



## VirtuOx HoST™ Home Sleep Testing FAQ

### **Where can I find a VirtuOx HoST™ RX?**

*There are two types of HOST prescriptions on the website. One on the left hand navigation once you log in and one in your Sleep Study Candidate Queue.*

### **What fax number should I fax my HoST™ order to?**

*The only fax number to be used is the 1-866-215-7347. All HOST orders faxed to other numbers will delay your patient's intake process.*

### **What DME info needs to be on the VirtuOx HoST™ RX?**

*Please include your entire branch information for example: Company Name, Phone, Fax, Branch number etc... Please do not use small stickers as they are impossible to read. Please make sure your information is legible.*

### **Can my physician order an HoST™ on his 3X5?**

*No, VirtuOx requires all HOST to be documented on our prescription. This is due to all insurance companies requiring prescreening all patient and only prescribing HOST / PSG on patients who exhibit high pre-test probability for OSA. We cannot accept a VirtuOx HOST RX not signed.*

### **Can my Board Certified Sleep MD Interp the HoST™?**

*Not unless they are licensed in California or Florida. If you have a physician that is board certified in sleep and they are licensed in one of these states please feel free to have them call VirtuOx to discuss becoming a VirtuOx staff member and performing Interps.*

### **What happens if the VirtuOx RX is not fully filled out?**

*In order to move forward with the test, please educate your physician on the necessity on filling out the entire form. It is recommended you ask the physician to also document the elements of this form in their normal charting format. If the RX comes over incomplete we will notify you two ways: Via fax and update your patient in your VirtuOx HoST Sleep Portal.*

### **What information is needed for Private Insurance patients?**

*In order to be able to call and speak with a representative from the payer we must have the insurance card or the plans phone number, member name, ID # and Group #*

### **How long will you keep the HoST™ order open until we provide you an update complete RX?**

*We will keep the current HOST order open for only three days. If the RX is received after this we will treat as a new order and start the intake process over like it was a new referral. At VirtuOx we strive to complete the entire HOST process within 24 days and incomplete prescriptions that stay on open order for over three days will push this cycle time over this goal.*

### **I have faxed over my HoST™ RX and I don't see them in the Dashboard what happened?**

*We update the HoST portal one time per day at midnight. If you faxed over your order and its not in the system within 48 hours, please fax over the RX again. If you still don't see your patient in your HoST Portal, please feel free to email: [homesleeptesting@virtuox.net](mailto:homesleeptesting@virtuox.net) or call 1-877-337-7111, option 3*

**What if the insurance company requires a Prior Auth?**

*VirtuOx will submit the prescription provided by the DME to the insurance company. The insurance company usually will accept this but if they require something in addition we will request this of the DME. We will notify the DME two ways: Via fax and update your patient in your VirtuOx HoST Sleep Portal. You will have 7 days to obtain this info from the ordering physician or we will cancel the order. If the request info is obtained after 7 days we will start the entire process over again like it was a new referral. At VirtuOx we strive to complete the entire HOST process within 24 days and incomplete prescriptions that stay on open order for over three days will push this cycle time over this goal. Please allow up to 30 days for prior auths.*

**What insurance payers are you In-Network with?**

*We participate with Medicare and many PPO networks like Homelink, Multiplan, PHCS and Beech Street. We are currently working on getting In-Network with Aetna, BCBS, Cigna, Humana and United. If we are Out of Network, the pt will pay for the entire test upfront \$350 and VirtuOx will submit this payment / claim to the insurance company. The patient will get reimbursed from their insurance. Please see **HoST™ vs Facility Price Shopper***

**What is the most my private insurance patient will have to pay for the HoST™?**

*Option 1: We have a prompt pay option of \$350 up front*

*Option 2: We have a flex pay option of \$450 where we finance for three months.*

**How many nights of testing does VirtuOx perform?**

*Two night studies have been shown to increase the diagnostic ability of the HOST. Treatment for OSA is dependent upon severity and two night studies increase the accuracy of grading the severity.*

**How long does it take for an HoST™ to be performed?**

*Generally it takes an average of 24 days. Medicare patients are the easiest as they are generally at home when we call to schedule and don't have any out of pocket costs. Private Insurance patients generally take longer as they are not always at home when we call to schedule. These plans some times require a Prior Auth or the patient may have to wait for their next paycheck to move forward with the test.*

**How many days of calling will VirtuOx put into calling my patient?**

*VirtuOx will call every phone number listed for up to 7 days. At times we will attempt two calls per day when necessary.*

**Do I get a copy of the final Interp?**

*Yes, provided your company name is listed on the original RX. You will find this located in your VirtuOx HoST Sleep Portal located in your dashboard. The ordering physician will receive the final Interp via fax.*

**What type of PAP will the patient need after the HoST™?**

*Our boarded sleep physicians recommend an Auto PAP for the patient? When necessary the Interp physician may recommend a facility only titration as the pt exhibits central apneas.*

**Can I qualify patient for Oxygen thru HoST™?**

*Yes, because we look at time equal to or below 88% we always recommend nocturnal oxygen when a patient has 5 minutes or greater equal to or below 88%.*

**What if my patients HoST™ Failed, how can I re-order a new one?**

*If a study has failed, we will perform another test at NO CHARGE for the patient. Please have the ordering physician send over a new RX on his 3 X 5 that says Retest HoST™.*



## HST vs Facility Price Shopper

### Does VirtuOx work with primary payers like Aetna, BCBS, Cigna, Humana & United etc?

We call and speak with every patient insurance company and perform an Insurance Verification. We obtain the pts In / Out of Network benefits. We then call the pt and explain their benefits / coverage. Many times it make better financial sense for the pt to use us instead of their In Network traditional lab. See Examples:

Patient	In Deductible	Amount paid	Coinsurance
Smith	1000	0	80 / 20
Brown	1000	1000	80 / 20
Jones	2000	0	75 / 25

Average reimbursement HST: \$350

PSG: \$850

CPAP Titration: \$950

Split Night Study: \$950

Average turn around time: HST: 10-24 days

PSG / PAP Titration 1-3 months

To find out each patients responsibility, please look below:

Patient	HST	PSG	CPAP Titration	Coinsurance	HST Total	Facility Totals
Smith	\$350	\$850	\$150	\$160	\$350	\$1160
Brown	\$350	0	0	\$170 + \$190	\$350	\$360
Jones	\$350	\$850	\$950	0	\$350	\$1800



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## Managed Care List

**COMPANY NAME**

4 Most Health Network  
Admar/Med Network  
Aetna GA  
Alamed  
America's PPO  
American PPO  
Arkansas Managed Care Organization (AMCO)  
Arkansas Municipal League Health Benefit  
ASMED Health Partnership  
ASU/Recovery Unlimited  
BCE Emergis  
Beech Street  
Benefit Panel Services  
Blue Grass Family Health  
CBCA, Inc.  
Carpenters Health & Welfare Trust S.Cal  
Celtic Life  
CHC Cares of South Carolina  
CHN Solutions PPO  
Colorado Division of WC-special funds  
CompCare Network/Key  
Companion Group/Cerulean  
CompResults  
Comp1One  
Corvel  
Coventry/First Health  
Deseret Mutual Insurance  
Devon Health Services  
EK Health Services  
Encore Unlimited  
EnvisionCare Alliance, Ltd.  
Erie Insurance  
Evolutions Healthcare Systems  
FARA/F.A. Richard & Associates, Inc.  
First Allmerica/Hanover  
First Choice Health Network  
First Choice Health Plan of MS  
Focus  
Fremont Compensation  
Galaxy Health Network  
GEHA  
GENEX Services, Inc.  
Global Excel Management  
Guardian  
HFN, Inc. (Healthcare Finest Network)  
Health Alliance (IA, IL)  
Health Coalition Partners  
Health Coalition Partners  
Health Choice of Alabama  
HealthEOS by Multiplan (WI)  
HealthSmart Preferred Care II, LP  
Health Spring

**PLAN TYPE**

PPO  
PPO  
Group Health/Work Comp/Medicare  
Work Comp  
Group Health/Work Comp  
Group Health  
PPO  
Group Health  
Group Health  
Case Mgmt.  
PPO  
Group Health/Work Comp  
PPO  
Group Health  
Case Mgmt.  
Group Health  
MCO  
Group Health  
Group Health/Work Comp  
Work Comp  
Risk Management Work Comp  
Work Comp  
PPO/Work Comp  
Work Comp  
PPO  
PPO  
Group Health  
PPO  
Case Mgmt.  
Work Comp  
Case Mgmt.  
Work Comp  
Group Health/Work Comp  
Group Health/Work Comp  
Work Comp  
PPO  
PPO/Work Comp  
PPO  
Work Comp  
PPO  
Group Health  
Case Mgmt.  
Group Health/Work Comp/Auto  
PPO (Group Health)  
Group Health  
Work Comp (PA,DE,NJ)  
PPO (Group Health)  
PPO (Group Health)  
Group Health/Work Comp  
Medicare HMO

**COMPANY NAME**

Industry Buying Group  
Integrated Health Plan  
Intercare Network  
Intergroup  
Intergroup Health Plan  
Interplan Health Group/The Chandler Group  
Keenan & Associates  
Liberty Mutual  
Liberty Northwest  
M. Joseph Medical  
Mailhandlers Benefit Plan  
MeadowBrook Insurance Group  
Med-Corp Southwest  
Medical Resources in PA  
Medicare, All States  
Mississippi Physicians Care Network  
Montana State Fund  
Multiplan  
NAMCI (North Alabama Managed Care, Inc.)  
National HealthCare Alliance (NHA)  
National Preferred Provider Network (NPPN)  
NovaNet  
NovaSys Health  
Pacific Health Alliance  
Paradigm Management Services, LLC  
Pinnacol Assurance  
PPO Next  
PPOM  
Prime Health Services  
PrimeNet Inc.  
Private Healthcare Systems (PHCS)  
ProAmerica Managed Care  
Quality Health Management in FL  
Rehabilitation Case Mgmt/Case Manager.net  
Select Care/Medica  
SelectNET Plus  
TLC Advantage, L.L.C.  
TML Intergovern Employee Benefits  
The Colorado Network (TCN)  
Travelers  
Trustmark Health Resources  
Up & Up - United Payers  
USA MCO  
Verity Health Network  
Viant (formerly Concentra)  
Wausau Insurance  
Western Health  
Zurich-North America

**PLAN TYPE**

Group Health  
Group Health  
Case Mgmt.  
PPO  
Work Comp/Group Health  
Work Comp/Group Health  
Work Comp  
Work Comp  
Work Comp/Group Health  
Case Mgmt  
Group Health  
Insurance  
Group Health  
Work Comp/Group Health  
All Medicare Plans  
Group Health  
Work Comp  
PPO  
Group Health  
PPO  
PPO  
Group Health  
Group Health  
PPO  
Case Mgmt.  
Work Comp  
Group Health/Work Comp  
Work Comp/Group Health  
Group Health/Work Comp  
PPO  
Group Health  
Group Health/Work Comp  
Group Health  
Group Health  
Group Health  
Group Health  
Group Health  
Group Health  
Work Comp  
Group Health  
Group Health  
Work Comp  
PPO  
PPO  
Group Health  
Work Comp  
Group Health  
Work Comp

