



## Sleep Therapy Follow-Up Service

Thank you for choosing ThedaCare at Home for your sleep therapy supplies and services. We realize you have a choice in health care providers and we truly appreciate this opportunity to serve you.

A key part of our services is enrollment into our **Sleep Therapy Support Program**. With this program you may choose how we best communicate with you regarding your ongoing sleep therapy replacement supply needs.

Approximately every three to six months, you will receive a communication from our **Sleep Therapy Support Program** regarding the following:

- Ongoing replacement supply needs (mask, headgear, tubing, filters, water tub)
- Equipment usage/function
- *Possible* mask problems
- *Possible* insurance changes

**If you are new to therapy**, the first outreach call will be made by one of our sleep coaches who will assist you with placing your first re-supply order if you wish to replace your supplies at that time. They will confirm your insurance, supplies needed and will establish a future communication method for ongoing notifications. Options are auto-call, email, or text.

**If you are familiar with re-ordering supplies**, your therapist will establish your preferred communication method as auto-call, email or text. You may change your communication method or opt-out at any time by calling our office (920-454-8865) or speaking with a ThedaCare at Home representative at one of our locations.

If at the time of our contact, you choose to re-order supplies, we typically ship these directly to your address on file within 10 business days. Upon filing your claim with your insurance plan, we will bill you for any co-payment or deductible amount that your insurance may require.

We recommend adding the below detail to your phone or email so outreach from us is not blocked:

- Email: [donotreply@thedacare.org](mailto:donotreply@thedacare.org)
- Phone: (920) 305-7323
- Text: (920) 588-8588

## U-Sleep: Monitoring compliance/usage message

You may receive contacts related to your therapy compliance during the first year of therapy. When you are doing well you will get a congratulatory message, but if you are not doing well (no use for 3 days or less than 4 hours) you will get an encouraging message from ThedaCare at Home to contact us if you need assistance. This is an automated system that does outreach based on the use of your machine. If you wish to be removed please call 920-730-3532.