Provider Portal, Sign Up for Electronic Claims, Contact Portal Support, and EFT and ERA Enrollment; and 'EDUCATION CENTER' with links for Provider Onboarding Reference Guide, Eligibility and Benefits, CareCentrix Direct, Claims 2.0, Claims 2.0, Member Transition, Health Plan Exchange, BlueCard, and HOMNC Training. A 'Receive Email Updates' section is at the bottom left with an email address field and a 'Subscribe' button.

The screenshot shows the Sleep Management Portal login page. At the top left is the CareCentrix logo. Below it are navigation tabs for Home, Authorizations, and Claims. The main header features the Sleep Management Portal logo with 'FROM CARECENTRIX' underneath and a 'LEARN MORE' button. A login form is positioned at the top right, containing fields for Username and Password, with 'Register' and 'Forgot Password?' links below the Password field, and a 'SIGN IN' button. A 'Contact Us | Help' link is in the top right corner. The page is divided into several sections: 'Welcome to the Sleep Management Portal' with a banner image of healthcare professionals; 'NEWS FLASH' with one item dated June 22nd, 2013; 'QUICK LINKS' with links for Sleep Management Solutions, Access SleepIM Click Here, FLBlue Sleep Fax Request Form and Contact Info, Florida Blue Program Module, Falcon Medical Criteria, Falcon Fax Request Form, Falcon Contact Information and Hours, PEIA Medical Criteria, PEIA Fax Request Form, NHP Medical Criteria, NHP Fax Request Form, NHP Contact Information and Hours, and Sleep Portal Training Module; and a 'Medical Necessity' section with text explaining the approval process and a list of required documents: Check member eligibility, Request authorization for sleep related services, Report sleep study interpretation results, and Report PAP therapy adherence for continued benefit coverage. Providers may provide input to Sleep Management Solutions (SMS) regarding the utilization review criteria applied by...

# Prior Authorization for Home Sleep Testing

## Information required when submitting authorization request

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- Demographics Information
  - Physicians Information
  - Patient's ID, Name, Date of Birth
  - Diagnosis Code
- Clinical Information
  - Patient's Complaints and Symptoms (supporting medical necessity for a sleep study)
  - Duration of symptoms
  - Patient Height and Weight to obtain BMI
  - Clinical notes supporting the requested study
  - Current Medications
  - Epworth Sleepiness Score

Note: You can download a sleep study request form from the CareCentrix Sleep branded provider portal [www.sleepsms.com](http://www.sleepsms.com) to obtain a copy of all the information required when requesting a sleep study.

# Home Sleep Testing Process Overview

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Once you receive an authorization number to perform a Home Sleep Test you may proceed with the initiation of services per the Home Sleep Testing Provider agreement which includes:

- Initial set up or delivery of the approved Type III Home Sleep Testing Device.
- Return of the device from the patient to you, the provider
- Scoring of the HST raw data by a Registered Sleep Technician
- Interpretation of the HST raw data by a Board-Certified Sleep Specialist
- Entry of timeline milestone information in the ***SleepUM Patient Management System*** to track the Home Sleep Testing Progress
- Uploading of the completed interpretation report into the ***SleepUM Patient Management System***.

# Home Sleep Testing Progress Updates

As a CareCentrix Home Sleep Testing Provider, you are required to provide periodic updates on the status of your patients' home sleep testing into the CareCentrix's **SleepUM Patient Management System**.

**The SleepUM Patient Management System** is separate from the CareCentrix Provider Portal: HomeBridge / CareCentrix Sleep branded provider portal where you can request and check the status of an authorization. **SleepUM** is where you will be providing information on your patients' progress. SleepUM will also allow you to set follow up dates to assist you with managing your patients through the HST process.

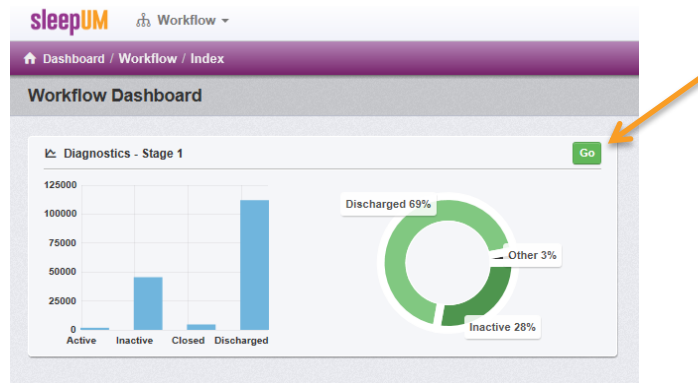
- 1) Log into SleepUM Patient Management system by first navigating to the CareCentrix Sleep branded provider portal [www.sleepsms.com](http://www.sleepsms.com) or the CareCentrix Provider Portal: HomeBridge [www.carecentrixportal.com](http://www.carecentrixportal.com) and clicking on the "SleepUM" link
- 2) Enter your SleepUM password to log in and accept the HIPAA agreement. *(You must first register for the Provider in order to obtain your SleepUM Patient Management System password. Your contract manager will have provided this information to you during your initial training.)*



# Progress Updates

## SleepUM Patient Management System

Select “Go” from the Diagnostics Section on the SleepUM home page



Once you click on the Go Button you will be brought to a list of your patients authorized for a Home Sleep Test. From this view you can search for any patient in the list as well as export the entire list in excel or csv format

To open a patient record click anywhere on the row where the patient is listed

The screenshot shows the 'Diagnostics - Stage 1' patient list. At the top right, it says 'Tuesday, Feb 9th 2016'. Below the title, there are 'Active' and 'Inactive' filter buttons, a search input field, and an export icon. The table has the following columns: Authorization, Follow-Up, Assigned To, Last Name, First Name, City, State, Provider, Plan, Physician, CPT, Referral, and Status. The table contains four rows of patient data.

Authorization	Follow-Up	Assigned To	Last Name	First Name	City	State	Provider	Plan	Physician	CPT	Referral	Status
38083066	12/28/2015	00 - Pending Scheduling - Render,...	Chen	Basile	Quincy	MA	Neurocare Center For Sleep	SMS Neighborhood Health Plan M...	Lincoln, Lesley	G0399	11/05/2015	Active
38191344	12/28/2015	00 - Pending Scheduling - Render,...	Sawyer	Jennifer	Randolph	MA	Neurocare Center For Sleep	SMS Neighborhood Health Plan M...	Mulcahy, Elisa	G0399	11/11/2015	Active
38089014	12/28/2015	00 - Pending Scheduling - Render,...	Tiekka	Kibwe	Newton	MA	Neurocare Center For Sleep	SMS Neighborhood Health Plan M...	Vernovsky, Inna	G0399	11/05/2015	Active
38092043	12/28/2015	00 - Pending Scheduling - Render,...	Negron	Bryana	Dedham	MA	Neurocare Center For Sleep	SMS Neighborhood Health Plan C...	Tarnell, Elizabeth	G0399	11/05/2015	Active

# Progress Updates

## SleepUM Patient Management System

Once the patient record is opened, you will be able to view the tracked milestones

The screenshot displays the 'Patient Detail' page for a patient named 'Testing Test'. The interface is divided into several sections:

- Left Sidebar (Patient Information):**
  - Testing Test**
  - 123 Main Street, Hartford, CT 06112
  - No Email Address --
  - Home: 999-999-9999
  - DOB / Gend...: 11/20/1978 (F)
  - USleep ID: -- None --
  - Patient ID: 241914
  - CPID: -- None --
  - Diagnosis: -- None --
  - CPAP Setting: **No PAP Settings Available**
  - CPAP Service Date: -- None --
- Main Content Area (HST Milestones):**
  - HST Milestones** (Section Header)
  - HST Auth Referral**: [Date Picker]
  - HST Shipped**: [Date Picker]
  - HST Scheduled**: [Date Picker]
  - HST Performed**: [Date Picker]
  - HST Abandoned**: [Date Picker]
  - HST Received**: [Date Picker]
  - HST Report Sent to Referring MD**: [Date Picker]
  - Save** and **Cancel** buttons
  - Updated by: SYSTEM USER on 02/09/16: Service Action / Service Created
- Right Sidebar (Authorization and Physicians):**
  - Authorization**
    - Auth ID: -- None --
    - Override Status: -- None --
    - Auth Status: Diagnostics
    - CCX Status: --None--
    - Service Date: -- None --
    - Auth Start: 02/09/2016
    - Auth End: -- None --
    - CCX Intake ID: -- None --
    - Service ID: 563452
  - Physicians**



# Progress Updates

## Milestone Dates

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It is recommended that all of the HST Milestone dates be populated “real-time” as each patient is progressing through the HST process. **However at a minimum the “starred milestones” are mandatory for completion** and failure to populate real-time (unless otherwise noted below) may result in contract non-compliance.

- HST Auth Referral: This date will be automatically populated at the time the HST authorization is rendered
- HST Shipped: The date the HST device was shipped or hand-delivered to the patient.
- ❖ **HST Scheduled:** The date the test is scheduled to be taken by the patient. This date is agreed upon by the patient and rendering provider.
- ❖ **HST Performed:** The date the test was actually performed. This date can be populated when populating the “Report Sent to MD” milestone below.
- ❖ **HST Abandoned:** If you are unable to perform the test (for example, you are unable to reach the patient; the patient refuses; etc...), we would ask that you provide a status by entering the date the test was canceled in the “ HST Abandoned” field. Please add a note in the note section as to why the test was unable to be completed. (This notification is ONLY for notification to the CareCentrix HST Patient Management Department, and NOT for cancelling, or editing the authorization)
- HST Received: The date the HST device was returned and received by the HST Provider
- ❖ **Report Sent to Referring MD:** The date the signed interpretation report was sent to the referring physician. A copy of the completed and signed HST interpretation report must be uploaded.

# Progress Updates

## Milestone Dates

To populate an HST milestone date, click in the applicable box triggering a calendar pop-up window. Select the appropriate data to populate the field

The screenshot shows the 'HST Milestones' form with the following fields:

- HST Auth Referral: 11/05/2015
- HST Shipped: (empty, highlighted with an orange arrow)
- HST Scheduled: (empty)
- HST Performed: (empty)
- HST Abandoned: (empty)
- HST Received: (empty)
- HST Report Sent to Referring MD: (empty)

A calendar pop-up for February 2016 is displayed, showing the date 9th as selected. The 'Save' button is highlighted with an orange arrow.

Updated by: ELAINE CROSBY on 12/21/15: Service Follow Up / Contact Provider, Email

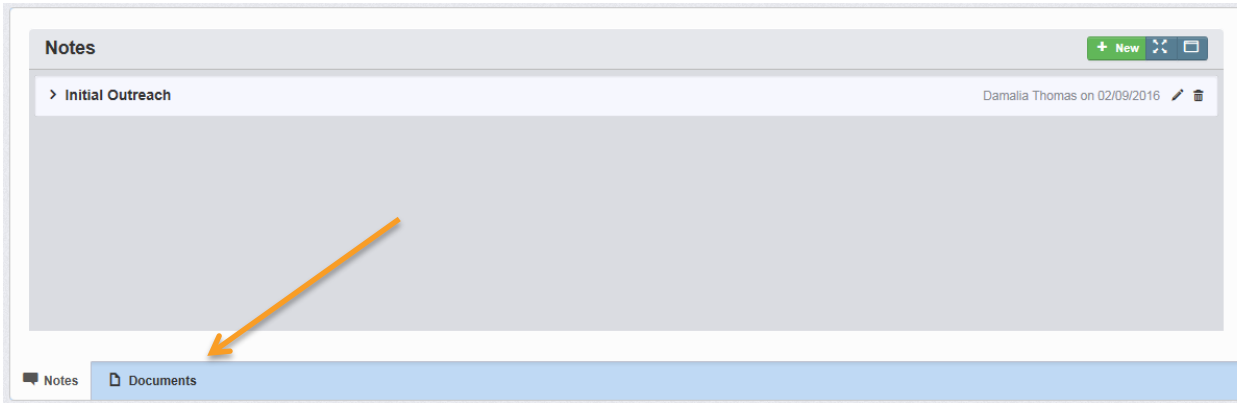
Click “Save” after entering the milestone date or date(s) if applicable.

When the last milestone is updated (Report Sent to Referring MD), upload the completed interpretation report which includes the signed interpreting physician recommendations.

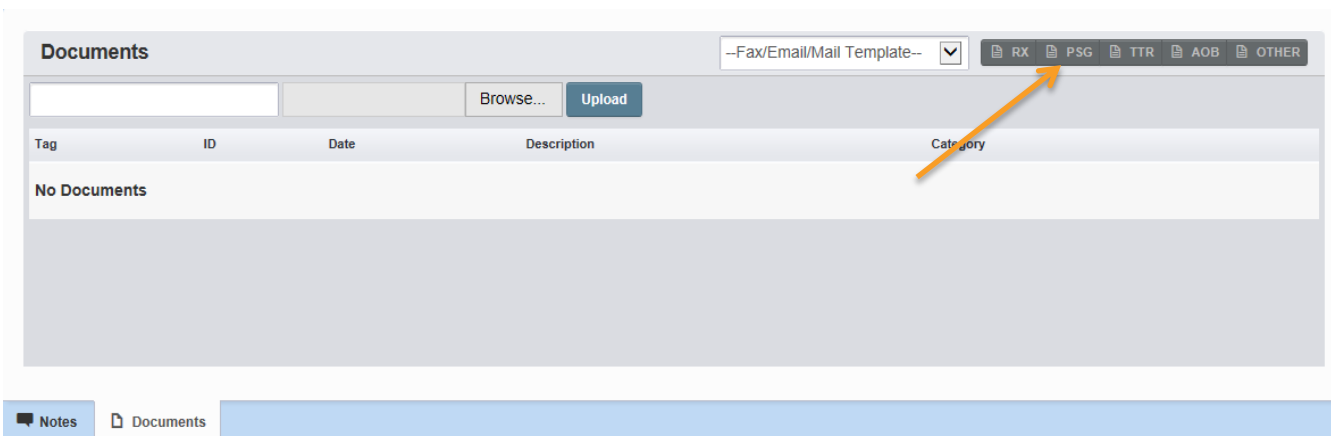
# Progress Updates

## Uploading the completed and signed HST Interpretation Report

Click the “Documents” tab below the note section of the patient record



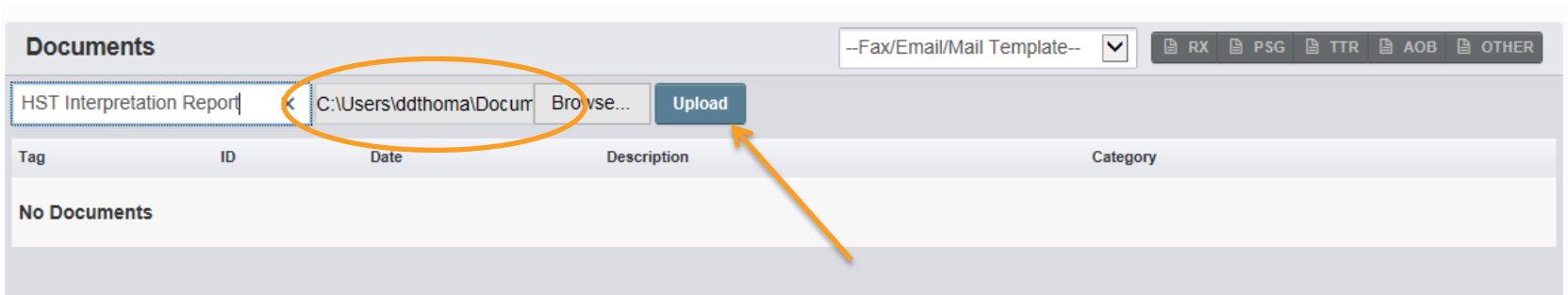
Select “PSG” for the Document Type and the screen will display the ability to upload the completed HST Interpretation Report



# Progress Updates

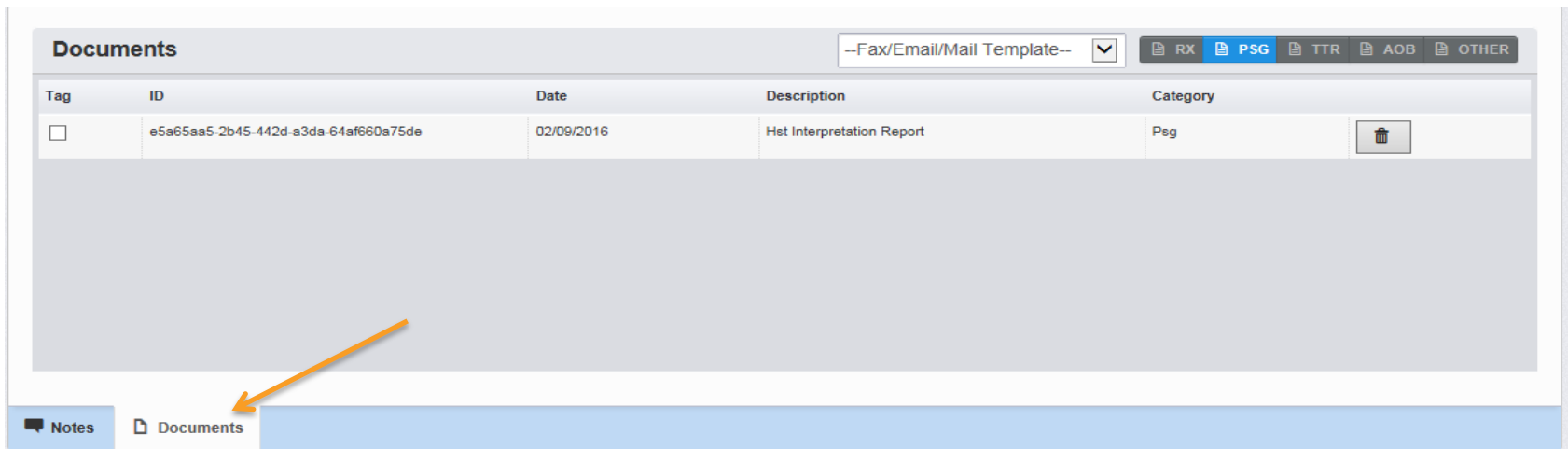
## Uploading the completed and signed HST interpretation report

Click Browse to select the appropriate interpretation report from your computer. Once selected, you will see the name of your document appear next to the Browse button. Enter “HST Interpretation Report” in the Description Field and Click “Upload”



The screenshot shows the 'Documents' upload interface. At the top, there is a dropdown menu for 'Fax/Email/Mail Template' and a row of category buttons: RX, PSG, TTR, AOB, and OTHER. Below this is a text input field containing 'HST Interpretation Report', followed by a 'Browse...' button (circled in orange) and an 'Upload' button (indicated by an orange arrow). Below the input fields is a table with columns: Tag, ID, Date, Description, and Category. The table currently displays 'No Documents'.

Click back to the “Documents” tab to view the document that was uploaded

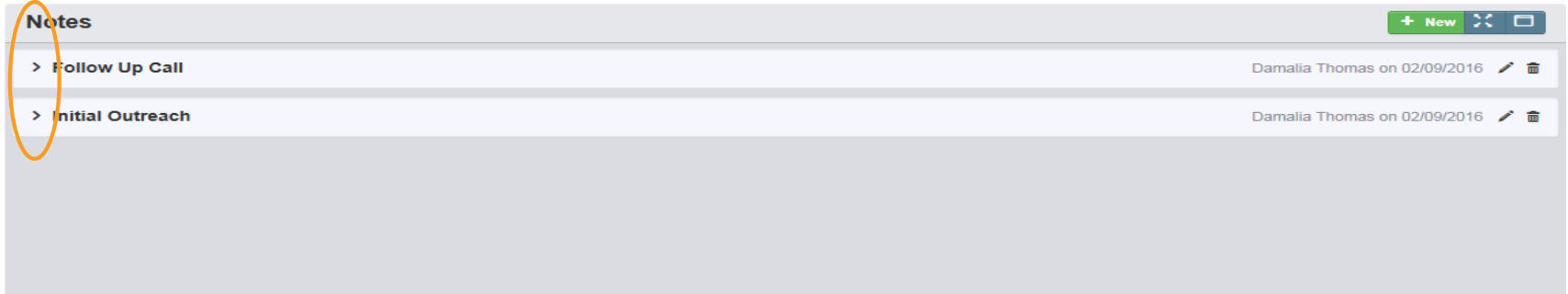


The screenshot shows the 'Documents' list view. At the top, there is a dropdown menu for 'Fax/Email/Mail Template' and a row of category buttons: RX, PSG, TTR, AOB, and OTHER. Below this is a table with columns: Tag, ID, Date, Description, and Category. The table contains one document: 'Hst Interpretation Report' with ID 'e5a65aa5-2b45-442d-a3da-64af660a75de' and date '02/09/2016'. The category is 'Psg'. At the bottom, there is a navigation bar with 'Notes' and 'Documents' tabs. An orange arrow points to the 'Documents' tab.

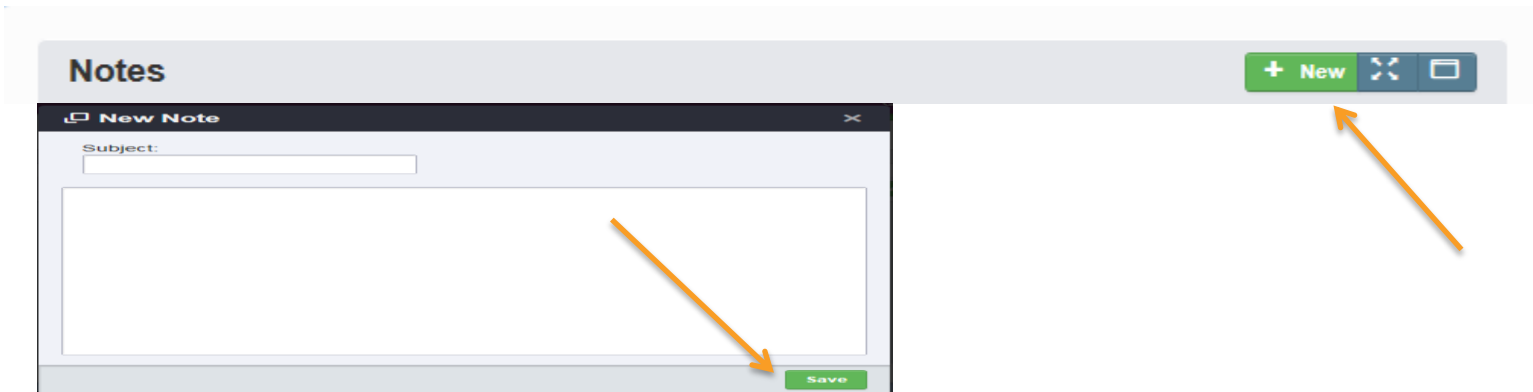
# Progress Updates

## Adding Notes

Notes are displayed by the subject line and may be expanded to view the content of the note by clicking the arrow to the left of the subject line.



To add a note click “New”. This will open a pop-up window, where a note can be entered. You may add a note to provide detail on why a test could not be performed, or to provide additional status updates along with updating the required milestones. When adding a note, enter the subject in the subject field. Click the “Save” button when you have completed your note.



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# THANK YOU

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**Questions related to the Home Sleep Testing process may be directed to your contract manager.**

**Questions or updates regarding specific patients that you are unable to communicate through the SleepUM Patient Management System may be directed to the CareCentrix Sleep Management Program HST department .**