

PAP SUPPLIES & ACCESSORIES

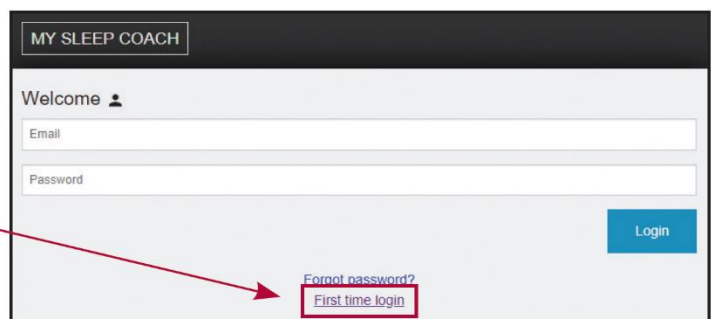
Patient Access Portal – User Guide

This User Guide provides instructions for logging in for the first time, setting-up your account, ordering supplies and accessories, and other useful information. If you have further questions, please call 731.506.1033 for assistance.

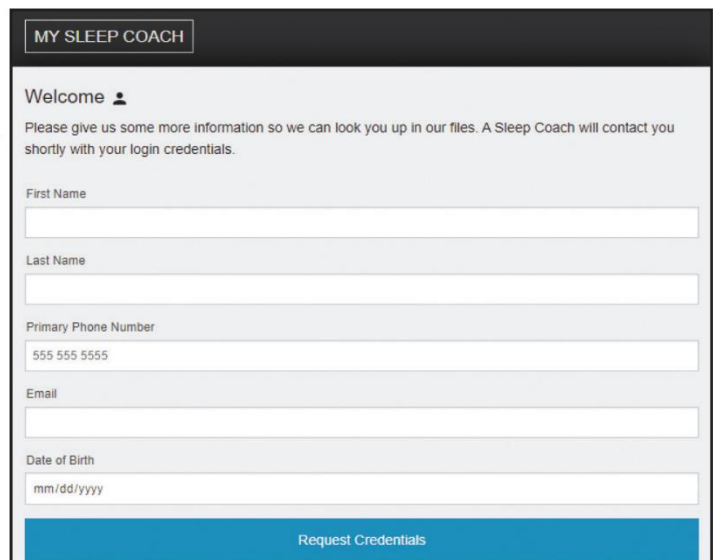
Patient Access Portal: www.papresupply.com

First Time Login

- Visit www.papresupply.com
- Click **First Time Login**
- **NOTE:** Once your account is set-up and activated, you will enter your email address as the username on the login screen.



- Complete the requested information and a Sleep Coach will contact you with login credentials.

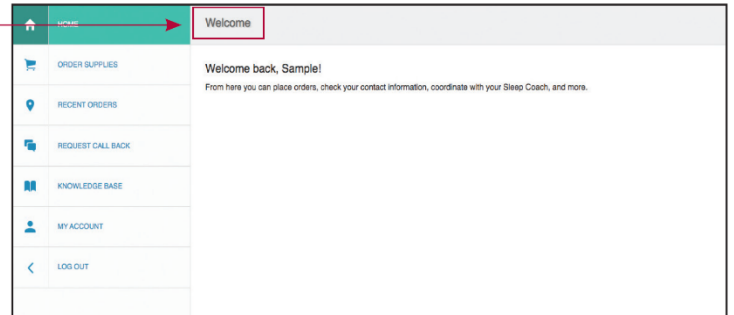


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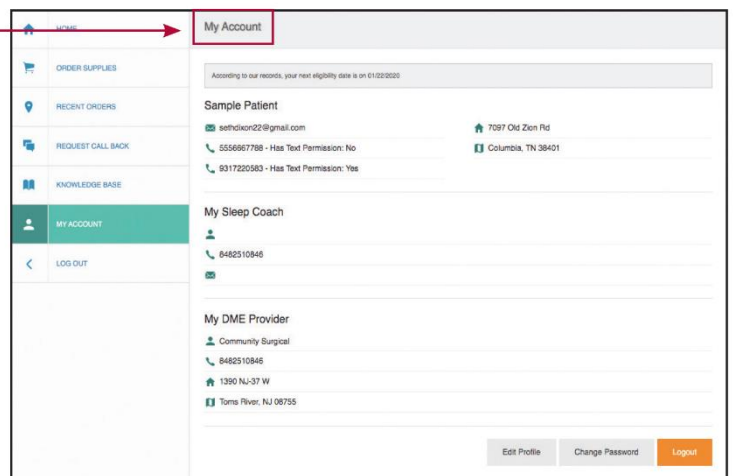
Patient Access Portal – User Guide

Account Set-Up

- Once you have logged in for the first time, you will be directed to the **Welcome** page.



- Click **My Account** to review your personal information, your personal Sleep Coach contact, and your DME Provider.
- Click the **Edit Profile** button at the bottom to edit your personal information, to sign up for text message reminders, and to provide your preferred contact method.
- You can also change your password by clicking the **Change Password** button.



PAP SUPPLIES & ACCESSORIES

Patient Access Portal – User Guide

Place an Order

- To order supplies and accessories for your PAP device, click **Order Supplies** on the left-hand menu.

HOME

Phoenix Order Form

1: Choose Supplies
Please select the supplies that you need.

2: Usage
Questions about how often you are using your supplies.

3: Additional Info
Questions about your therapy and your supply needs.

4: Order Summary
Review your order to make sure it fits your needs.

5: Shipping Details
Confirm your shipping information and place the order.

Seal / Cushion / Pillow
Soft silicone replacement portion of your mask that touches your face.

Mask
Includes the hard frame as well as one replaceable seal/cushion/pillow of your mask.

Tubing
Corrugated tubing that runs from your mask to your pap machine.

Filters
Machine filter (3 month supply).

Headgear
Nasoprene straps that go around your head and holds the mask in place.

Waterchamber
Reservoir that holds water for humidifier.

Chinstrap
Nasoprene strap that sits under the chin to help hold your mouth closed.

Popular Basic

Next

- STEP 1: CHOOSE SUPPLIES.**
- Choose the supplies and accessories that you need, then click **Next** at the bottom-right.

- STEP 2: USAGE.**
Complete the questions about your usage, then click **Next** at the bottom-right.

HOME

Phoenix Order Form

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Review your order to make sure it fits your needs.

5: Shipping Details
Confirm your shipping information and place the order.

Tell us about your equipment usage

How many nights per week are you using PAP therapy?

How many hours per night are you using PAP therapy?

Adequate use of PAP device is recommended for your health and insurance coverage of supplies.

Next

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Patient Access Portal – User Guide

- **STEP 3: ADDITIONAL INFO.**

Complete the order form. Make sure to include any changes to your insurance or physician information. Then click **Next** at the bottom-right.

The screenshot shows the 'Order Form' page with a navigation menu on the left and a progress bar at the top. The progress bar has five steps: 1: Choose Supplies, 2: Usage, 3: Additional Info (highlighted), 4: Order Summary, and 5: Shipping Details. The main content area contains several sections: 'I saw my sleep physician in the last:' with a dropdown menu set to '0-3 months'; 'My Physician information has changed since my last order:' with a 'Yes' radio button selected and fields for 'Dr Name', 'Street Address', 'City', 'State', and 'Zip'; 'My insurance information has changed since my last order:' with a 'Yes' radio button selected and fields for 'Insurance', 'Subscriber ID', and 'Seal / Cushion / Pillow'; and 'Insurance requires us to document the amount of supplies you have on hand.' with a 'None' dropdown. At the bottom right, there are 'Back' and 'Next' buttons.

The screenshot shows the 'Order Form' page with a navigation menu on the left and a progress bar at the top. The progress bar has five steps: 1: Choose Supplies, 2: Usage, 3: Additional Info, 4: Order Summary (highlighted), and 5: Shipping Details. The main content area contains an 'Order Summary' section with a 'Please send me a three month supply if insurance currently allows' section with a 'Yes' radio button selected. Below this is a list of items: 'Seal / Cushion / Pillow' with a checkmark and a description 'Soft silicone replacement portion of your mask that touches your face.' At the bottom, there is a red-bordered box with text: 'I understand all supplies will be billed through insurance and are subject to deductible and allowable copy. Please note that we must have a current prescription on file to process the order. Additionally, some insurances require you to have seen your sleep doctor and/or have a current download from your machine. A representative from our billing department will contact you if we need any additional documentation.' At the bottom right, there are 'Back' and 'Looks good' buttons.

- **STEP 4: ORDER SUMMARY.**

Review your order summary and read the important notices. When you're ready, click **Looks Good** at the bottom-right.

- **STEP 5: SHIPPING DETAILS.**

Review your shipping address, and then click **Submit** at the bottom-right.

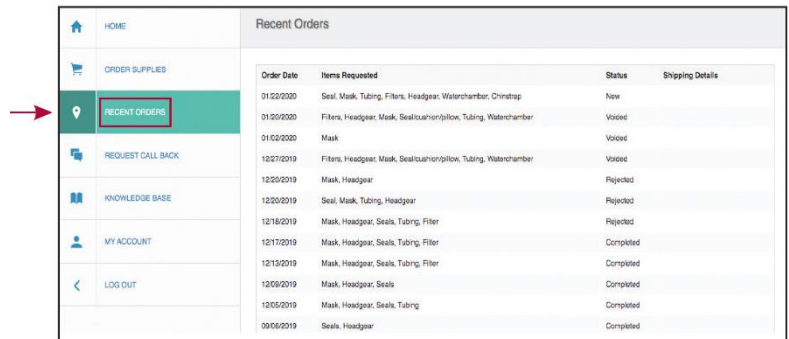
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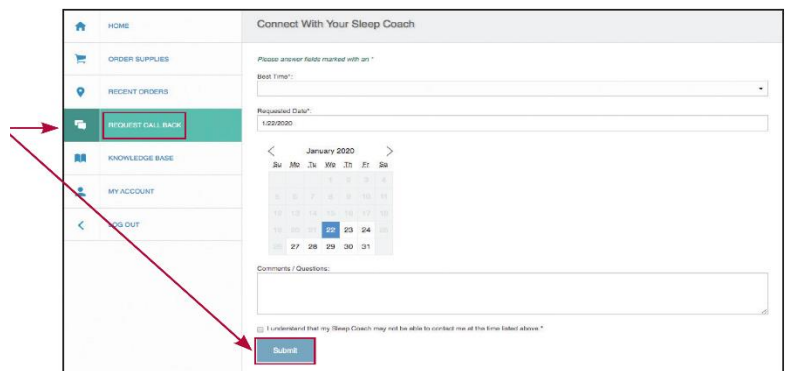
Review Order History

- To review your previous orders, click **Recent Orders** on the left-hand menu.



Request A Call Back

- Need to talk with someone? Click **Request Call Back** on the left-hand menu, then complete the form with your desired callback date and time. Provide any notes or comments. Click **Submit** at the bottom-left.



Frequently Asked Questions (FAQs)

- Answers to common questions can be found by clicking **Knowledge Base** on the left-hand menu.

