



**Parachute
Health**



What is PushBack?

The way a Supplier CSR sends any order received (via fax or otherwise) back to the Provider Case Mgr. to update in Parachute platform and submit clean orders

Why is PushBack Important?

Increases # of orders that CSRs + Sales Reps can process (vs. back-and-forth via fax)

Reduces Supplier's Held Revenue by converting Providers to digital ordering

CSR Receives a Faxed Order that Needs to be Fixed

1 Supplier CSR Receives Order With Error

2 CSR 'PushBack'

5 CSR Reviews & Accepts Order

Supplier CSR
Provider

3 Provider Receives PushBack Order

4 Provider Fixes Errors

Clean PushBack Fax Avoids Confusion of Handwritten Text

02/27/2020 18:06 7166629238 RESPIRATORY PAGE 01/03

Free Text 2115

Logo

Oxygen – chart note documentation request.
Documentation is missing from your paperwork.

We need your assistance to ensure the proper paperwork is obtained to prevent the patient from experiencing insurance coverage issues or out of pocket costs.

Patient name: U Free Text – Full Name _____ Date of birth: 9/18/24

Documentation needed

- ___ Initial evaluation of patient within 30 days prior to starting oxygen therapy
- ___ Diagnosis of a severe lung disease, such as COPD, diffuse interstitial lung disease, cystic fibrosis, bronchiectasis, widespread pulmonary neoplasm, or hypoxia-related symptoms that might be expected to improve with oxygen therapy are covered
- ___ Planned course of treatment
- ___ Other therapeutic interventions
- ___ Results of qualifying test
- ___ Results of prescribed therapies
- ___ Alternative treatment measures have been tried and proven ineffective
- ☒ Medication list
- ___ The practitioner's signature on the medical records meets CMS signature requirements

Other:
Please send medication list 11/30/19

Thank you!

Please fax the required documentation to: Free Text 9235
Free Text ny 14127

WITHOUT-PARACHUTE

Supplier Fax Form
Sent to Provider

Detail Logo

Immediate Action Needed!
Updates are required for your patient's order.
This order cannot be fulfilled until information is provided.

Patient Name: Joey J.
Order: Standard Wheelchair
Facility: Penn Medicine

To complete this order, go to:
fixDME.com/ihd362
Security Code: **3452**

For security purposes, this link will expire on 01/10/2020
Powered By Parachute Health

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WITH-PARACHUTE

Auto-Generated Form

- ✓ Avoid Confusion
- ✓ Improve HIPAA Compliance
- ✓ Drive Conversion – Away from Error-Prone Fax Ordering