Health Facts for You

UWHealth

What to Expect on Your Positive Airway Pressure (PAP) Journey

You are scheduled for a clinic visit and/or a sleep study. If you have sleep apnea, we will place an order to the durable medical equipment (DME) supplier.

DME Supplier
The supplier will get authorization from your insurance for PAP therapy. They will contact you to set up your PAP. We suggest setting up your PAP in person. If your DME supplier does not call you, please call them.

You will need to call your DME supplier if you have:

- Problems with mask fitting or leaking.
- Concerns with equipment.
- PAP supply issues or needs.
- Compliance questions.
- Billing concerns related to DME.
- Issues with data transmission.

Clinic Visit
We don't accept walk-in clinic visits. When you get your PAP equipment, call the sleep clinic to schedule a visit 31-90 days after setup. Please bring in your PAP equipment and supplies to this visit.

Insurance
Your insurance requires you to use the device during the first 90 days. You must use it for at least 4 hours each night for 21 or more nights within a 30-day period. Your DME supplier will check how often you use the device and report this to your insurance.

Rental Fee
If you do not meet insurance guidelines or choose not to use it, return the device to the DME supplier. They will charge a rental fee if not returned.

Resources
Visit our website at uwhealth.org/conditions/sleep-medicine, or scan the QR code below, to learn more about:

- Adjusting to PAP therapy.
- PAP mask fitting guide.
- PAP troubleshooting.
- Other sleep apnea treatment options.
- Sleep disorders.

When to Call
Call if you're having issues such as:

- PAP pressure issues
- Bloating
- Dry mouth
- Snoring through your mask
- PAP supply prescriptions.
- Getting a PAP machine.

Once you are using PAP and getting benefit, your care will be transferred to your PCP.

Who to Call
If you have questions, please contact your provider through MyChart or call your provider listed in your After Visit Summary or After Hospital Care Plan. For a list of UW Health Clinics, visit www.uwhealth.org/

Your health care team may have given you this information as part of your care. If so, please use it and call if you have any questions. If this information was not given to you as part of your care, please check with your doctor. This is not medical advice. This is not to be used for diagnosis or treatment of any medical condition. Because each person's health needs are different, you should talk with your doctor or others on your health care team when using this information. If you have an emergency, please call 911. Copyright © 8/2025 University of Wisconsin Hospitals and Clinics Authority. All rights reserved. Produced by the Department of Nursing HF#8452.