Parachute
Health

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
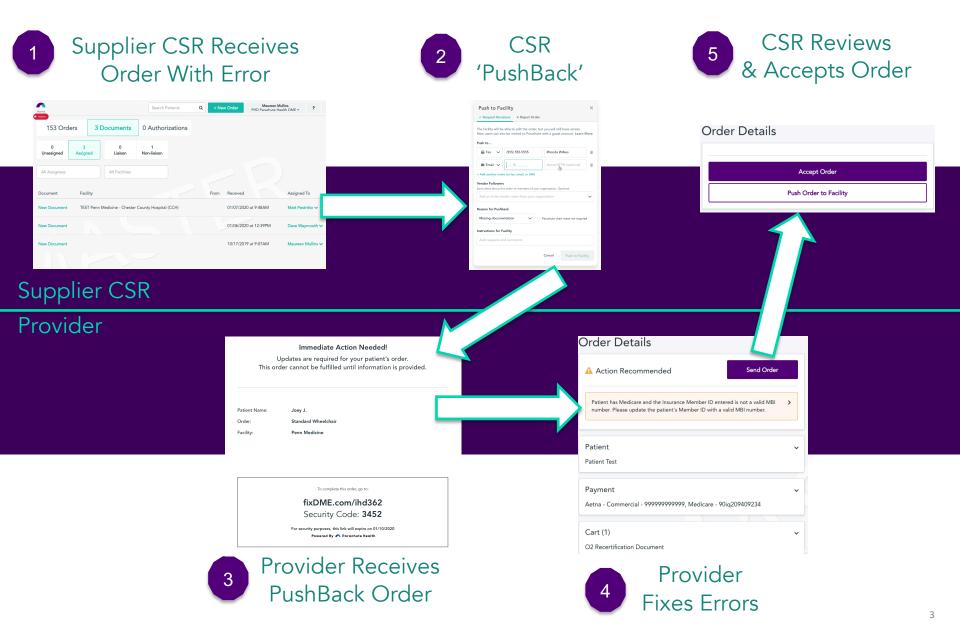
Why is PushBack Important?

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
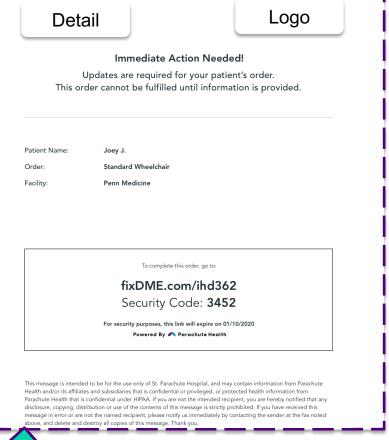
CSR Receives a Faxed Order that Needs to be Fixed

1 Supplier CSR Receives Order With Error

2 CSR 'PushBack'

5 CSR Reviews & Accepts Order

Supplier CSR

Provider

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

Order Details

⚠ Action Recommended   Send Order

Patient has Medicare and the Insurance Member ID entered is not a valid MBI number. Please update the patient's Member ID with a valid MBI number.

Patient
Patient Test

Payment
Aetna - Commercial - 999999999999, Medicare - 90iq209409234

Cart (1)
O2 Recertification Document

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

3 Provider Receives PushBack Order

4 Provider Fixes Errors

Clean PushBack Fax Avoids Confusion of Handwritten Text

WITHOUT-PARACHUTE
Supplier Fax Form
Sent to Provider

WITH-PARACHUTE
Auto-Generated Form

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