



ResMed

Home delivery & remote setup checklist^{*}

Key payer requirements:[†]

- Provide instructions for use
- Obtain proof of delivery
- Document date of service

- 1 Intake**
 - a. Create a patient profile in your billing management system.
- 2 Intake call**
 - a. Confirm patient qualification:
 - Phone required, recommend a video-enabled device.
 - Internet access, support materials are available online.
 - Patient willingness.
 - Any other internal requirements.
 - b. If the patient is qualified, confirm the shipping address and email.
 - c. Provide patient information to a clinician for mask selection.
 - If transferring to a clinician, send patient sizing instructions while on the phone via email.
 - If setting up a separate call with a clinician, send patient sizing instructions via email following the intake call.
 - If setting up with ResMed MaskSelector, send invitation link for mask sizing and selection via the MaskSelector portal.
 - d. Have the patient sign all of your standard consents, as well as provide approval for outreach via additional modalities such as video, email or text message, if applicable.
 - e. Obtain credit card authorization for co-pays.
 - f. Once the mask is determined and consent is received, let your team know the mask and device requirements.
- 3 Mask selection & resources**
 - a. Mask selection call.
 - Provide mask type/size information to your team.
 - b. Send therapy education email.
- 4 Optimal remote setup kit contents**
 - a. Device: ResMed AirSense[™] 11 AutoSet[™], AirSense 10 AutoSet or AirCurve[™] 10 VAuto.[‡]
 - b. Mask: ResMed AirFit[™] F20, AirFit N20 or AirFit P10.
 - c. Supplemental size cushions: If unable to remotely size full face patients, include a small for females, and a small and a large for males.
 - d. Supporting information: HME contact information plus printed patient education materials.
- 5 Pack, ship & deliver (In lieu of a shipping carrier, you may opt to deliver or offer curbside pickup)**
 - a. If applying settings manually to the device, do this now. Otherwise, use ResMed AirView[™] to remotely apply settings.[‡]
 - b. Select a plain box that fits sleep therapy contents snugly.
 - c. Include HME contact information in the shipping box.
 - Avoid specifying box contents on the shipping label to be HIPAA compliant.
 - d. Choose delivery confirmation from carrier to track and confirm shipment is delivered.
 - e. Provide shipping information to your team, including delivery expectations and the tracking number, so they can schedule the patient's setup.
 - f. Obtain recipient's signature, if needed, and applicable proof of delivery documentation.
 - g. If shipping via carrier, use tracking number to confirm setup kit was delivered.
- 6 Boarding & prescription**
 - a. Board the patient into AirView, using the delivery date for setup date.
 - b. Enter the patient's email address to send a ResMed myAir[™] invite.
 - c. Associate the patient's physician.
 - d. If applying the prescription with AirView, set this now.[‡]
- 7 Scheduling & resources**
 - a. Schedule the setup appointment once the delivery timeline is known.
 - b. Send a calendar invite to the patient with details on how to connect for the setup appointment.
 - c. Send a setup appointment and resources email.
 - Encourage myAir app registration.
 - Include your contact information so the patient knows who to contact for support.
 - Provide a delivery timeline and shipping details, such as the tracking number.
 - Identify setup appointment details: date, time, how to connect and who the appointment is with.
 - Action for patient prior to the setup: obtain distilled water.
 - Recommend available education and support resources.
- 8 Setup**
 - a. Topics to discuss during the setup call include: an introduction, an overview of patient goals and questions, education, how to get started on sleep apnea therapy, an equipment overview, FAQs and what to expect as they start therapy.
 - b. Users of AirSense 11 will have access to enhanced myAir features like Personal Therapy Assistant and Care Check-In, which guide patients through device and mask setup and provide tailored support content to help them start and acclimate to therapy.
 - c. Send follow-up email: reinforce key learnings, provide resources and confirm how to reach your organization if needed.
- 9 Compliance support**
 - a. Establish a method for identifying your remote setup patients (i.e. AirView location or clinical user fields).
 - b. Leverage remote tools to support patients:
 - myAir.
 - AirView Action Groups.
 - AirView Remote Assist.
 - AirView remote prescription settings.
 - Care Check-In responses available in AirView.^{**}
 - c. Follow up with any patient having challenges within three days of setup, paying special attention to: myAir, mask fit, device use and setup, acclimation and resources to overcome challenges, cleaning, compliance/regular use, using the device while away from home and resupply.

As you manage your patients during COVID-19, please make sure to continue protecting their privacy. Be cognizant of how their protected health information (PHI) is handled and always follow best practices when securing their data. When communicating electronically, such as through email, validate there are reasonable safeguards in place to protect the content being sent.

^{*} This checklist is based on CMS' usual and customary requirements; state law may add or reduce requirements. Check with your state regulatory authority.

^{**} Patient data available in AirView upon patient consent.

[†] All coding, coverage policies and reimbursement information is subject to change without notice. It's the responsibility of the provider/supplier to determine any change in regulatory requirements.

[‡] ResMed AirCurve 10 ST and AirCurve 10 ST-A devices require at least one therapy session to be run before they can accept a new prescription from AirView, therefore we recommend only applying settings directly to the device.

Distributed by ResMed Corp, 9001 Spectrum Center Boulevard, San Diego, CA 92123 USA (858) 836-5000 or (800) 424-0737 (toll-free). See ResMed.com for other ResMed locations worldwide. AirCurve, AirFit, AirSense, AutoSet, AirView, myAir and U-Sleep are trademarks and/or registered trademarks of the ResMed family of companies. Specifications may change without notice. For patent and other intellectual property information, see ResMed.com/ip. © 2022 ResMed 10111976/2 2022-4