

Sleep Apnea Education Centers

Your passport to positive airway
pressure (PAP) therapy

888.802.9791



Indiana University Health

Welcome

Thank you for choosing IU Health Sleep Apnea Education Center to care for your sleep needs. We know your initial appointment can be overwhelming. Everything in this booklet will guide you as you begin your journey with your PAP device. Please refer back to this as you come up with questions, as many answers are located in this booklet.

Thank you for allowing us to care for you.

IU Health Sleep Apnea Education Center Staff
888.802.9791
iuhealth.org/CPAP

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Key words related to PAP therapy

PAP: Positive airway pressure

CPAP: Continuous positive airway pressure – one pressure level that helps to keep the airway open while you sleep.

APAP: Automatic positive airway pressure – automatically adjusts pressure, on a breath-by-breath basis, to deliver the minimum pressure needed to keep the upper airway open during sleep.

BiPAP/Bilevel: Bilevel positive airway pressure – higher inspiratory and lower expiratory pressure levels that help to keep the airway open while sleeping. The bilevel pressure allows for ease of exhaling. Some bilevel machines also support breathing by having a back-up rate (i.e., BiPap Avaps, BiPap ST); these devices are called Respiratory Assist Devices (RAD).

Ramp: Decreases the pressure and then slowly increases to your set level

Hypopnea: Decrease in depth of breathing with an oxygen level decrease

Apnea: Absence of breathing for at least 10 seconds.

Obstructive apnea: Occurs when your throat muscles relax and block your airway during sleep

Central apnea: Occurs when your brain doesn't send proper signals to the muscles to breathe during sleep

AHI: Apnea hypopnea index- the number of times per hour that respiratory events occur.

Saturation: Amount of oxygen in the blood measured as a percentage.

Insurance Compliance Guidelines: Minimal acceptable usage is at least 4 hours per night for 21 out of 30 consecutive nights within the last 90 days.

Know your numbers

Your sleep study confirmed you have sleep apnea. Your physician has prescribed a PAP device for you to wear while sleeping.

Your set up date: _____

Your setting is: _____

AHI _____

Your AHI lets you know how many times per hour you had a respiratory event during sleep.

Oxygen level _____

Your oxygen level is the lowest oxygen saturation during sleep. Normal is above 90%.

Operating your PAP device

The following instructions will help you to set up and operate your unit. Please refer to your owner's manual for specific manufacturer's instructions.

Step 1: Place the machine on a table/nightstand below the level of your head. Do not block the filter port by curtains or bed linens or place on fabric.

Step 2: Plug the machine into a power surge strip.

Step 3: Fill the water chamber with distilled water but NEVER fill past the max line. This may result in damage to your unit and will void the manufacturer's warranty.

Step 4: Connect the long tubing to the air outlet on the machine.

Step 5: Place the mask on the other end of the long tubing. Place the mask on your face and then turn the unit on by activating the power button.

Step 6: Relax and take slow deep breaths. If you need to get up in the night, you may disconnect the tubing from the mask so that you do not have to try to put the mask back on in the night.

Step 7: Turn unit off using the power button. Clean your equipment daily as recommended by the manufacturer's guidelines.

You can watch our video "How to Get Started with Your CPAP Device" by visiting iuhealth.org/CPAP.

Oxygen and electrical safety

If your physician has prescribed oxygen for use with your PAP unit, you must learn how to use and care for the oxygen system. It is very important to follow all fire and safety rules associated with the use of oxygen. **If you have any questions about the use of oxygen, please contact your oxygen provider.**

Oxygen safety tips

- No smoking around the oxygen
- Keep oxygen 5-10 feet away from open flames
- Do not use petroleum-based products (i.e., Vaseline)
- Should have working smoke detectors and a fire extinguisher

The following steps are critical in making sure oxygen does not flow into the PAP machine:

- Always turn the PAP unit on before turning the oxygen on.
- Always turn the oxygen off before turning the PAP unit off.

Electrical safety

- Never immerse the PAP therapy device in water, as this will damage the unit.
- Never plug the unit in if it is wet or damp. This is hazardous and may cause electrical shock.
- It is encouraged to plug your device into a surge protector, but the use of extension cords and multi-plug adapters are not recommended.
- Never try to repair your PAP device. If you are experiencing problems, call us at 888.802.9791.

Traveling with your PAP device

- Always take your PAP device with you if you should be away overnight.
- It is safe to send your PAP device through airport security. Use as a **CARRY ON ONLY**.
- If you have any questions, you are encouraged to call the airline in advance.
- Battery power packs, dc adapters and converters may be available for your device for camping/traveling. These accessories are not covered by insurance and are your responsibility to purchase. Please contact Indiana University Health Sleep Apnea Education Center with questions. Use of adapters, power pack/converters not in accordance with manufacturer's instructions may void your warranty.
- The PAP devices supplied by Indiana University Health Sleep Apnea Education Center are compatible with AC Power 100-240V, 50-60Hz, therefore when traveling overseas you will need the specific outlet adaptor for that country.
- Never travel with your PAP device with water in the water chamber. This will damage the unit and void the manufacturer's warranty.



Flow generator



Battery pack

Machine troubleshooting

My machine won't turn on

Unplug the machine and plug back in. If the machine still doesn't turn on, call us at 888.802.9791. Your machine has a 2-year warranty.

My machine fell off my nightstand

If there is water still in the chamber, unplug the machine and do not plug back in until the unit is dry. If the machine doesn't power on, call us at 888.802.9791.

There is water in my tubing

If your room is cold, the humidified air hits the colder room temperature and causes the "rain out." Below are some tips to help.

- Raise the temperature of your bedroom at night.
- Run the tubing beneath your blankets to keep it warm.
- Turn your humidity level down.
- Increase the tube temperature.

The air is too cold/warm/dry

In your My Options menu, you can customize the settings on your humidifier through the Climate Control and Tube Temperature.

If you need more moisture, increase the settings. If you need less moisture, turn it down. Change as needed for comfort.



For additional frequently asked questions about PAP therapy, visit our website, iuhealth.org/CPAP.

Common side effects and complications

Dry mouth

- Increase your humidity setting
- Try a chinstrap to keep your mouth from opening during sleep

Congestion, runny nose or nosebleeds

- Some people find that using a saline nasal spray at bedtime prevents these side effects
- Adjust your humidity setting

Stomach bloating/discomfort

- Use a bed wedge to elevate your head while lying on your left side
- You may need to contact your sleep specialist to request a pressure change

Claustrophobia

- Desensitize yourself
- Practice while watching TV or reading

Mask leak

- Clean your cushion daily
- Adjust your headgear. When the straps are too loose or too tight, a leak can happen.

Didn't find the answer?

Call us. We are happy to help care for you.

888.802.9791

Patient financial responsibility

Key Terms

Deductible: The amount you are responsible for paying prior to insurance beginning to pay for covered services.

Co-insurance: The percentage of the Allowed Amount you are responsible for after your yearly deductible is met.

Charge: This is the amount billed to your insurance plan for the services you received.

Patient: This is the amount you may be responsible for paying.

Common Questions and Answers

1. Am I renting or purchasing this PAP device?

Most insurance companies rent your PAP device for 10 – 15 months. After the monthly payments are finished you will own the machine.

2. Will my insurance cover the cost of my PAP device?

Insurance coverage varies by plan. Rentals are subject to deductible and co-insurance. Contact your insurance company to determine your Durable Medical Equipment benefits.

3. What does “covered” or “all eligible supplies” mean?

Most insurance companies follow the manufacturer’s guidelines when deciding how often to replace PAP supplies. You are responsible for calling your insurance company to find out their allowable replacement schedule. You are responsible for any deductible or co-insurance amounts not covered by your insurance.

4. May I return my supplies?

No. We do not accept returns of supply items for any reason. You may exchange any incorrect or defective supply items within 30 days of receipt.

Patient financial responsibility

5. When will I get my first bill?

You will receive your first bill, with the amount due, immediately after your insurance company has paid or denied your claim. If you have no insurance, you will receive your first bill within 60 days.

6. What is the monthly payment for a PAP Device? How much would the monthly payment be?

The monthly payment will vary based on device type and insurance plan. Monthly retail rates: CPAP/Auto-PAP: \$191.59 per month, Bilevel: \$499.47 per month, RAD: \$1,056.51 per month. Disclaimer: Retail rates and discounts are subject to change.

7. How often can I get a new PAP Device?

Insurance coverage will vary. Contact your insurance company to determine benefits subject to your specific plan.

8. Who do I call if I have questions about my bill?

You will need to contact Home Care Patient Financial Services at 317.962.4600 or 800.258.9530 (toll free) during regular business hours.

Office locations and hours

Avon

IU Health West Hospital
1115 Ronald Reagan Parkway
Suite 371
Avon, IN 46123
Monday – Friday
8 am - 4:30 pm

Bloomington

IU Health Bloomington Hospital
601 W. 2nd St., Room C1037
Bloomington, IN 47403
Monday – Friday
8 am - 4:30 pm

Carmel

11725 N. Illinois St., Suite 485
Carmel, IN 46032
By appointment only

Fishers

IU Health Saxony Hospital
13100 E. 136th St.
Suite 3200B
Fishers, IN 46037
Monday – Friday
8 am - 4:30 pm

Greenwood

1411 W. County Line Road
Suite C
Greenwood, IN 46142
By appointment only

Indianapolis

714 N. Senate Ave., Suite 110
Indianapolis, IN 46202
Monday – Friday
8 am - 6:30 pm

Lafayette

3900 McCarty Lane, Suite 102
Lafayette, IN 47905
Monday – Friday
8 am - 4:30 pm

Muncie

6004 W. Kilgore Ave.
Muncie, IN 47304
By appointment only

To schedule an appointment or for questions, please contact:
888.802.9791 or homecaredmesupplies@iuhealth.org

For billing questions, please call:
317.962.4600 or 800.258.9530 (toll free)

After hours, cleaning and resupply

After hours

If your PAP machine fails to turn on or function appropriately after normal business hours, we will address your concern the next business day. **REMEMBER, THIS IS NOT A LIFE SUSTAINING DEVICE.** If you experience physical problems that need to be addressed by a physician, please call your physician's office, or in the case of a life threatening emergency, call 911.

If you have a Respiratory Assist Device and you are experiencing equipment failure, you may call 888.802.9791 after business hours for service. No supply orders or supply-related concerns will be processed after normal business hours.

Cleaning recommendations

Hand wash with warm, soapy water and air dry. Discard filter when dirty. Remove white powder deposits using a solution of one part white vinegar to 10 parts tap water.

Daily	Wash cushion/pillow and empty water chamber
Weekly	Wash tubing, water chamber and mask

Resupply recommendations

Monthly	Filters, cushion/pillows
3 months	Tubing, mask frame
6 months	Water chamber, headgear, chinstrap

You can download our quick guide, 'Guidelines for Resupply,' at iuhealth.org/CPAP.

Reordering supplies

We're committed to making your sleep apnea therapy as comfortable and effective as possible. Our Continuing Care program makes replacing your PAP supplies easy, fast and worry-free.

Replacing your PAP supplies regularly is an important part of maximizing your therapy. Seven in 10 patients say they sleep better after replacing their supplies.

Keeping track of when to order new supplies can be confusing, as some PAP supplies should be replaced more frequently than others. With our Continuing Care resupply program, we not only support you in your therapy, we become your resupply calendar.

Here's what to expect:

- When it's time to replace your supplies, you'll receive a phone call, email or text from your personal sleep coach.
- You will be asked a series of questions on how you're doing with your therapy and the condition of your equipment.
- Based on your responses and depending on your insurance eligibility for new supplies, we'll process your request accordingly.
- If you provided an email address, you will receive a tracking email when the items are shipped.
- Your supplies will be delivered to the address you provide.

That's it.

If you would like to change how you receive your resupply notifications or request your supplies electronically, you can log into your portal using your email. You can always access your past order history and order supplies online at papresupply.com.

You can access your resupply portal anytime at papresupply.com. For questions regarding supply orders, contact: 317.820.2330.

Important contact information

To schedule an appointment or questions about your therapy:

- Call IU Health Sleep Apnea Education Center: 888.802.9791
- Email: homecaredmesupplies@iuhealth.org

For questions or to place a supply order:

- Call: 317.820.2330
- Order online: papresupply.com

For billing questions, please call:

317.962.4600 or 800.258.9530 (toll free)

Learn more: iuhealth.org/CPAP

Notes
