Drop Ship Process for Center and/or Patient

The following steps demonstrate the process used for recorders that will be shipped directly to the patient as instructed by the ordering physician.

1. The following information must be filled out by the center/doctors office on the Drop Ship version of Patient Registration and Medical Order Forms (QF-54801 DS)
   a. Patient information (at minimum)
      i. Name
      ii. Address
      iii. Telephone Number
      iv. Copy of insurance card both front and back
      v. Epworth questionnaire
   b. Physician Information (All items including signature and date)
   c. The Completed Forms are faxed to SNAP at 847-465-3401

2. Once the forms are received by Snap you will get a confirmation fax that we received the paperwork. We will make 3 attempts to contact the patient. Once we are able to reach the patient, they will verify and provide the following information:
   a. Name, Address & Telephone Number
   b. Primary & secondary insurance information from the front and back of their insurance card(s)
   c. Provide a credit card number for any out of pocket expense and security of the device
   d. Review Epworth Sleepiness Scale, height, weight and neck circumference if not already provided on the form

3. SNAP will provide the patient with the following information:
   a. Instructions on how to access and view the video included with the recorder
   b. Out-of-Pocket financial responsibility, if any, per their insurance plan guidelines
   c. $25.00 shipping expense (delivery and return)
   d. Patient will be given instruction to contact Snap when they receive the recorder. If there is no follow up by patient and we make several attempts to contact them with no response they may be charged a fee of $500, which would be credited back in full once we get the recorder back at Snap

4. When the test is completed, the Recorder is returned to Snap via FedEx. A return label is provided in the box instructing the patient on how to return the unit to Snap by I Federal Express at 800-463-3339 to arrange for a pick-up at their home. The recorder can also be dropped off at a local FedEx shipping location.