



Rental vs. Purchase Authorization Requests on the Provider Portal: HomeBridgeSM

Purpose of this communication:

- To remind durable medical equipment (DME) sleep providers of their responsibility to use the correct Unit of Measure (UOM) when submitting requests for PAP therapy devices through the Provider Portal: HomeBridgeSM.

What do I need to know?

- PAP therapy devices are approved in monthly rental units for new / initial set-ups.
- Providers need to submit requests as outlined below:
 - Initial requests for a PAP therapy device must be submitted using the UOM "MO," which represents a rental month.
 - All re-authorization requests for a PAP therapy device will be proactively submitted by the CareCentrix iComply team using the UOM "MO" (rental) if the patient has met the program adherence guidelines for sleep-monitored plans, with the exception of Florida Blue. For Florida Blue, the providers should continue to submit for all reauthorization requests with the PAP compliance report attached.
- Replacement PAP devices should be submitted using the UOM "PUR" (purchase) by the DME sleep providers for Amgen, Cigna, Fallon, Florida Blue, Neighborhood Health Plan (NHP), and Public Employees Insurance Agency (PEIA).
- Failure to submit requests correctly may result in a denial or cause a delay in the member's ability to obtain the device.

What do I need to do?

- Please work with your Network Management Contract Manager to update your contract agreement, if needed, for any authorization or claims concerns regarding the "Purchase" authorization.
- Please ensure the prescription, sleep study, and any other supporting documentation is submitted when requesting authorization.
- Please continue to verify member's eligibility and benefits prior to rendering a service or item.
- To access all DME Provider Manuals please go to www.carecentrixportal.com > locate section "For Providers" > click "Provider Manual". Documents can be found under the "Sleep Management Provider Manual" section.