

SLEEP THERAPY GUIDELINES



www.blackburnsmed.com



What Do I Need to Know?

BLACKBURN'S goal is to provide a stress-free experience for patients using a CPAP or BiPAP device for sleep therapy. Working closely with your primary physician, our staff collects the necessary documentation in accordance to your insurance coverage guidelines. Our dedicated team will be in contact with the physician, insurance provider through the entire process to ensure a smooth transition.



The Process: Step-By-Step

Step 1: Initial Order

Once BLACKBURN'S receives your order, we assign your account to a customer service representative who contacts you to review your sleep therapy order and the insurance coverage. They'll confirm all the information is correct before submitting the order to your insurance provider for approval.

Step 2: Insurance Approval

BLACKBURN'S submits the proper documentation to your insurance company for review and approval. On average, insurance providers take between 2 - 7 days to provide authorizations.

Step 3: Initial Equipment Setup and Training

Once BLACKBURN'S receives your insurance authorization, our customer service representative will call you to schedule a date and time for the initial equipment setup. We give you the option to come to our showroom or our Respiratory Therapist can go to your home. The Respiratory Therapist will fit you with a mask and provide instructions on proper operations of the CPAP and BiPAP equipment including routine cleaning and care. At the same time, we will review any insurance co-pays you're required to pay.

Step 4: Monitoring Equipment Compliance

Sleep therapy only works if you use the CPAP/BiPAP machine at your prescribed settings, every night. Medicare and most insurance plans require patients use the device a minimum amount in the first 90 days, or they will no longer cover the treatment. Minimum adherence requirements are defined by insurance companies as PAP use \geq 4 hours per night on 70% of nights during a consecutive 30-day period anytime during the first 90 days of initial usage. Most insurances also require a face-to-face office appointment with the ordering physician 31-90 days after starting therapy to document adequate use and effectiveness. Adherence data is monitored by BLACKBURN'S for the first 90 days.

BLACKBURN'S performs compliance monitoring via a modem to the equipment in your home. The on-line compliance reports are shared with your physician and insurance provider on a regular basis. During the initial 30-90 days, BLACKBURN'S customer service and Respiratory Therapist will periodically contact you to discuss any equipment or mask fitting issues.

Step 5: Questions or Problems with Equipment

If you experience any issues with the CPAP or BiPAP equipment, call BLACKBURN'S anytime at 800-472-2440. If the problem is related to a mask needing adjusted or refitted, BLACKBURN'S offers a 30-day warranty exchange for a different mask. It's important to discuss any mask fitting issues with BLACKBURN'S immediately.

Step 6: Cleaning Equipment

During the initial setup, our Respiratory Therapist will review the proper cleaning and care of the equipment. The mask, tubing and water tank should be cleaned with dish soap in warm water daily. The filter should be checked at least once every week.

Step 7: Re-ordering Supplies

BLACKBURN'S automated re-ordering system will contact you via telephone with reminders for new supplies:

- Replacement mask, tubing and filters every 3 months,
- Headgear and water tanks every 6 months.



Positive Outcomes

BLACKBURN'S goal is to provide every customer a consistent quality of care with our products and exceptional customer service. If there are any issues or questions pertaining to the equipment, insurance coverage or billing just call us.

Our Pennsylvania Respiratory Department Locations



- Registered Respiratory Therapists
- 24-Hour Service
- Direct Billing to Most Insurances
- Supplies Direct Delivery to the Home

**Corporate Headquarters
Showroom/Pharmacy**
301 Corbet Street
Tarentum, PA 15084
800-472-2440
724-224-9124 (fax)

**Erie, PA
Showroom**
308 East Sixth Street
Erie, PA 16507
800-328-9325
814-454-2706 (fax)

**Harrisburg, PA
Regional Office**
6360 Flank Dr, Ste 400
Harrisburg, PA 17122
717-996-3390
717-695-4282 (fax)