Parachute Health

Getting Started with
Parachute Health for Ordering CGMs

What is it?

A platform that allows online ordering with guided prompts of durable medical supplies, including continuous glucose monitoring supplies directly from various DMEs.

Who can use it?

Clinicians or their support staff may enter orders. ***However, the PCP is required to sign electronically.***

How could using Parachute help?

The platform guides you through providing the specific patient chart information that fulfills their insurance requirements, depending on which supplies are being ordered. It also allows for standard workflows for gathering DME requirements from patients. It eliminates need for:

- Filling out/interpreting specific DME CGM fax form for ordering CGMs
- Faxing chart notes

EXAMPLE – CGM ordering:

The platform compiles a document that has everything the DME needs to submit a claim (e.g. frequency of insulin injection) to patient's insurance.

What happens after an order is sent?

Each order is updated with status and history throughout the process until the items ship. This allows for easy determination of what is happening with the order and eliminates having to call DME and wait on hold.

Prescription Details ×

Will the patient be manually testing their blood glucose in addition to using the CGM?

○ Yes

● No

How many times per day is the patient receiving insulin?

○ continuously

● manually (enter number of times per day)

4

○ the patient is not receiving insulin

What happens if there are questions?

The platform offers a live chat option within the order Monday to Friday 9AM-8PM EST.

Do all DMEs participate with Parachute?

Many do, J & B Medical does NOT participate. The platform will tell you if the company does NOT contract with the patient's insurance.

Chat with Supplier

Contact Info

Type a comment to your supplier or type "@" to mention someone

Supplier will only see comment after order is sent. Do not post credit card info.

MCT2D
www.MCT2D.org

Is the system HIPAA compliant and what are organizational requirements?

Parachute Health maintains HIPAA compliance by completing a business associate agreement (BAA) with organizations and DME suppliers (available on the website) utilizing the service.

Some health care organizations reported they determined a BAA may not be necessary and classify use as continuation of care between two covered entities, the health care system and DME supplier. Work with your organization to confirm BAA details.
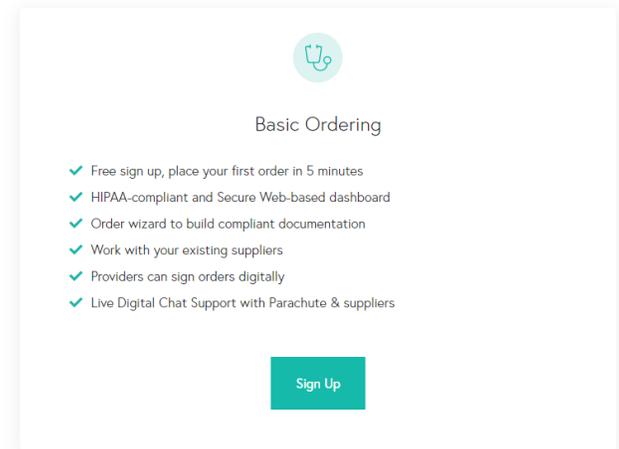
The system will prompt for your health care organization. Certain organizations may require additional authorization.

What is the cost to use this software?

It's FREE.

How does an individual practice/clinician enroll?

1. Visit www.parachutehealth.com and click "Sign Up" in top right corner (you can sign up as practice and each individual accessing the platform can have their own ID and password)

2. Select Basic Ordering *(see image on the right)*

3. Click the "Create an account" option

4. Creating CGM order:

STEP 1: CREATE A NEW ORDER & ENTER PATIENT INFORMATION

STEP 2: ENTER PAYMENT / INSURANCE INFORMATION

Test Test

Sex: Male
DOB: 01/01/2000 (23y)

- ○ Payment
- ○ Products & Services
- ○ Addresses & Contacts
- ○ Clinical Info
- ○ Signing Clinician
- ○ Review

[Continue]

Payment Information

Patient insurance information will be used to help determine eligibility for the order.

Primary Insurance

Member ID

Enter Member ID

STEP 3: SELECT THE SUPPLIER AND PRODUCT

Select Supplier

Order from your organization's suppliers, or from any supplier on the Parachute Platform.

Search Suppliers by name

[Your Organization's Suppliers] [All Suppliers] [Service Areas: MI (default) ✕] [Categories]

Active Filters (1)

Advanced Diabetes Supply	Solara Diabetic Supplies
Orbit Medical	Eclipse Medical ⊘ Insurance not accepted

Enter product name or ID... (e.g., oxygen concentrator or E1390)

FreeStyle Libre 2 System, Continuous Glucose Monitoring Package	Dexcom G6 Continuous Glucose Monitoring Package	Tandem Insulin Pump Package
FreeStyle Libre 3 System, Continuous Glucose Monitoring Package	Omnipod 5 Insulin Pump	Home Blood Glucose Monitor Package
FreeStyle Libre 14 Day Sensor	Medtronic Guardian Continuous Glucose Monitoring Package	Alcohol Wipes (Diabetes)

STEP 4: ADD PATIENT ADDRESS & CONTACT INFORMATION

Addresses & Contacts

Test Test
Sex: Male
DOB: 01/01/2000 (23y)

○ Payment
○ Products & Services
◉ Addresses & Contacts
○ Clinical Info
○ Signing Clinician
○ Review

Continue

Patient Contact Info

Home/Billing Address

🏠 Add Patient's Home/Billing Information

Patient Info ✕

Street - Line 1
Enter Address Line 1

Street - Line 2 (Optional)
Enter Address Line 2

City
Enter City

State
Michi... ⌄

ZIP
Enter ZIP

Phone Number
(000) 000-0000

Alternate Phone (Optional)
(000) 000-0000

Preferred Language (Optional)
Select or add language 🔍

Email (Optional)
****@*****.com

☑ **Heads up!** The supplier may use this information to contact the patient via phone, SMS, or email for assistance with completing the order. To proceed with your order, you confirm that, to the best of your knowledge, the patient info is true and accurate, and that the patient consents to this communication.

Save

STEP 5: ADD CLINICAL INFORMATION

Test Test ✏
Sex: Male
DOB: 01/01/2000 (23y)

○ Payment
○ Products & Services
○ Addresses & Contacts
◉ Clinical Info
○ Signing Clinician
○ Review

Continue

Clinical Info

Select relevant diagnoses and complete the corresponding required documents.

Diagnoses

Add any relevant diagnosis codes for the products you ordered

Diagnosis Codes

Search and select by ICD-10 or description 🔍

You are responsible for ensuring that any patient information submitted by you is accurate and correct. Parachute does not provide recommendations related to the appropriateness of any order or plan of care.

Optional Sections:

1. Additional Notes – Good place to enter if you are switching a patient to a new CGM

2. Chat with Supplier –Good place to share any specifics about order *(e.g., if patient already has a receiver)*

Please add any additional notes or patient history detail [Optional]

Save   Press Enter ↵ or Tab ⇥

Enter PCP's name and NPI here (anyone can do this), then click "Continue."

Signing Clinician

Test Test ✏
Sex: Male
DOB: 01/01/2000 (23y)

○ Payment
○ Products & Services
○ Addresses & Contacts
○ Clinical Info
○ Signing Clinician
○ Review

Who will be signing the order?

Search by clinician name or NPI...   🔍

Continue

Option 1: Sign On-Screen (Use if authorized via CPA* or other via sign on behalf of the provider)

1. If you are an authorized signer, enter PCP's name and NPI.

2. After you enter PCP name/NPI, this screen (image to the right) appears, simply click, "Continue."

Collaborative Practice Agreement

Signing Clinician

Who will be signing the order?

▮▮▮▮▮▮▮▮▮▮▮▮   ×

Signature Method

(● Sign On-Screen) (○ Send a Request) (○ Print and Attach)

Sign On-Screen
This signature method allows ▮▮▮▮ to sign immediately by clicking "Sign and Send" on the review page.

Continue

Option 2/3: Send a Request / Print and Attach

- *If email selected*: PCP will receive an email with a link. The link will take them to the order where they can electronically sign.

- *If fax selected:* PCP will receive a fax with instructions on how to sign and return the fax.

- *If Print and Attach selected:* Order will print. Find PCP for wet signature.

Signing Clinician

Who will be signing the order?

▮▮▮▮▮▮▮▮▮▮▮▮   ×

Signature Method

(○ Sign On-Screen) (● Send a Request) (○ Print and Attach)

Send a Request
This method sends a request for signature to any of the following addresses. The request(s) will be sent on submission.

☑ tr******@spectrumhealth.org   7 orders signed ✉

+ Add Clinician Cell Phone Number   📞

☐ Fax: ▮▮▮▮▮   4 orders signed 📋

ⓘ The clinician will be asked to sign these documents:
  • WOPD   Ready for Signature
  • Face-to-Face (Diabetes)   Not Ready

Continue

Review the order details and once everything is complete hit the "Sign and Send Order" or "Send Order" to send the prescription.

Signature Method Option 1   *Signature Method Option 2/3*

Order Details

✓ Ready to Send   **Sign and Send Order**

_____ has reviewed and authorized this order and has certified that the medical necessity info cont... Read More

Patient   ⌄
Test Test

Payment   ⌄
Medicare - cash

In this order (1)   ⌃

FreeStyle Libre 2 System, Continuous Glucose Monitoring Package
- **Libre 2 Reader** - CGMR
- **Libre 2 Sensor**, change every 14 days - CGMS

Quantity   1

Prescription   - Day Supply - 90
Details   - Refills - 3
                     - Insulin treatment - Continuously via insulin pump
                     - Directions - Use per manufacturer directions

Order Details

👍 Ready to Send

Send Order

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www.MCT2D.org