

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 before we receive the authorization.

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. To be considered compliant, you must use your CPAP device for at least 4 hours a night, for at least 70% of the nights. You are also required to have a follow-up appointment with your physician between the 31st and 90th day of treatment, and the physician must review objective evidence of your compliance with insurance requirements for use as well as document that you are benefitting from the use of the device.

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.



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

BLACKBURN'S Respiratory Department

800-472-2440

724-224-9124 (fax)

**301 Corbet Street
Tarentum, PA 15084**

Serving Regions of Pennsylvania, Ohio and West Virginia