

Transcend Medical Intake Process (includes rollator, walker, nebulizer, hospital bed, wheelchair)

Order received via fax or walk in

Patient information, insurance, clinical and items are loaded

Insurance is verified

If received through fax, patient is called and informed we have the order

Intake calls the Dr. Office, request progress notes and an imaging if needed

Order is label in WIP state accordingly

After receiving the additional needed information, if it qualifies for insurance to pay, create the full sales order tying documents to the sales order and then contact the patient for pick up

Delivery ticket is emailed to tablet for patient to sign in Adobe and then it is emailed back and loaded in documents

Then the sales order is WIP to billing to bill.

Transcend Medical CPAP Process

Order received via fax or walk in

Patient information, insurance, clinical and items are loaded

Insurance is verified

If received through fax, patient is called and informed we have the Order received via fax and working the order

Contact dr if any sleep study or progress notes are needed

After receiving needed docs, call patient and let them know we have all we need and ask what mask they will want and if they know the size; also, inform patient of the deductible and copay needed @ the time of setup.

Then create generic sales order, email ticket to tablet, WIP sales order for appointment setup.

After patient receives CPAP and supplies, ensure the serial number has been inputted on delivery ticket; change in Brightree the mask to what the patient received

Now that we know the detail supplies, send a CMN to Dr and wait for it to be signed.

Uploaded the delivery ticket, after receiving the signed CMN,send to billing