

1. Lead Client care services to ensure Clients are receiving acceptable benefits from BPAP treatment.
2. Inform physician of Client therapy issues.
3. Manage treatment in collaboration with Client, physician and other health professionals involved in Client's care.
4. Provide 24-hour emergency service to address client BPAP concerns and return Client calls within one hour of notification of a Client problem.
5. Ensure a Registered Respiratory Therapist experienced with BPAP therapy is available during all regular business hours to address Client concerns.
6. Provide BPAP service at their office/clinic if problems cannot be resolved over the phone. Home visits are only required by exception and at their discretion.
7. Initiate BPAP therapy in a timely manner upon receipt of the approval:
 - a) For urgent requests, initiation will be provided with 24 hours of the approval.
 - b) For routine requests, contact the Client within one business day of the approval. Initiation will be provided within three business days of the approval unless a delay is required by the Client.
 - c) Communicate with ABC if setup cannot be completed within the stated time frames.
8. Ensure Clients meet the BPAP eligibility criteria.
9. Contact ABC with concerns, questions and unusual requests. If a client's eligibility is uncertain, an authorization or reauthorization must not be done.
10. Ensure all items on the Client Education Package Checklist are covered with the client (caregiver) during the BPAP initiation.
11. Determine the appropriate equipment to best meet the Client's needs (refer to Schedule 4 – BPAP Equipment Specifications).
12. Obtain any updated BPAP prescription from the physician and adjust BPAP setting based on the revised prescription, and:
 - a) Update the information card or the Respiratory Therapy BPAP Communication Tool which is inserted in the pouch attached to the BPAP device.
 - b) Notify other health professionals involved in Client's care.
 - c) Document updated BPAP settings, the date they were updated, name of the prescribing physician and the date of the prescription under Benefit Note in e-business.
13. Adhere to the ABC Provider Agreement and both the general AADL and BPAP policies and procedures.
14. Resolve all errors relating to the assessment of a Client's benefits, eligibility status and billing concerns. This includes correcting claims and resubmitting as required. Unresolved errors may result in loss of funding to the Specialty Supplier.
15. Bill the BPAP per diem rate based on the number of days client is eligible for funding and before discontinuation.
 - Exception: If client is discontinued less than one month after the BPAP initiation, the Specialty Supplier can bill one month Initiation Period – Service fee or one month Reinstruction Period – Service fee.
16. Document comments and concerns about difficulties with Client's compliance in client's record. Files must be available for audit by ABC.

17. Ensure clients sign the BPAP Client's Roles and Responsibilities form and the BPAP Client Declaration form.
18. Extend long-term Clients on-line prior to the funding termination date if:
 - a) Client's objective compliance is at least 4 hours per day for 70% of the time.
 - b) A compliance download is done every 6 months. Its end date must be within a month from the submission date.
 - c) Yearly respiratory assessment is done within 3 months from the expiry date.Prior approval is required if Client does not meet any of the above requirements. Also, failure to extend BPAP benefits prior to the authorization expiry date will result in a gap in funding.
19. Submit all requests for funding extension (with re-authorization documents) that require prior approval to RBP prior to the authorization expiry date. Failure to do so will result in a gap in funding.
20. Provide RBP with a BPAP client's discontinued list within the first two weeks of every month.