Home Sleep Testing Provider Manual

CareCentrix Sleep Management Program

Sleep Management Program Overview

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.

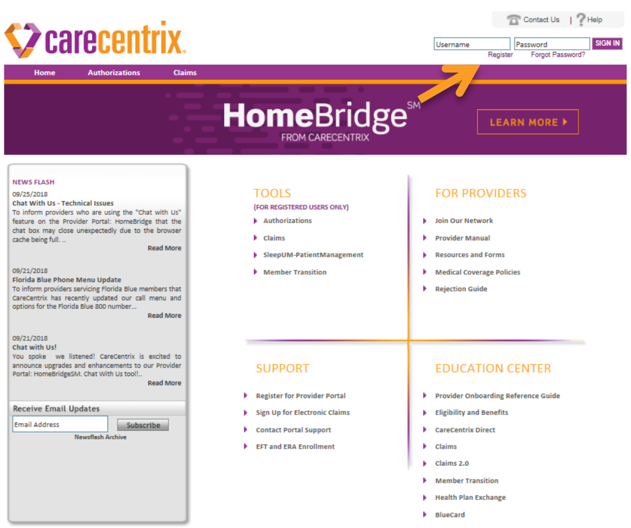
Prior Authorization for Home Sleep Testing

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 or the CareCentrix Sleep branded portal 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.



Prior Authorization for Home Sleep Testing

Information required when submitting authorization request

- 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 to obtain a copy of all the information required when requesting a sleep study.

Home Sleep Testing Process Overview

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***.

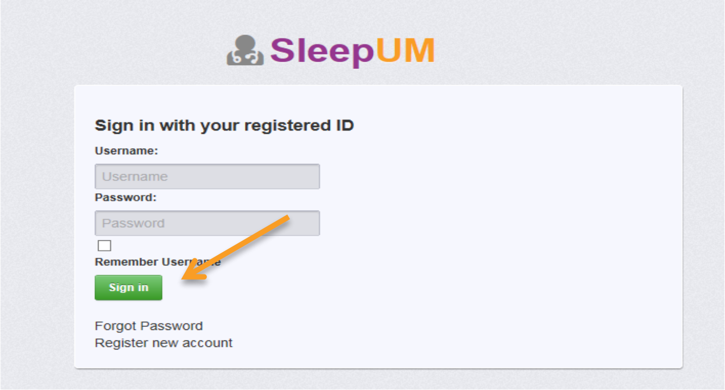
Home Sleep Testing Progress Updates

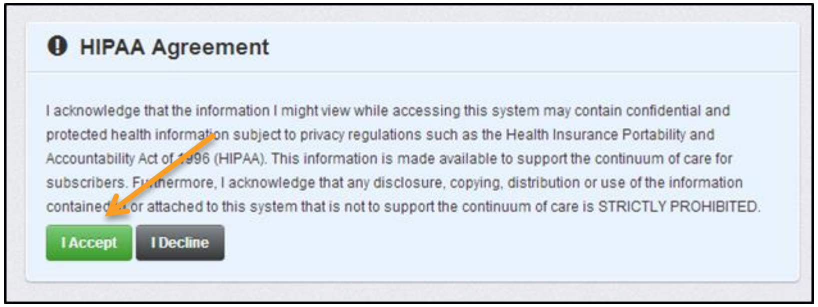
As a CareCentrix Home Sleep Testing Provider, you are required to provide periodic updates on the status of your patients' home sleep testing into the CareCentrix's ***SleepUM Patient Management System.***

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 or the CareCentrix Provider Portal: HomeBridge 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.*

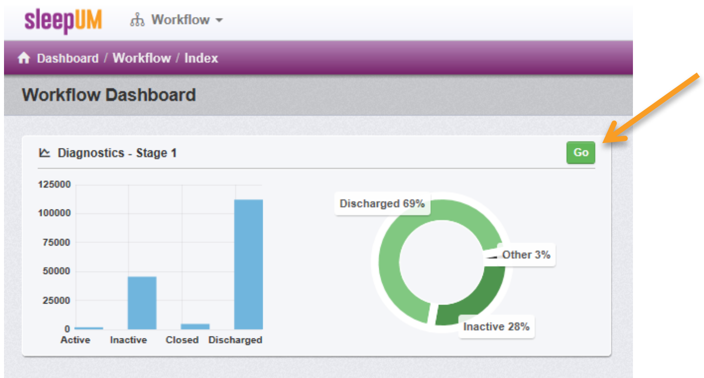




Progress Updates

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

Diagnostics - Stage 1 Tuesday, Feb 9th 2016

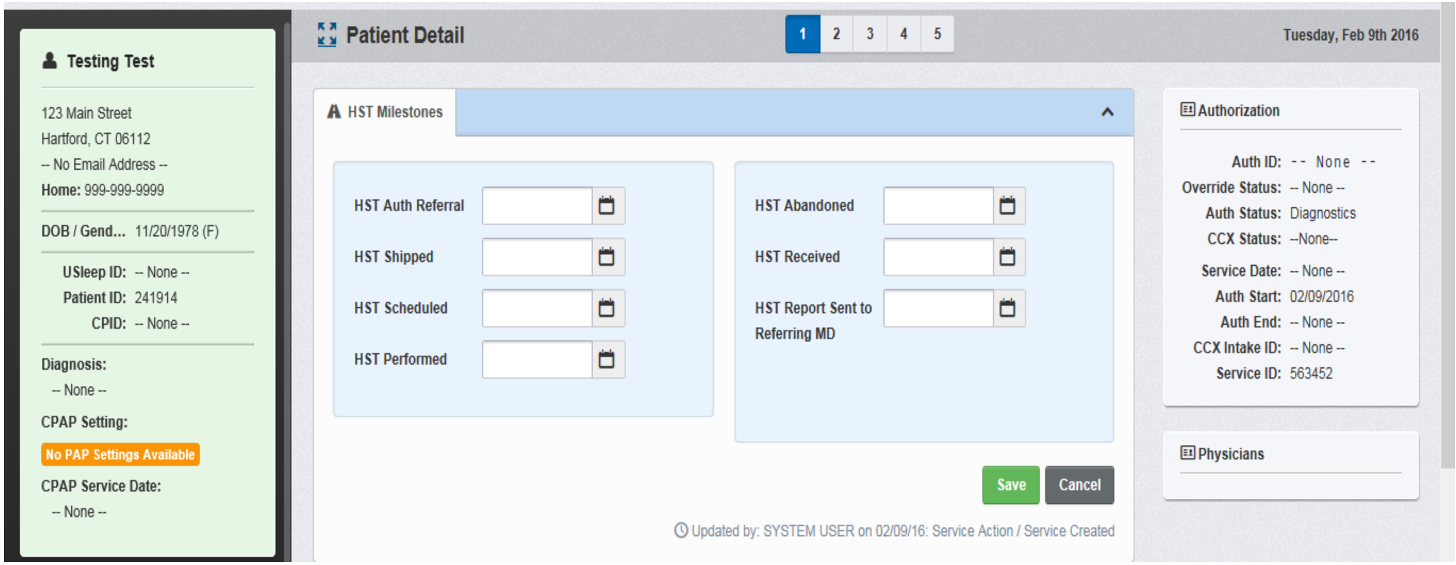
Active Inactive

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	Baslie	Quincy	MA	Neurocare Center For Sleep	SMS Neighborhood Health Plan M...	Lincoln, Lesiley	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



Progress Updates

Milestone Dates

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)

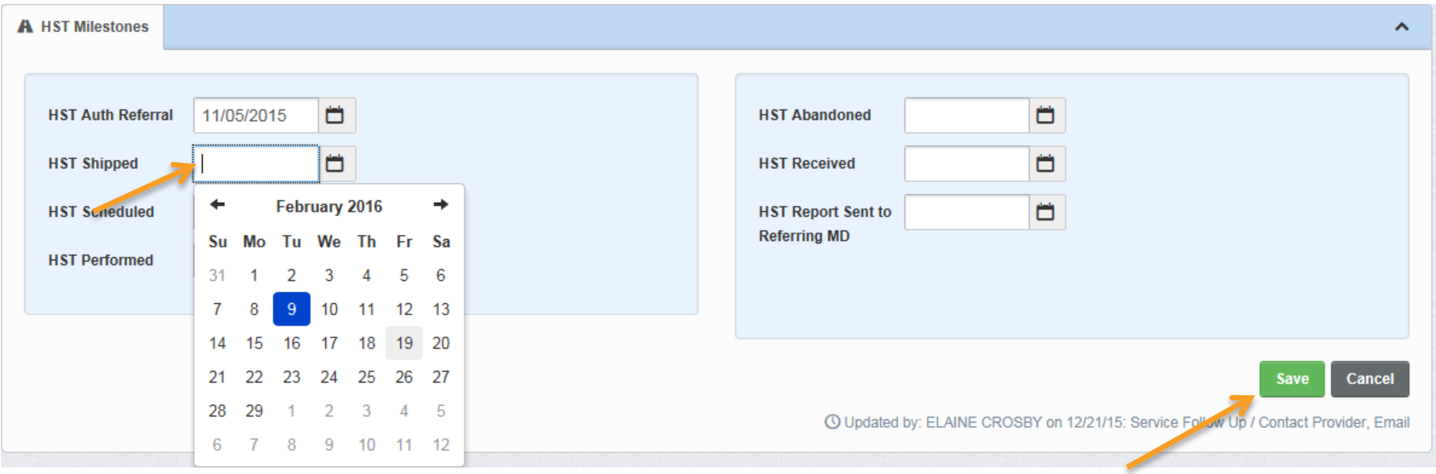
- HST Received: The date the HST device was returned and received by the HST Provider

❖ **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



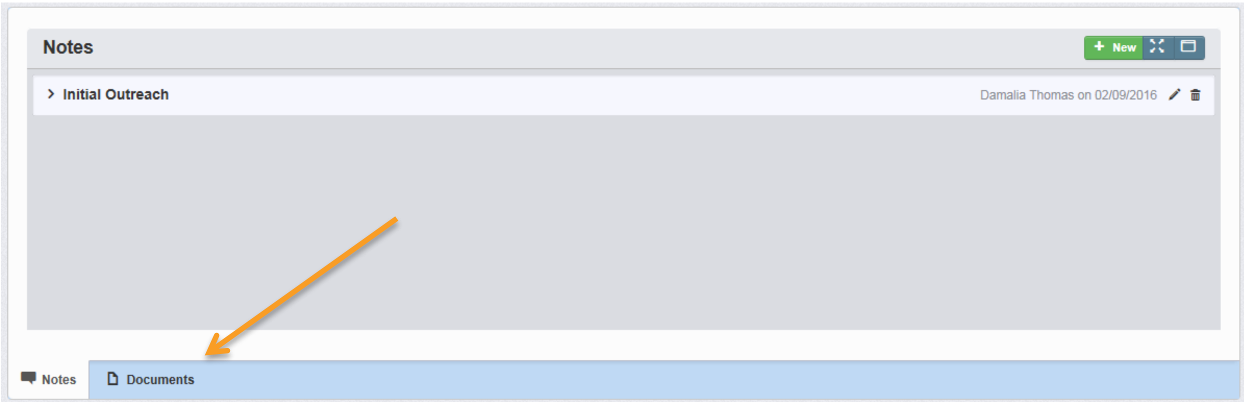
Click “Save” after entering the milestone date or date(s) if applicable.

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

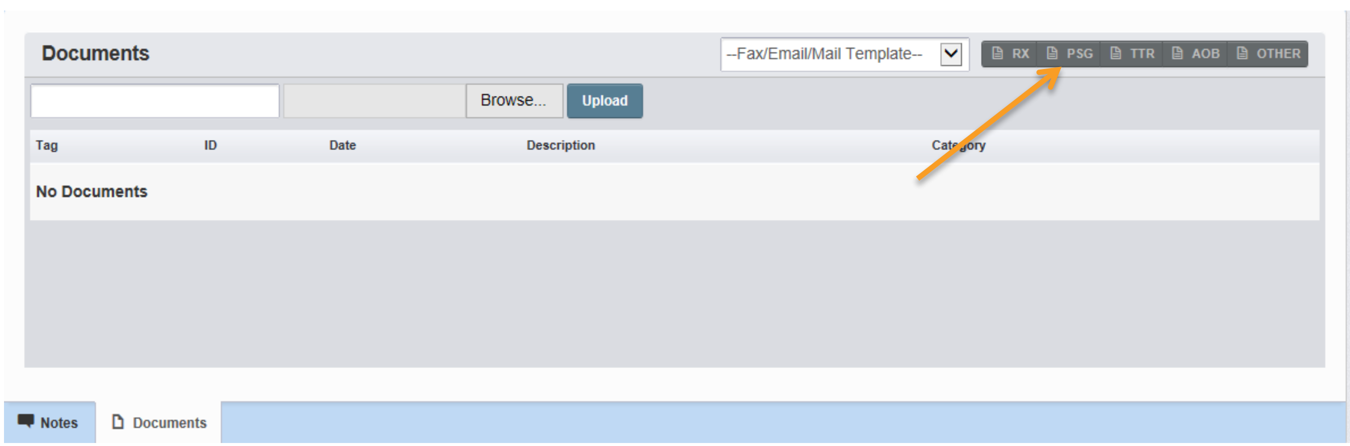
Progress Updates

Uploading the completed and signed HST Interpretation Report

Click the "Documents" tab below the note section of the patient record



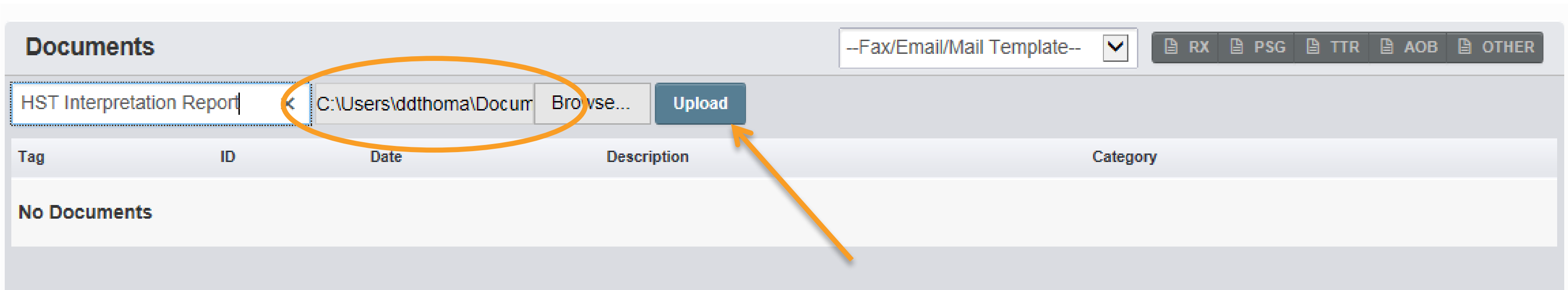
Select "PSG" for the Document Type and the screen will display the ability to upload the completed HST Interpretation Report



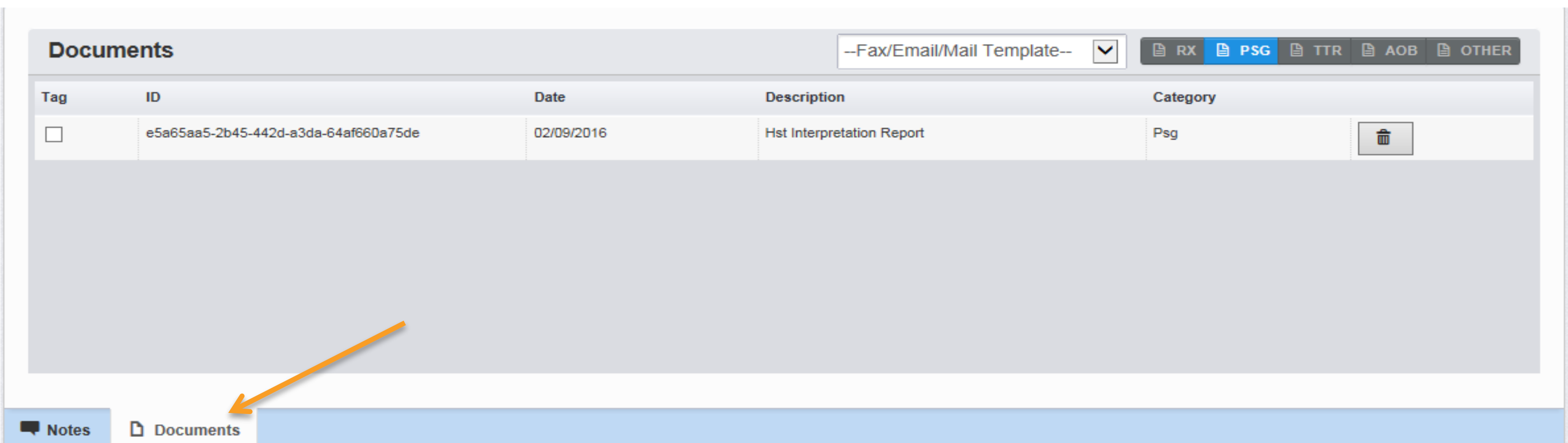
Progress Updates

Uploading the completed and signed HST interpretation report

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



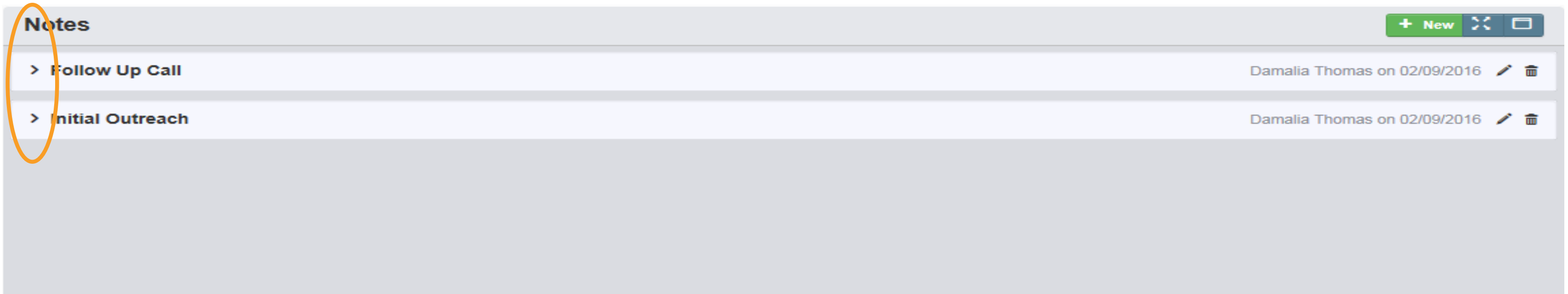
Click back to the “Documents” tab to view the document that was uploaded



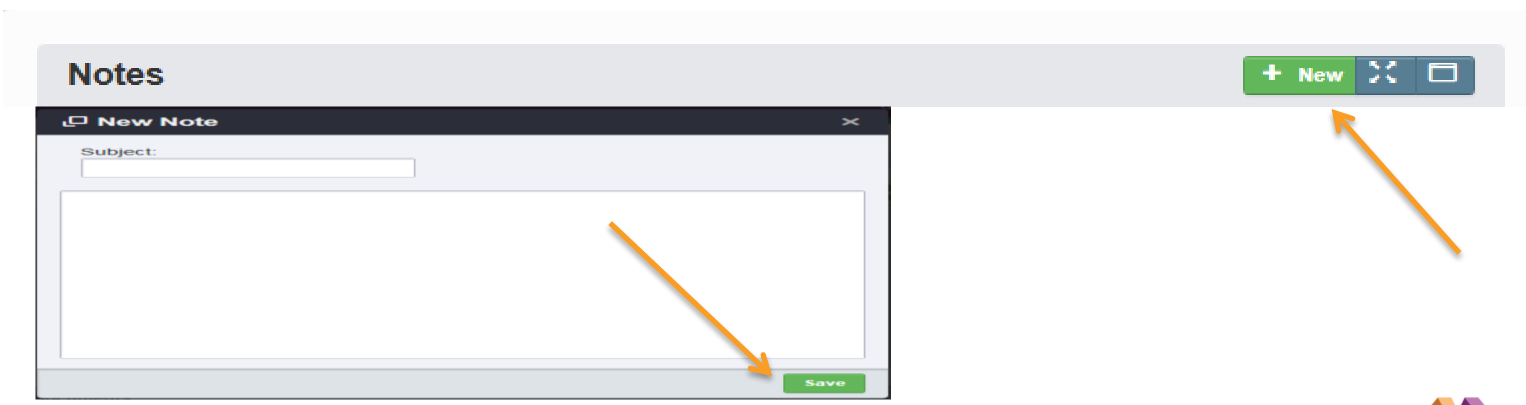
Progress Updates

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.



THANK YOU

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 .