

MyOrders System Overview

Presented to:
Nurse Practitioner Network

October 2016



Accessing MyOrders

Accessing MyOrders

- <https://www.superiormobilemedics.com/MyOrders> - bookmark this link!
 - Username: **E + ExamOne Examiner ID**
 - Password: **MediCheck2016**
 - You will change your password after successful log in
- This is also loaded on the iPad. To access it, select the icon from your iPad.

Logging In

Superior Mobile Medics is now

Home | About Us | News | Contact Us | Login



A Quest Diagnostics Company

Welcome to ExamOne Superior Solutions

We announced in November 2015 that Superior Mobile Medics is now part of ExamOne, a Quest Diagnostics company. As we combine our companies, you will see cosmetic updates and new features added to our website. Please continue to order exams through our website. We greatly appreciate your loyalty during this period of transition.

Please login using the credentials provided to you.

Direct Examiners: Use your MyOrders Login and password to enter your orders.

Username:

Password:

Remember me in the future?

[Forgot your username? | Forgot your password?](#) *

* By logging into and using this website, I agree to Superior's Acceptable Use Policy.

Dashboard

Home | Main | Profile | Orders | Contact Us | Logout

Welcome Becki Seeley,

Orders

Listed below are the quick details on your upcoming orders.

[ALL ORDERS](#)
[OPEN ORDERS](#)
[SEARCH ORDERS](#)

ExamOne

[STATUS DELINQUENT](#)
[UNVIEWED](#)
[NEEDS SCHEDULING](#)
[TODAY](#)

[TOMORROW](#)
[FLAGGED](#)

Specialty Collections

[UNVIEWED](#)
[THIS WEEK](#)
[NEXT WEEK](#)

[Dash](#)
[Needs Update](#)
[Schedule Needed](#)

Upcoming Opportunities

Interested in helping on upcoming Specialty Collections Orders in your area? Click here to view the events we have coming up in your local area.

Reporting

View default reporting for your account to keep up to date on your business.

News & Updates

View updates and news from Specialty Collections and ExamOne.

Your Notifications



Event PPWK
Delivery
1/20/16



Independent
Contractor
Quality Review
(SMHS)
9/15/15



Event PPWK
Delivery
7/20/15



Event PPWK
Delivery
7/7/15

Accounting

View the checks we have on file for your account.

Supplies

View shipments and order supplies.

[Click here to order supplies](#)
[Click here for shipment history](#)

Schedule

Oct 9 — 15 2016

← → today

	Sun 10/9	Mon 10/10	Tue 10/11	Wed 10/12	Thu 10/13	Fri 10/14	Sat 10/15
5am							
6am							
7am							
8am							
9am							
10am							
11am							

Profile Center

Edit your profile and subcontractor settings.

Resources

Order supplies, view orientation materials and other needed information.

[Click here to order supplies](#)
[Click here for shipment history](#)

Coverage

View and edit the areas of coverage that ExamOne will use to determine where you wish to work.

Support

Click here for some quick instructions, help, and contact information.

Orders

Orders – Using the Dashboard

Purpose: To access the orders assigned to a nurse practitioner

- To access all orders, select “All Orders”
- To limit to open orders, select “Open orders”.
- To pull up a custom list, select “Search Orders”.

- To view Specialty Collections orders that you haven’t previously viewed, select “Unviewed”
- To view specialty collections by schedule, select “This Week” or “Next Week”.

The screenshot shows a dashboard titled "Orders" with a dark green background. Below the title, it says "Listed below are the quick details on your upcoming orders." There are three filter buttons: "ALL ORDERS", "OPEN ORDERS", and "SEARCH ORDERS". Below these is a section for "ExamOne" with filter buttons: "STATUS DELINQUENT" (highlighted in red), "UNVIEWED", "NEEDS SCHEDULING", "TODAY", "TOMORROW", and "FLAGGED". Below that is a section for "Specialty Collections" with filter buttons: "UNVIEWED", "THIS WEEK", and "NEXT WEEK". At the bottom, there are three buttons: "Dash", "Needs Update", and "Schedule Needed".

View Orders

View Orders

Sort by: | items per page

Show:

Types:

Viewing: 1-5 of 5

115201 Centene - SUPERIORFULL TESTLOWORDERCOMPLETE Tuesday, October 18 2016 CONFIRMED
Client: Superior Health Partner: Centene Product: NP Assessment Location: LENEXA, KS 77777 Session Date: 10/18 1:00 PM - 2:15 PM
115043 Inovalon - TESTINOVALON LVOINBOUNDORDERCOMPLETE Thursday, October 20 2016 UNVIEWED SCHEDULED
Client: NHP - Medicare Partner: Inovalon Product: NP Assessment - NP Only Location: LOS ANGELES, CA 77777 Session Date: 10/20 10:00 AM - 11:15 AM
115025 Inovalon - TESTINOVALON LVOOUTBOUNDORDERCOMPLETE Friday, October 14 2016 UNVIEWED CONFIRMED
Client: NHP - Medicare Partner: Inovalon Product: NP Assessment - NP Only Location: LOS ANGELES, CA 77777 Session Date: 10/14 11:00 AM - 12:15 PM
108834 NO SHOW
Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions Product: NP Assessment Location: LOS ANGELES, CA 90018 Session Date: 8/10 3:30 PM - 5:00 PM
54859 Test-Superior Wednesday, December 30 2015 CONFIRMED
Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions Product: Standard Venipuncture Screening - 25+

View Orders – Sorting Options

Sort by: Order Date (Newest First) ▼

Show: Order Date (Newest First)

Types: Order Date (Oldest First)

Viewing: Order/Event ID (Lowest to Highest)

Order/Event ID (Highest to Lowest)

Scheduled Date (Newest First)

Scheduled Date (Oldest First)

First Name (A-Z)

First Name (Z-A)

Last Name (A-Z)

Last Name (Z-A)

Assigned Date (Newest First)

Assigned Date (Oldest First)

Agent Last Name (A-Z)

Agent Last Name (Z-A)

Home | Main | Profile | Orders | Contact Us | Logout

View Orders

Sort by: Order Date (Newest First) | 15 items per page

Show: All Orders

Types: All Types

Viewing: 1-5 of 32 | Next Page

112428	PREPOINT - SMPTTEST FOLLIN SMPTTEST Thursday, September 1 2016	CANCELLED
108834	Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions Product: NP Assessment - FULL Location: PALMDALE, CA 93550 Session Date: 9/01 8:15 AM - 9:30 AM	NO SHOW
81592	Sheila's Test event Thursday, September 24 2015 Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions Product: Standard Venipuncture Screening - 25+ Location: Session Date: 9/24 12:00 AM - 12:00 AM	CANCELLED
81592	Sheila's Test event Tuesday, September 29 2015 Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions Product: Standard Venipuncture Screening - 25+ Location: Session Date: 9/29 7:30 AM - 10:30 AM	CANCELLED
79287	Montana Resources - Butte, MT Thursday, September 3 2015 Client: Montana Resources Partner: HealthCheck360 Product: Standard Venipuncture Screening - 20+ Location: Butte, MT 59701 Session Date: 9/03 8:30 AM - 10:30 AM	COMPLETED

Viewing: 1-5 of 32 | Next Page

Sort by: Order Date (Newest First) ▼

Show: All Orders ▼

Types: All Orders

Viewing: Only Unviewed Orders

Only Status Delinquent

Only Non Scheduled Orders

Only Upcoming Scheduled Orders

Only Completed Orders

Only Cancelled Orders

Only Flagged Orders

Sort by: Order Date (Newest First) ▼

Show: All Orders ▼

Types: All Types ▼

Viewing: All Types

Only Insurance Solutions

Only Health Solutions

View Orders – Show Advanced Search

Home | Main | Profile | Orders | Contact Us | Logout

View Orders

Sort by: |

Show:

Types:

Viewing: 1-5 of 32 | [Next Page](#)

112428 MedPoint - SMMTESTFULLIN SMM
Client: MedPoint - Health Care LA Partner: MedPoint
Product: NP Assessment - FULL
Location: PALMDALE, CA 93550
Session Date: 9/01 8:15 AM - 9:30 AM

108834
Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions
Product: NP Assessment - FULL
Location: LOS ANGELES, CA 90018
Session Date: 8/10 3:30 PM - 5:00 PM

81592 Sheila's Test event Thursday, September 10, 2015
Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions
Product: Standard Venipuncture Screening - 25+
Location: Palmdale, CA 93550
Session Date: 9/24 12:00 AM - 12:00 AM

81592 Sheila's Test event Tuesday, September 8, 2015
Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions
Product: Standard Venipuncture Screening - 25+
Location: Palmdale, CA 93550
Session Date: 9/29 7:30 AM - 10:30 AM

79287 Montana Resources - Butte, MT The
Client: Montana Resources Partner: HealthCheck360
Product: Standard Venipuncture Screening - 20+
Location: Butte, MT 59701
Session Date: 9/03 5:30 AM - 10:30 AM

Viewing: 1-5 of 32 | [Next Page](#)

Advanced Search

OrderID

Your Reference #

Applicant Name

Company

Agent Name

City Zip

Barcode

Scheduled From To

View Orders – Reviewing the Order

- To open the order, select the ID#

Home | Main | Profile | Orders | Contact Us | Logout

View Orders

Sort by: Order Date (Newest First) | 5 items per page
Show: All Orders
Types: All Types
Viewing: 1-5 of 32 | [Next Page](#)

112428	MedPoint - SMMTESTFULLIN SMMTEST Thursday, Sep	Client: MedPoint - Health Care LA Partner: MedPoint Product: NP Assessment - FULL Location: PALMDALE, CA 93550 Session Date: 9/01 8:15 AM - 9:30 AM
108834		Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions Product: NP Assessment Location: LOS ANGELES, CA 90018 Session Date: 8/10 3:30 PM - 5:00 PM
81592	Sheila's Test event Thursday, September 24 2015	Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions Product: Standard Venipuncture Screening - 25+ Location: Session Date: 9/24 12:00 AM - 12:00 AM
81592	Sheila's Test event Tuesday, September 29 2015	Client: Superior Mobile Health Solutions Partner: Superior Mobile Health Solutions Product: Standard Venipuncture Screening - 25+ Location: Session Date: 9/29 7:30 AM - 10:30 AM
79287	Montana Resources - Butte, MT Thursday, September 3	Client: Montana Resources Partner: HealthCheck360 Product: Standard Venipuncture Screening - 20+ Location: Butte, MT 59701 Session Date: 9/03 5:30 AM - 10:30 AM

Viewing: 1-5 of 32 | [Next Page](#)

View Orders – Reviewing the Order

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112428 - MedPoint - SMMTESTFULLIN SMMTEST

Event Details

Event ID: 112428
Partner: MedPoint
Client: MedPoint - Health Care LA
Product: NP Assessment - FULL

Event Instructions

Examiner: Call member one day prior to appt. to confirm. Call Specialty Collections at 888-889-3691 with any pre-screening or onsite questions.
REMINDER: you MUST check in via CareTime upon arrival. See instructions on Work Order. Specialty Collections 24/7 Emergency Line contact 619-566-6766.
Coach:
Team Lead:
Receptionist:

Event Directions

Primary Address: 123 MAIN ST
PALMDALE, CA 93550
Map: [Show/Hide Map](#)

Event Sessions

Name: Thursday, September 1 2016			
Description:			
Job Code: 112-428-124			
Date: 9/1/2016			
Arrival: 8:15 AM	Start: 8:15 AM		
End: 9:30 AM	Depart: 9:30 AM		
Hours Worked: Not Entered			
Instructions:			
Participant Est.: 1	Registered Part:		
Examiners:	Team Leads:	Coaches:	Receptionists:

Status Reports



View Orders – Reviewing the Order

- The tiles that appear on the right side of the screen allow you to see the overall status of the order and access the Order Forms quickly, enter a status, upload paperwork if appropriate, or contact the Specialty Collections team directly about the order.

The screenshot displays the 'View Orders' interface for order 112428. The main content area on the left contains the following sections:

- Event Details:** Event ID: 112428, Partner: MedPoint, Client: MedPoint - Health Care LA, Product: NP Assessment - FULL.
- Event Instructions:** Examiner: Call member one day prior to appt. to confirm. Call Specialty Collections at 888-889-3691 with any pre-screening or onsite questions. REMINDER: you MUST check in via CareTime upon arrival. See instructions on Work Order. Specialty Collections 24/7 Emergency Line contact 619-566-6766. Coach: Team Lead: Receptionist:
- Event Directions:** Primary Address: 123 MAIN ST, PALMDALE, CA 93550. Map: [Show/Hide Map](#).
- Event Sessions:** Name: Thursday, September 1 2016. Description: Job Code: 112-428-124. Date: 9/1/2016. Arrival: 8:15 AM, Start: 8:15 AM, End: 9:30 AM, Depart: 9:30 AM. Hours Worked: Not Entered. Instructions: Participant Est.: 1, Registered Part.: Examiners: Team Leads: Coaches: Receptionists:
- Status Reports**

The right sidebar contains five action tiles:

- Cancelled:** Includes a small thumbnail image of a document.
- Status:** Update us on how the event is coming along.
- Upload Paperwork:** Paperwork ready to upload? We currently have 0 documents uploaded on this order.
- Contact Us:** Need assistance on this order, click here to contact the account rep.
- Hours Worked:** Enter the number of hours you worked on the sessions you're assigned to.

A green 'Assigned' label is visible on the right side of the event session details.

View Orders – Reviewing the Order

- Most all of your orders will be done electronically, but if you need the paper version, you can download the forms which are at the bottom of each opened order.

Event Assets

[Check/Uncheck All Items](#) | Merge

Asset Name	PDF <input checked="" type="checkbox"/> Select For Merge
Blank iPad Assessment Forms	PDF <input checked="" type="checkbox"/> Select For Merge
CM Referral Form	PDF <input checked="" type="checkbox"/> Select For Merge
MediCheck NP Instructions	PDF <input checked="" type="checkbox"/> Select For Merge
Prevent Form	PDF <input checked="" type="checkbox"/> Select For Merge
Event Order Form	PDF <input checked="" type="checkbox"/> Select For Merge

Scheduling & Availability

Scheduling & Availability

Main | Profile | Orders | Contact Us | Logout

Welcome Becki Seeley,

Orders

Listed below are the quick details on your upcoming orders.

ALL ORDERS OPEN ORDERS SEARCH ORDERS

ExamOne

STATUS DELINQUENT UNVIEWED NEEDS SCHEDULING TODAY

TOMORROW FLAGGED

Specialty Collections

UNVIEWED THIS WEEK NEXT WEEK

Dash Needs Update Schedule Needed

Upcoming Opportunities

Interested in helping on upcoming Specialty Collections Orders in your area? Click here to view the events we have coming up in your local area.

Reporting

View default reporting for your account to keep up to date on your business.

News & Updates

View updates and news from Specialty Collections and ExamOne.

Your Notifications



Event PPWK Delivery
1/20/16



Independent Contractor Quality Review (SMHS)
9/15/15



Event PPWK Delivery
7/20/15



Event PPWK Delivery
7/7/15

Accounting

View the checks we have on file for your account.

Supplies

View shipments and order supplies.

Click here to order supplies
Click here for shipment history

Profile Center

Edit your profile and subcontractor settings.

Resources

Order supplies, view orientation materials and other needed information.

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Click here for shipment history

Coverage

View and edit the areas of coverage that ExamOne will use to determine where you wish to work.

Support

Click here for some quick instructions, help, and contact information.

Schedule

Oct 9 – 15 2016

	Sun 10/9	Mon 10/10	Tue 10/11	Wed 10/12	Thu 10/13	Fri 10/14	Sat 10/15
5am							
6am							
7am							
8am							
9am							
10am							
11am							

Schedule – Calendar View

- By clicking on the word “Schedule”, you will be able to add your availability.

	Sun 8/7	Mon 8/8	Tue 8/9	Wed 8/10	Thu 8/11	Fri 8/12	Sat 8/13
1pm							
2pm							
3pm							
4pm				3:30 - 5:00 108834			
5pm							
6pm							
7pm							

- By clicking on the appointment, it will take you into that order with all the details we previously covered.

Schedule – Calendar View

- The calendar opens up, and if you don't have any appointments or time scheduled, it will look like this.
- The light blue indicates current day.

Home | Main | Profile | Orders | Contact Us | Logout

Schedule

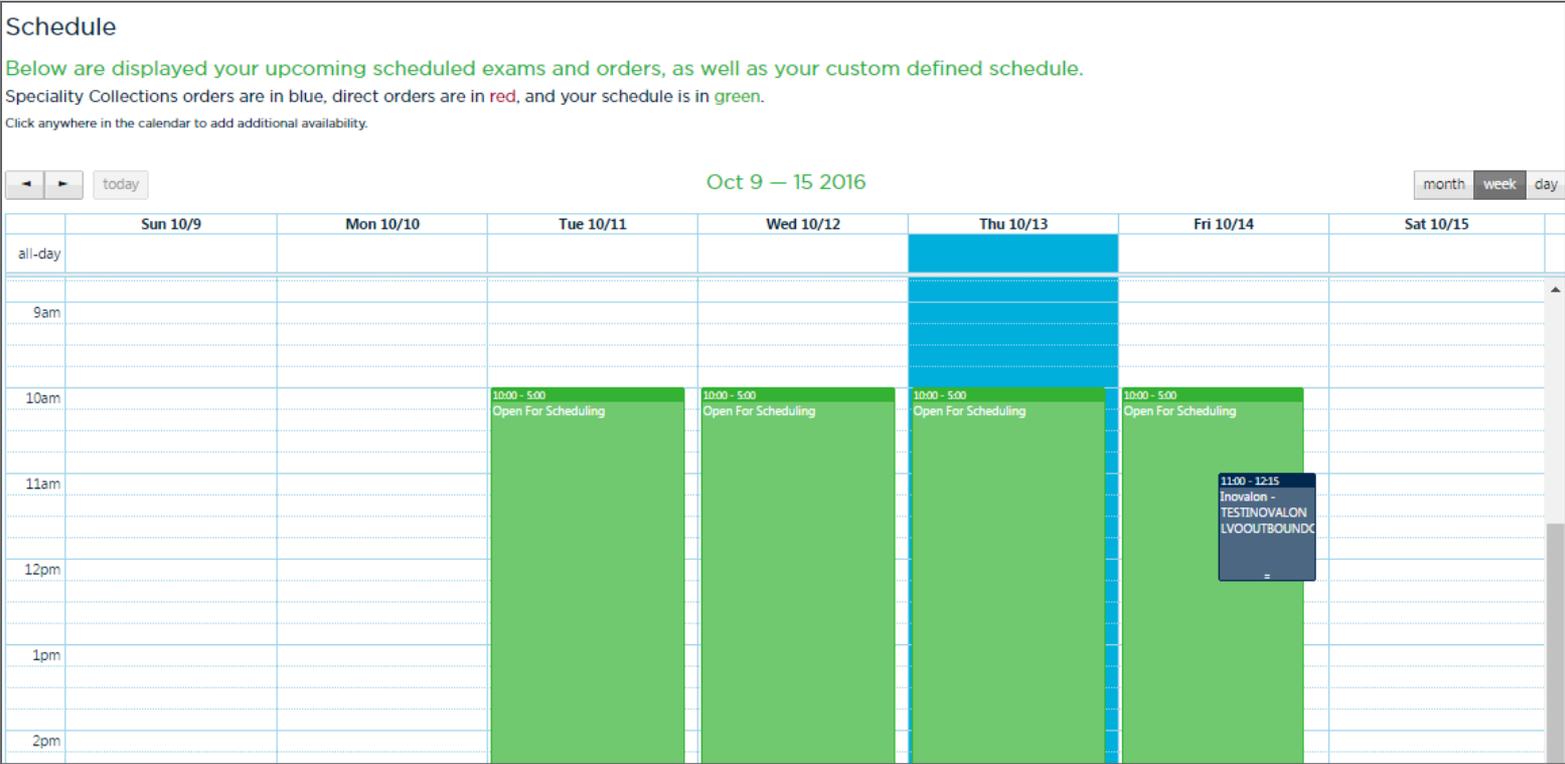
Below are displayed your upcoming scheduled exams and orders, as well as your custom defined schedule.
Speciality Collections orders are in blue, direct orders are in red, and your schedule is in green.
Click anywhere in the calendar to add additional availability.

◀ ▶ today Oct 9 – 15 2016 month week day

	Sun 10/9	Mon 10/10	Tue 10/11	Wed 10/12	Thu 10/13	Fri 10/14	Sat 10/15
all-day							
5am							
6am							
7am							
8am							
9am							
10am							

Schedule – Calendar View

- A calendar view with availability and an appointment.



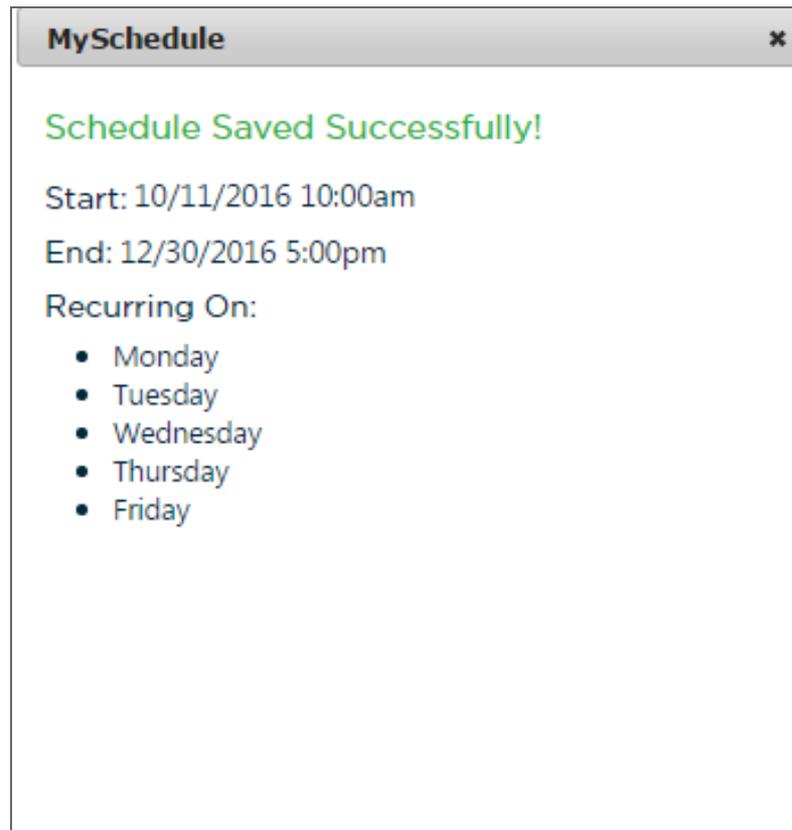
Schedule – Adding Availability

- Click anywhere on the calendar and the “MySchedule” window will display where you will add the dates and times that you are available.
- Schedule until 12/31/16.
- Appointments are booked every 1.5 hours, to maximize your schedule, open your appointments in 1.5 hour increments.
- If there is a date that you will not be available or want to work different hours, select that day and make the adjustment for that day or the series.
- If you encounter an error regarding “end date being before start date”, enter your time by month – don’t cross over months.

The image shows two overlapping windows from the 'MySchedule' application. The top window, titled 'MySchedule', contains a 'New Schedule' form. It has two rows of date and time input fields. The first row is labeled 'Date:' and has 'Start' and 'End' sub-labels, with both set to '10/11/2016'. The second row is labeled 'Time:' and has 'Start' and 'End' sub-labels, with empty input boxes. Below these is a 'Recur On:' section with checkboxes for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. A 'Save' button is located at the bottom right of this window. The bottom window, also titled 'MySchedule', displays the message: 'This appointment is part of a recurring series. Which would you like to edit?'. It has two buttons: 'Just this one' and 'All in series'.

Schedule – Adding Availability

- Once you have entered your availability and saved it, you will be given a success message summarizing your availability.



Coverage

Coverage Areas

Home | Main | Profile | Orders | Contact Us | Logout

Welcome Becki Seeley,

No Updates Needed

Thank you for your timely updates. There are currently no orders that ExamOne is awaiting updates on.

[Dash](#) [Needs Update](#) [Schedule Needed](#)

Upcoming Opportunities

Interested in helping on upcoming Specialty Collections Orders in your area? [Click here](#) to view the events we have coming up in your local area.

Your Notifications

Event PPWK Delivery 1/20/16	Independent Contractor Quality Review (SMHS) 9/15/15	Event PPWK Delivery 7/20/15	Event PPWK Delivery 7/7/15

Reporting

[View default reporting for your account to keep up to date on your business.](#)

News & Updates

[View updates and news from Specialty Collections and ExamOne.](#)

Accounting

[View the checks we have on file for your account.](#)

Supplies

[View shipments and order supplies.](#)

[Click here to order supplies](#)
[Click here for shipment history](#)

Schedule

Oct 9 – 15 2016

	Sun 10/9	Mon 10/10	Tue 10/11	Wed 10/12	Thu 10/13	Fri 10/14	Sat 10/15
5am							
6am							
7am							
8am							
9am							
10am							
11am							

Profile Center

[Edit your profile and subcontractor settings.](#)

Resources

[Order supplies, view orientation materials and other needed information.](#)

[Click here to order supplies](#)
[Click here for shipment history](#)

Coverage

[View and edit the areas of coverage that ExamOne will use to determine where you wish to work.](#)

Support

[Click here for some quick instructions, help, and contact information.](#)

Coverage Areas

- A map of your coverage area will appear.
- Coverage can be added up to a 60 mile radius from your home zip code. If you would like to add additional coverage outside that 60 mile radius, select the 'click here' link for coverage assistance.

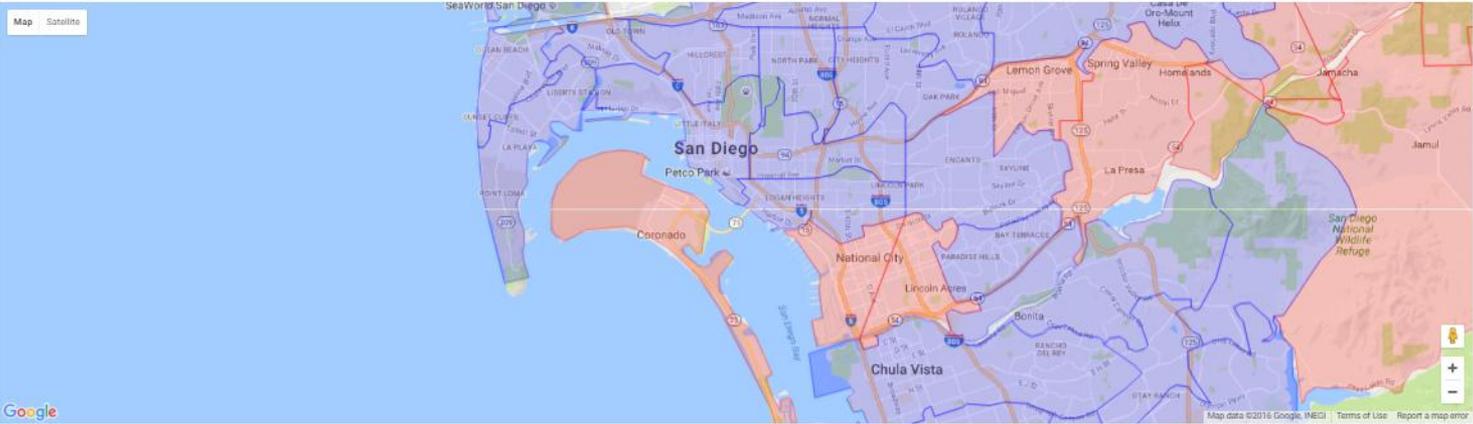
Main | Profile | Orders | Contact Us | Logout

Your Coverage Zone

Before your preferred coverage areas for use when assigning orders. The below map displays what coverage areas we have in our records for you. Start by clicking a zip code in the map below. Blue zip codes indicate coverage, red indicate no coverage. For assistance with coverage please [Click Here](#).

Coverage Map | Zip Codes

Map | Satellite



Viewing Zip: 91935 Status: Not Covered

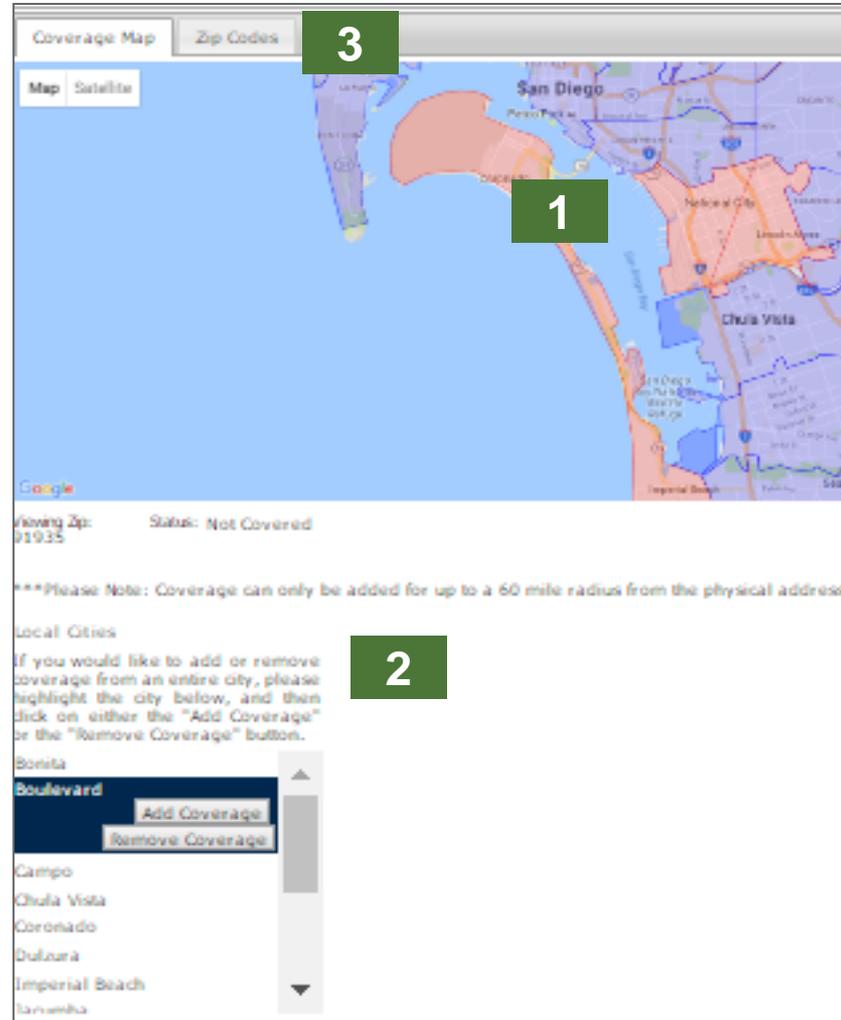
***Please Note: Coverage can only be added for up to a 60 mile radius from the physical address we have on file for your account. If you would like to add additional coverage beyond 60 miles, please [click here](#) for coverage assistance.

Local Cities

If you would like to add or remove coverage from an entire city, please highlight the city below, and then click on either the "Add Coverage" or the "Remove

Coverage – Adding and Editing

- You can select your coverage area three different ways:
 1. By clicking on the map
 2. By selecting the city name below the map
 3. By adding in specific zip codes
- To add/edit to your coverage area, select the “Add Coverage” button.
 - *Note: If you delete an area, any appointments already assigned to you, you are expected to keep. When deleting a coverage area, you are indicating that you do not want additional appointments assigned to you.*
- To view all the zip codes you have covered, select the “Zip Code Tab”.



Coverage Areas – Adding by Zip Code

- To add coverage area by just Zip code, use the “New Record” on the far right.

Your Coverage Zone

Store your preferred coverage areas for use when assigning orders. The below map displays what coverage areas we have in our records for you. Start by clicking a zip code in the map below. Blue zip codes indicate coverage, red indicate no coverage.

For assistance with coverage please [Click Here](#).

Coverage Map Zip Codes

Request Successful RELOAD **NEW RECORD**

ZIP	CITY	STATE	MILES	AMOUNT	
90017	Los Angeles	California		N/A	Edit
90247	Gardena	California		N/A	Edit
92833	Fullerton	California		N/A	Edit
93012	Camarillo	California		N/A	Edit
93551	Palmdale	California		N/A	Edit
90255	Huntington Park	California		N/A	Edit
90016	Los Angeles	California		N/A	Edit
99210	Spokane	Washington		N/A	Edit
90746	Carson	California		N/A	Edit
92602	Irvine	California		N/A	Edit
90232	Culver City	California		N/A	Edit
93011	Camarillo	California		N/A	Edit
92656	Aliso Viejo	California		N/A	Edit
90745	Carson	California		N/A	Edit
92679	Trabuco Canyon	California		N/A	Edit
90305	Inglewood	California		N/A	Edit
92618	Irvine	California		N/A	Edit
90603	Whittier	California		N/A	Edit
92867	Orange	California		N/A	Edit
92397	Wrightwood	California		N/A	Edit

QUICK

Additional Tiles

Upcoming Opportunities

Upcoming Opportunities

Interested in helping on upcoming Specialty Collections Orders in your area? Click here to view the events we have coming up in your local area.

- Also known as the Orders Opportunities Tile
- This will show the orders in your geographical area that may need coverage.
- If interested, click on the order and indicate if you “Would like to Participate” – the call center will call the member and schedule the appointment.

114467 MedPoint - VIDAL GALLEGOS
Dates: 10/13/2016 8:00 AM - 10/13/2016 9:15 AM
Partner: MedPoint
Client: MedPoint - Health Care LA
Product: NP Assessment - FULL
913 S ACACIA AVE COMPTON, CA 90220

This is an individual screening event. By clicking the, "I would like to participate", button below, you will either be assigned to the event or added to the interest list, depending on current event need.

114469 MedPoint - GILBERT GARCIA
Dates: 10/20/2016 11:45 AM - 10/20/2016 1:00 PM
Partner: MedPoint
Client: MedPoint - Health Care LA
Product: NP Assessment - FULL
180 NORWALK, CA 90650

114457 MedPoint - JUANA SIERRA
Dates: 10/22/2016 10:30 AM - 10/22/2016 11:45 AM
Partner: MedPoint
Client: MedPoint - Health Care LA
Product: NP Assessment - FULL
159 W 52ND ST LOS ANGELES, CA 90037

114793 MedPoint - ROSALINA GRANADOS
Dates: 10/14/2016 8:00 AM - 10/14/2016 9:15 AM
Partner: MedPoint
Client: MedPoint - Health Care LA
Product: NP Assessment - FULL
5571 HOMESIDE AVE LOS ANGELES, CA 90016

114409 MedPoint - GRACE PINON
Dates: 10/20/2016 10:00 AM - 10/20/2016 11:15 AM
Partner: MedPoint

Your Notifications

- This section displays new order notifications, order cancellations, alters or special memos posted to the site, and access to the monthly Quality Assurance reporting.

Your Notifications

Below are the notifications we have made to you during various different times in our relationship. You may view them by clicking the notification below.

Alerts

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Title	Description	View
ExamOne acquisition of Superior Mobile M Acquisition Communication #1- Contracted Examiners		View
ExamOne acquisition of Superior Mobile M Acquisition Communication #2- Contracted Examiners		View
Lab Kit Guideline	Lab Kit Guideline	View
Important Notice Regarding Breaches and This is an important notice advising you of the importance of preventing security breaches and incidents, and the consequences should an incident happen.		View

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Order Notifications

Viewing: 1-20 of 184 [Next Page](#)

Type	ID	Target	Date
Event PPWK Delivery		bseeley@smmhealth.com	10/12/2016 12:16:05 P
Password Update		bseeley@smmhealth.com	10/2/2016 9:11:20 AM
IC Updates		ldelatorre@superiormobilemedics.com	8/21/2016 1:29:01 PM
Notification Rules Engine		bseeley@smmhealth.com	8/18/2016 7:10:11 AM
Notification Rules Engine		bseeley@smmhealth.com	8/16/2016 1:32:55 PM
Notification Rules Engine		bseeley@smmhealth.com	8/16/2016 1:32:55 PM
IC Updates		ldelatorre@superiormobilemedics.com	8/10/2016 1:01:42 PM
Notification Rules Engine		bseeley@smmhealth.com	2/8/2016 9:07:15 AM
Notification Rules Engine		bseeley@smmhealth.com	1/23/2016 3:44:55 PM
Notification Rules Engine		bseeley@smmhealth.com	1/23/2016 3:44:55 PM
Event PPWK Delivery		bseeley@smmhealth.com	1/20/2016 2:28:30 PM
Notification Rules Engine		bseeley@smmhealth.com	1/2/2016 4:01:24 AM
Notification Rules Engine		bseeley@smmhealth.com	1/2/2016 4:01:24 AM
Notification Rules Engine		bseeley@smmhealth.com	11/10/2015 5:32:54 PM

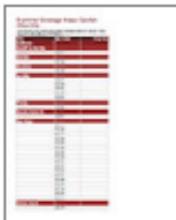
Reporting

Reporting

View default reporting for your account to keep up to date on your business.

- Currently the only report available is the coverage by city and zip that we have on file for you.

Reporting



Coverage

This report identifies the coverage areas we have listed for your account. The report is grouped by city and shows the details of each zip code we show coverage for within those cities. As always you can edit these areas by visiting the [MyCoverage](#) link.

Accounting

Accounting

View the checks we have on file for your account.

- This provides access to view your pending and past pay checks that we have on file for you.
- If the check numbers says Check Pending, click on the blue link and you will now be able to view the orders and fees to be paid out on your upcoming pay check. If you want to know when the check will be sent, please refer to the check date.
- If you need to know what orders you were paid for on a past pay check, then you can look through your previous pay checks. Clicking on the blue check number will open up the detail box drop down which will list all orders that were paid on that check.

Profile Center

Profile Center

Edit your profile and subcontractor settings.

- If you need to make any updates to your contact information, availability and options for receiving order assignments, status and forms use the Profile Center.

Your Profile

Details

Name Becki Seeley

Phone Number

Fax Number

Would you like to have text messaging turned on for your account?

Messaging Number

Email Address

[Change Password](#)

Pin

Address

Please allow 3 business days for address changes to take affect.

Physical Address

Street Address	<input type="text"/>		Suite	<input type="text"/>
City	State	Zip		
Anaheim	CA	92804		

Mailing Address
(Contractor Payments, Communications, etc.)

Street Address	<input type="text"/>		Suite	<input type="text"/>
City	State	Zip		
<input type="text"/>	<input type="text"/>	<input type="text"/>		

Same as Physical Address

News and Updates

News & Updates

View updates and news from Specialty Collections and ExamOne.

- View updates and news from Specialty Collections and ExamOne.

HeartBeats



The Heartbeat 11.10.15
Updates this week will go over applying with Exam One and direct orders.



The Heartbeat 11.10.15
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The Heartbeat 11.10.15
Updates this week will go over applying with Exam One and direct orders.

The Heartbeat 11.3.15
Updates this week include an update on the Exam One acquisition of Superior Mobile Medics, verifying the applicants ID, AAA Life Ins Co. and Northwestern Life Ins.



The Heartbeat 9-25-15
Great updates this week on where to refer applicants with questions on testing, Mass Mutual Life and Foresters Life Insurance and Annuity Company. Have a great weekend!



The Heartbeat 9-16-15
Great updates regarding medicaid, substandard underwriting, Flags VS Errors, Genworth and Symetra Life.

Supplies



- You will **NOT** use this tile to order additional supplies.
- If you need additional supplies, please contact your NP Network Specialist, Tambra Richardson or Jessica Miller.
- Supplies we do provide:
 - 3 blood pressure cuffs
 - Hand sanitizer
 - Monofilaments
 - Eye chart
 - Pen Light

Resources

Resources

Order supplies, view orientation materials and other needed information.

Click here to order supplies
Click here for shipment history

The screenshot shows the 'Resources' section of the MyOrders website. At the top, there is a navigation bar with links for Home, Main, Profile, Orders, Contact Us, and Logout. Below the navigation bar, the 'Resources' section is divided into several categories:

- Supplies:** A link to place exam kit supply orders and a link to view shipment history.
- Videos:** A section titled 'The Direct Orders System' containing two video thumbnails: 'MyOrders Direct Website Video Part 1' and 'MyOrders Direct Website Video Part 2'. Below these is a 'MyOrders Website Orientation Video' and a 'MyOrders Troubleshooting' video.
- Documents:** A section containing three document thumbnails:
 - CareTime Check-In Instructions:** A document with text explaining the check-in process, including the mandatory nature of the system and the use of a 6-digit access code.
 - Direct Order Payment Schedule:** A document with a table showing payment periods and dates from 12/10/2015 to 5/04/2016.
 - MyOrders Coverage Areas User Guide:** A document with a table showing coverage areas.

Support

Support

Click here for some quick instructions, help, and contact information.

[Home](#) | [Main](#) | [Profile](#) | [Orders](#) | [Contact Us](#) | [Logout](#)

Support

ExamOne

7480 Mission Valley Road #101
San Diego, CA 92108

P.O. Box 639014
San Diego, CA 92163-9014

Local & Cellular Calls Phone: (619) 299-EXAM (3926)

Toll Free Phone: (800) 898-EXAM (3926)

Direct Billing Support

Monday to Friday, from 7:00 AM to 4:00 PM (PST)
(619) 299-3926 or (800) 898-3926. Option (2), followed by Option (2)
Fax (877) 894-1427
Crystal.L.Campbell@examone.com Jennifer.M.Tlachac@examone.com

Credentialing

Monday to Friday, from 8:00 AM to 5:00 PM (PST)
(619) 299-3926 or (800) 898-3926. Option (2), followed by Option (6)
Fax (619) 398-0958 or (800) 462-7802
Jonathon.T.Doss@examone.com

Supplies Team

Monday to Friday, from 8:00 AM to 5:00 PM (PST)
(619) 299-3926 or (800) 898-3926. Option (2), followed by Option (3)
Supplies@superiormobilemedics.com

Specialty Collections / MediCheck Support

Monday to Friday, from 6:00 AM to 5:00 PM (PST)
(619) 299-3926 or (800) 898-3926. Option (5)
HealthSolutions@smmhealth.com

Other Information

Text Confirmations

- You will receive a text to confirm your appointment 3 days prior to the appointment
- If you do not respond, you will receive a call
- If you do not respond to the call, the order will be pulled from you and rescheduled



CareTime Telephonic Check In/Out

- Required upon arrival and departure to/from each appointment
- Call into the provided number
- Enter in your 6 digit examiner ID
- Enter 9 digit job code
 - After you enter the job code, the system will report “checked into the system at xx:xx (time)”. At that point, you are checked in and can hang up.
- Follow the same procedure to check out
 - **NOTE:** if you have more than one appointment today, you **MUST** check out before you will be allowed to check in for your next assignment.
- If you **DO NOT** check in 10 minutes of your scheduled arrival time we will start calling you to make sure you are there and the assessment is going to take place as scheduled.
- If you need to arrive early/late from the scheduled time of the appointment you must notify the Specialty Collections team prior to the appointment.

Specific instructions are available at the bottom of the Resource Tile

Monthly Quality Reporting

- Continuous tracking will take place within the system. Items included in the tracking include:
 - NP no-shows
 - Late assessments
 - Late to appointments
 - Failed check in's
- You will receive a report each month showing your errors that were assessed in each of these areas.
- Each error assessed will impact your quality score and may affect your ability to received additional appointments

Payments

- Pay periods
 - Days 1-15 of each month are paid on the 24th each month
 - Days 16- 30/31 are paid on the 9th of each month
- Payments will be automatic when we receive the assessment and images from ePass or the iPad
- Assessments need to be completed and submitted within 24 hours of your assessment of the member
 - If you are not able to complete the order for any reason within 24 hours, you will need to notify healthsolutions@smmhealth.com so they can add a status note of the reason.
- Member no shows are paid at half rate



Contacts

- Specialty Collections – call for assistance with questions regarding appointments.
 - Monday thru Friday, from 6:00 AM to 5:00 PM (PST)
 - 888-889-3691 – goes directly to Medichcek Team
 - (619) 299-3926 or (800) 898-3926. Option (5)
 - HealthSolutions@smmhealth.com

- NP Network Specialist – call for assistance with all other questions
 - Tambra Richardson and Jessica Miller
 - Monday thru Friday, 8:00 AM to 5:00 PM (CST)
 - 800-873-8845

Shari.a.newport@examone.com