Update your patient list

English

Why?

We recommend that you update your patient list every month. An updated patient list ensures the patients' resupply schedules are accurate and patients are only contacted when they should be eligible.

Before you begin

To update your patient list, you first need to export all order history from your current order processing system or billing system. Include the following details in your export file:

Demographic details

- (If applicable) Patient ID or MRN
- First name
- Last name
- Date of birth
- Address

Contact details

At least one of the following (we recommend that you include both):

- Phone number
- Email address

Insurance coverage details

- Primary payor name
- Member ID
- (If applicable) Insurance details

Last order details (if applicable)

- Last supplied date
- List each item on a separate row

Update your patient list

1. Ensure you have the exported file that contains all patient order history from your current system.
2. Go to http://resmedwebinars.com/resupply/guides and download the **ResMed ReSupply Patient load template**.
3. Transfer the data from your file to the import template.
4. Go to https://upload.resmedresupply.com/.
5. In the Company Name field, enter your company's name.
6. In the Upload Password field, enter the following password: **caretouch360**
7. Click **Browse...** or **Choose File**, and select the template you want to import.
8. Click **Submit**.

Once your file uploads, the Resupply Customer Service team will receive a confirmation email. The team will then check the integrity of the data before we import the file into ResMed ReSupply.

Tips to reduce patient upload errors

- When possible, generate the patient list from your billing system and save it as a Microsoft® Office Excel workbook.
- Keep each HCPCS code on a separate line.
- Export PAP therapy patients only.
- Remove first name suffixes.
- Remove any non-address notes from the address fields.
- Enter only five digits of the zip code.
- Enter all dates in the following format: MM/DD/YYYY
- Ensure the email address is in the correct format.

Import a healthy patient list

- When you take on a new patient, gather valid contact information such as email and cell phone numbers.
- When you gather contact information, ask the patient what number they can be reached at during business hours.
- When you upload your initial lists, we recommend that you group your patients and add them gradually so you do not become overwhelmed with orders.
  For example, you can create groups for patients who have been resupplied in the past:
  - 3 months
  - 6 months
  - 12 months.

If you have any questions or need additional help, contact us at:
1-888-333-1456.

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