

Sleep Coaches

General assistance with troubleshooting and education on disease or therapy

iSleep Team
877-797-5337

PAP Resupply Orders

To order a refresh of your PAP supplies

iSleep Team
877-797-5337

After Hours: 24/7 support*

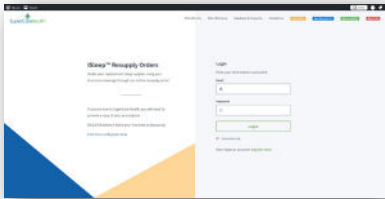
SuperCare Health Customer Service: for urgent assistance after normal business hours

After Hours Service
800-206-4880

SuperCare Health Business Hours

Monday–Friday 8:30 am – 5:30 pm (Pacific)

* Please note that after normal business hours ALL SuperCare Health phone lines will transfer you to our after hours service. They will manage your call and connect you with the appropriate SuperCare Health representative/clinician to resolve your situation.



iSleep Resupply Online Portal
papresupply.supercarehealth.com

Still have questions about sleep apnea and your CPAP device? Schedule an appointment on line.

 **TeleCare Team**
<https://bit.ly/telecareappt>



SuperCareHealth®

FREQUENTLY ASKED QUESTIONS



PAP Therapy

We Help You Breathe Better

At SuperCare Health, we know that a good night’s rest is important. This guide contains useful information about your first 90 days with CPAP therapy to help you better understand why treatment compliance is so important. This guide may not address every concern, so please be sure to reach out to us if you have additional questions or concerns.

Thank you for allowing us to help you get a restful night’s sleep!

Q: Who do I call for assistance?

A: Sleep Coaches General assistance with troubleshooting and education on disease or therapy	iSleep Team 877-797-5337
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Q: Can I order supplies online?

A: You can use our iSleep Resupply portal at papresupply.supercarehealth.com

Q: What do I need to do in the first 90 days of using my CPAP device?

A: Most insurance plans provide patients with a 90-day trial period for CPAP therapy. They will determine whether the therapy is useful by measuring whether you are using the CPAP device as prescribed.

During this trial period, you will need to meet the following requirements for insurance to continue coverage of your PAP device and supplies:

1. You must use your PAP device for at least 21 nights over the span of 30 consecutive days
2. You must use your PAP device for a minimum of 4 hours each of those nights

Q: What if I miss a night of using my CPAP device?

A: There is no penalty for missing a night or a couple of nights, as long as you use your device for 21 nights out of any 30 consecutive days during your 90-day trial period.

Overall, you will receive the best results from CPAP therapy if you use your device every night.

Q: Do I have to record all the nights I use my CPAP device to send to you?

A: SuperCare Health is able to monitor your device usage remotely through it’s built in modem or data card. For devices with modems, it is important that the device is continuously plugged in so it can record data overnight and transmit that data every day. If a data card is being used, it can be mailed to us for compliance verification.

Q: What if I’m having trouble meeting the requirements ?

A: SuperCare Health’s sleep coaches monitor your device usage during the initial 90-day trial period and will reach out to you if there are any long interruptions to your usage.

We are always available to help you if you are having trouble with your mask or if you need adjustments to the airway pressure of your device. Our goal is to help you breathe and sleep better.

Q: What happens if i don’t meet the requirements in the first 90 days?

A: Insurance coverage of your therapy is dependent on proving you have met the compliance requirements. If you do not meet compliance goals, you will have 3 choices:

1. Pay out of pocket for your device to continue using it, *or*
2. Return your device to SuperCare Health, *or*
3. Go to your doctor to have another sleep study done to restart the process again