

Positive Airway Pressure (PAP)

Customer Handbook



**Solutions for
Healthier Living**

Table of Contents

PAP Therapy Treatment	3
How PAP Therapy Works.	4
PAP Therapy Devices	4
Positive Airway Pressure (PAP) Device and Features	4
PAP Mask Options.	5
Sleep Apnea Equipment Cleaning	6
Home Safety Tips: PAP Devices	7
Warranty Information.	7
PAP Replacement Supplies	8
Insurance and Billing.	9
Billing.	9
Continued PAP Use.	9
Beneficiaries Entering Medicare	9
Rental Information.	9
Troubleshooting Common Issues.	10
PAP Accessories/Comfort Accessories	10
Preparing for an Emergency.	11
Service Locations	12

PAP Therapy Treatment

Positive Airway Pressure (PAP) is a therapy your provider has prescribed to treat breathing problems you experience while sleeping. This is a therapy you may need the rest of your life to reduce symptoms from your sleep disorder. PAP therapy is a treatment, not a cure for the following breathing disorders:

- Obstructive Sleep Apnea (OSA) is the most common sleep disorder and occurs when throat muscles relax and block breathing.
- Central Sleep Apnea (CSA) occurs when your brain doesn't send proper signals to the muscles that control breathing.
- Complex Sleep Apnea is when you have both central and obstructive disorders.

Symptoms you may experience if you have OSA or a sleep disorder:

- Difficulty concentrating
- Headaches in the morning
- Heart and blood vessel problems like high blood pressure (hypertension), heart failure or stroke
- Sexual dysfunction
- Daytime sleepiness
- Loud snoring
- Dry mouth and throat in the morning
- Shortness of breath when waking up
- Changes in breathing patterns

OSA and sleep disorders affect many people. It is more common in men than women, and women are more likely to experience it after menopause. The following are factors that may make you more likely to get sleep apnea:

- Being overweight
- History of smoking or tobacco use
- Using alcohol
- The structure of your face and nasal passages
- Certain medical conditions
- Family history of sleep disorders

PAP therapy, including the use of the device and mask interface, frequently takes time to become accustomed to. Things to remember when using your PAP device:

- Your attitude affects your therapy and success
- Most people take a month or two to adjust and settle into their PAP therapy

If you use your device every night during sleep, most people feel better rested, no longer snore when using the device, experience reduced daytime sleepiness, better heart function, improved blood pressure, and your overall quality of life may improve.

If you have specific questions regarding your diagnosis, please contact your treating provider.

How PAP Therapy Works

Positive Airway Pressure (PAP) therapy uses filtered room air to pressurize the air you breathe through your PAP device. Your machine is set at a pressure prescribed by your provider, and the use of the PAP device and pressure may take some time to get used to. The ramp feature and humidification setting, within your PAP device, are settings that can be used to make PAP therapy more comfortable.

The below pictures show your airway anatomy and the normal airflow. If you have OSA, when you fall asleep, your muscles and tongue relax creating a blockage in your airway. The pressure through your PAP device pushes your blocked airways open, making it easier to breathe.

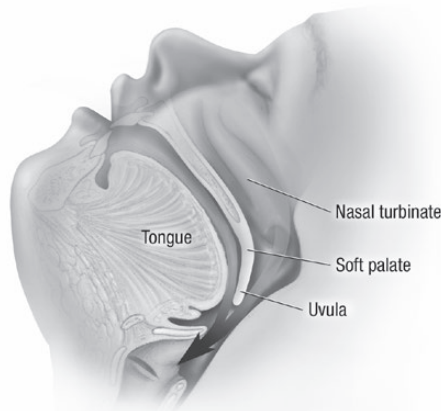
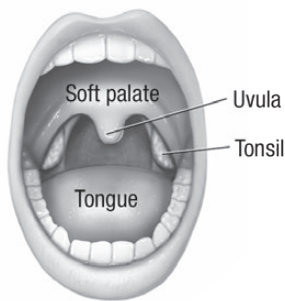


Figure 2. Normal breathing continues as long as your throat does not narrow too much.

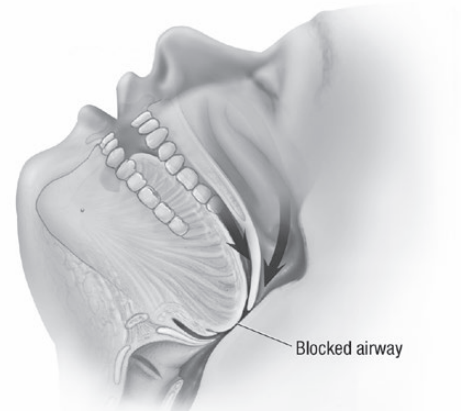


Figure 3. Sleep apnea

A narrowed or blocked airway can cause breathing to briefly stop, interrupting your sleep. Sleep apnea happens when breathing stops many times during sleep.

PAP Therapy Devices

There are different modes and devices your provider may prescribe based on your individual need and sleep study (PSG or HSAT) results. Each device will have an air blower, tubing, mask interface, humidifier, and will provide positive pressure during inhalation and exhalation. You may be prescribed a single pressure or a range that will start low and increase

during sleep as needed, based on your airway. Some patients may require a BiLevel Positive Airway Pressure (BiPAP) device which has additional therapy settings. Your provider will determine and prescribe the appropriate therapy and device as needed.

Positive Airway Pressure (PAP) Device and Features

- Easy to read PAP therapy device controls and usage display
- Device and humidifier manufacturer's warranty (See Owner's Manual for details)
- DC power available options
- Built-in comfort features
- Wireless modems for therapy data sharing with your provider
- Tubing
 - Heated: Has a built-in coil to keep the air temperature warm from the device to you. These built-in coils also reduce tubing condensation.
 - Non-Heated: Less expensive option that does not regulate the air temperature coming from the device to you.

PAP Mask Options

NASAL MASK

- Nasal masks are less invasive than other mask types.
- Nasal masks are ideal for individuals who:
 - Breathe through their nose (nasal breathers).
 - Have a lower prescribed PAP device pressure setting.
 - May feel claustrophobic when wearing a full face mask.
- Nasal masks may not work well for patient with certain facial structures or dentures.
 - Chin straps may be used to reduce leaks for mouth breathers.
- Depending on how you sleep, nasal masks may result in dry mouth due to air flow leakage through the mouth.

NASAL PILLOW MASK

- Nasal pillow masks are the lightest weight and least obtrusive form of PAP mask.
- Nasal pillow masks are ideal for individuals who:
 - Breathe through their nose (nasal breathers).
 - Have a lower prescribed PAP device pressure setting.
 - May feel claustrophobic when wearing a full face mask.
 - Toss and turn in their sleep.
 - Are concerned about skin irritation or discomfort on the bridge of the nose.

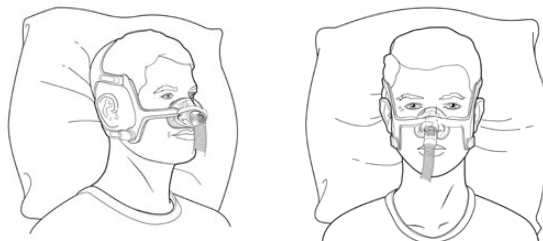
FULL FACE MASK

- Full face masks enclose and allow breathing through the nose and mouth and are the most commonly utilized PAP mask.
- Full face masks are ideal for individuals who:
 - Experience airflow leaks through their mouth.
 - Have a higher prescribed PAP device pressure setting.
 - Breathe through their mouth or have a deviated septum.
- Full face masks may not work as well for patients who:
 - Sleep on their stomach.
 - Have certain types of facial structure or dentures.
- Full face masks may require more adjustments than other mask types.

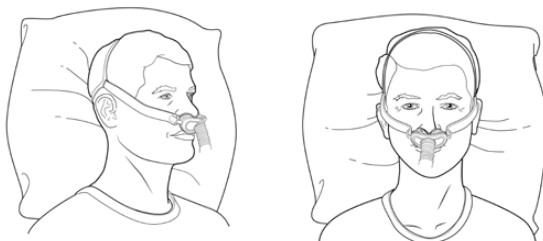
MASK FITTING

Our goal is to determine the best mask interface for your sleep therapy. We promise to inform you on proper use of your chosen mask and offer suggestions to be successful. If within the first 30 days of starting PAP therapy you feel the mask is not offering the best fit, we will work with you to provide a better fitting mask based upon usage data from your PAP device.

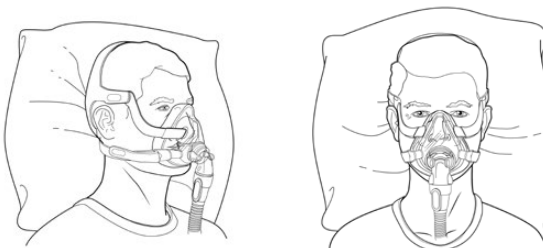
NASAL MASK



NASAL PILLOW MASK



FULL FACE MASK



WARNING

Some PAP masks have magnets that can affect objects or medical devices implanted in your body. Examples include pacemakers, cerebral spinal shunts, cochlear implants or any other type of object that has metal. People using a PAP device who have any of these, or sleep near someone who has an implanted device, should not use a PAP mask with a magnet.

Before you choose a mask, read the safety information that comes with the PAP mask. Always discuss mask options with your treating provider and the Mayo Clinic Store to make sure you choose a mask that is right for you.

Sleep Apnea Equipment Cleaning

These instructions are a guide for cleaning your PAP equipment. Refer to the instruction manual that comes with your equipment for specific manufacturer recommendations.

MASK

Wash daily. Natural body oils on your face can wear down the mask, which can cause a poor mask-to-face seal.

- 1 Remove the headgear from the mask.
- 2 Wash the mask in warm soapy water.
- 3 Rinse the mask under running water.
- 4 Shake off excess water.
- 5 Place the mask on a clean hand towel to air-dry or use the hand towel to dry the mask.

* In lieu of steps 1 through 5, use an approved mask cleaning wipe and allow to air-dry.

NASAL PILLOWS

Wash daily.

- 1 Remove the nasal pillows from frame.
- 2 Wash the nasal pillows in warm soapy water.
- 3 Rinse the nasal pillows under running water.
- 4 Shake off excess water.
- 5 Place the nasal pillows on a clean hand towel to air-dry or use the hand towel to dry the nasal pillows.

* In lieu of steps 1 through 5, use an approved mask cleaning wipe and allow to air-dry.

SUPPLIES NEEDED

- Mild liquid dish detergent (for example: Ivory or Joy)
- Sink or basin
- Clean hand towel

HUMIDIFIER

Water or moisture that sits in the water chamber when not in use readily begins to grow mold and fungal material. When these are blown with pressure through your nose, it can trigger allergies, rhinitis (clear, runny nose) and congestion. This makes tolerating PAP therapy difficult.

- 1 Daily empty the humidifier tub and wipe it thoroughly with a clean cloth. Allow it to dry out of direct sunlight.
- 2 Weekly wash the inside of the water chamber with warm soapy water or a solution with a ratio of 1 part vinegar and 9 parts water at room temperature.
- 3 Rinse the inside of the water chamber thoroughly.
- 4 Pour out excess water.
- 5 Use a clean hand towel to wipe the outside of the water chamber and allow the inside of the water chamber to air-dry.

TUBING (HEATED & NON HEATED)

Wash weekly.

- 1 Separate tubing from the PAP unit and mask or nasal pillows.
- 2 Wash the tubing in warm soapy water.
- 3 Rinse the tubing under running water.
- 4 Shake off excess water.

- Device to hang tubing (for example: shower bar, towel rack or back of a chair)
- White vinegar (optional)
- Non-alcohol based wipes (optional)

- 5 Allow tubing to air-dry by hanging it so that water will drain out. Tubing also can be dried by reattaching it to the PAP unit and turning the unit on for several minutes.

*If using heated tubing, assure electronic contacts are dry before reconnecting to your PAP device.

HEADGEAR

Wash weekly.

- 1 Close the Velcro tabs so that they do not accumulate lint from the drying towel.
- 2 Hand wash the headgear in warm soapy water. Do not wash the headgear in the washing machine.
- 3 Rinse headgear thoroughly.
- 4 Place the headgear on a clean hand towel to air-dry or use the hand towel to dry the headgear. Do not dry the headgear in the clothes dryer.

DISPOSABLE MACHINE FILTERS

Check monthly (more often if needed, for example: your PAP unit is in a dusty room or you have a house pet).

Remove the filter from the PAP unit and replace with a new, unused disposable filter.

Sleep Apnea Equipment Cleaning, continued

PAP UNIT

- 1 Remove household dust from the PAP unit by wiping it with a damp cloth.
- 2 Do not place liquids on top of the PAP unit.

EQUIPMENT CLEANING ADDENDUM

Traveling

You can travel with your PAP equipment. When traveling, PAP cleaning wipes can be used to clean your mask. PAP manufacturers normally recommend only distilled water is used with humidification due to potential mineral deposits in the system, hose or mask. In rare circumstances where distilled or purified water is not available, bottled water should be used in place of distilled water.

Important

- Do not keep or use cleaning supplies that are expired.
- Follow your manufacturer's instructions on when to replace equipment and/or supplies.
- Do not put solutions in the water chamber that may be harmful to you; these include bleach and other cleaning products with similar strong chemicals.
- Do not put products such as VICKS in the humidifier.

Home Safety Tips: PAP Devices

- PAP devices should be plugged directly into grounded outlets, do not use with surge bars or extension cords.
- Only use the PAP device with the manufacturer provided power cord.
- Power cords should be free from breaks or frayed endings and should be kept away from hot surfaces to avoid damage.
- Do not immerse the PAP device, power supply, or cord into water or spill liquids onto the device.
- Never attempt to do self-maintenance on the PAP device.
- Contact the Mayo Clinic Store if the power supply or cord becomes hot to the touch.

Warranty Information

- PAP equipment is warrantied according to the manufacturer's guidelines.
- Warranties may be voided due to water, smoke damage, or neglect.
- Warranties are subject to manufacturer defect and will not be guaranteed if the product is unusable due to neglect or mistreatment.
- Your insurance may cover repairs after the warranty period expires. Please contact the Mayo Clinic Store in the event your PAP device is lost, stolen or damaged.

PAP Replacement Supplies

HOW TO OBTAIN PAP SUPPLIES

You may obtain replacement supplies by contacting the Mayo Clinic Store where you obtained your device or our Mail Order department.

Medicare or your insurance company may require documentation demonstrating compliance for replacement sleep apnea supplies. You can call your insurer regarding your specific coverage criteria.

Order by Telephone

Call our Mail Order department toll-free 888-303-9354. Our customer service representatives are available Monday through Friday, from 8 a.m. to 5 p.m. Central time. Please have your insurance information and/or preferred method of payment available (accepted credit cards are Visa, MasterCard, American Express and Discover).

Shipping and Handling (Continental U.S.)

Orders totaling up to \$125 will have a flat \$10.95 shipping charge (bulk items extra). Orders of more than \$125, or billed to insurance, will be shipped free of charge

We can provide premium shipping services including next day and second day. Charges for premium shipping services will be added to the invoice.

WHY SHOULD YOU OBTAIN REPLACEMENT PAP SUPPLIES REGULARLY?

- Masks get brittle and dirty from continued use.
- Bacteria will build up inside the tubing and mask.
- If you are ill while using your sleep apnea device, you will need to replace supplies once you are feeling better; viruses are known to stay alive in moist and confined areas for several weeks.
- Disposable supplies are not intended to be used indefinitely.
- Oils from your skin will cause the masks and headgear to lose elasticity, which you will compensate for by over tightening the straps; this may ultimately result in your facial skin breaking down.
- Mask leaks will result in a loss of pressure, causing you to lose the benefits of your sleep apnea therapy.
- Your skin may break down from continued use of a dirty mask.

HOW OFTEN MAY I REPLACE PAP SUPPLIES?

The chart below is a guide as to the frequency Medicare and Medical Assistance (Minnesota or Wisconsin) may replace your disposable supplies, which may be different from commercial carrier's standards. HCPCS Code is a reference to the codes that Medicare and other insurance companies use to identify products.

HCPCS CODE	ITEM	MEDICARE SCHEDULE	MN MEDICAID SCHEDULE	WI MEDICAID SCHEDULE	IA MEDICAID SCHEDULE
A7046	Humidifier Chamber	1 per 6 months	1 per 6 months	Varies (1-4 per month)	1 per 6 months
A7039	Washable Filter	1 per 6 months	1 per 6 months	1 per 3 months	1 per 6 months
A7038	Disposable Filter (Ea)	2 per month	2 per month	2 per month	2 per month
A7037	Tubing	1 per 3 months	1 per 3 months	2 per 3 months	1 per 3 months
A7036	Chinstrap	1 per 6 months	1 per 6 months	1 per 3 months	1 per 6 months
A7035	Headgear	1 per 6 months	1 per 6 months	1 per 3 months	1 per 6 months
A7034 & A7035	Nasal Pillow Kit w/ Headgear	1 per 6 months	1 per 6 months	1 per 3 months	1 per 6 months
A7034	Nasal Mask	1 per 3 months	1 per 6 months	1 per 3 months	1 per 3 months
A7033	Nasal Pillows	2 per month	2 per month	1 per 3 months	2 per month
A7032	Nasal Mask Cushion	2 per month	2 per months	1 per 3 months	2 per month
A7031	Full Face Mask Cushion	1 per month	1 per dispensing, 2 per month	1 per 3 months	1 per month
A7030	Full Face Mask	1 per 3 months	1 per 6 months	1 per 3 months	1 per 3 months
A4604	Tubing With Heating Element	1 per 3 months	1 per 3 months	No Coverage	1 per 3 months

Medicare and Medical Assistance require that we document that the person is continuing to use the sleep apnea device, the products need to be replaced due to damage or wear and that the recipient is not receiving home health care or is not in a skilled nursing facility.

Insurance and Billing

Billing

The Mayo Clinic Store will file claims to your insurance on your behalf. However, insurance payers typically require the following supporting documentation:

- Treating provider prescription
- Home or in-facility sleep study demonstrating qualifying need for therapy equipment
- Face-to-face visit documentation with your treating provider; this visit should indicate symptoms indicating the necessity of the sleep study
- Insurance information

Charges for PAP equipment and supplies will be submitted separately from your professional or hospital charges. If you have questions or concerns about your PAP equipment or supplies bill, please call our Mayo Clinic Store Business Office at 888-303-9354. The patient is responsible for amounts not covered by insurance.

Continued PAP Use

For continued coverage of your PAP device and ongoing supplies, many insurance plans require documentation of compliance and usage which requires you to use the device at least four hours on 70% of the nights during a consecutive 30 day period.

Medicare and certain other insurances will require a subsequent face-to-face visit with your treating provider between day 31 and 90 after starting your PAP therapy. Follow-up face to face evaluation required date range:

___/___/___ to ___/___/___ (certain insurances only)

If you do not meet the compliance requirements, you may be required to return the device or you would be financially responsible for any remaining rental balance.

Beneficiaries Entering Medicare

Patients receiving supplies under commercial insurance and transitioning to Medicare coverage must have a face-to-face evaluation by the treating provider after entering Medicare. The treating provider must document specific information in the medical record, and we must receive this information before we can submit supplies for Medicare coverage. A detailed prescription is required to provide supplies and to bill Medicare insurance.

Rental Information

- The Mayo Clinic Store will provide PAP equipment/supplies consistent with your treating provider's prescription and within insurance limitations.
- Depending upon your insurance coverage, your PAP equipment may be billed as a purchase or rental. You may be financially responsible for any charges not paid by insurance, which may include co-pays, coinsurance, or deductibles.
- The Mayo Clinic Store retains ownership of all rental PAP equipment until the rental period is complete. Once the rental period has ended, the PAP equipment ownership will transfer to the patient.
- Contact your Mayo Clinic Store right away if you are admitted to a hospice service or transfer to a nursing home.
- Mayo Clinic Store requires you to provide a credit card on file to dispense any rental equipment.
- You are responsible for the safe use of the PAP equipment.
- Any damage to rentals returned to the Mayo Clinic Store may incur additional charges. (Examples include: damage due to smoking materials, water, etc.)

Troubleshooting Common Issues

“MY MASK LEAKS.”

Possible causes are:

- Mask not positioned correctly
- Mask is the wrong size for you
- Body position is affecting the mask
- Supplies including mask, cushions, or headgear are worn out.
- Mask headgear tension is too tight or too loose.

People who sleep on the side can roll the end of the pillow so it is off the cheek. If you need to come in to be refitted for a different mask, bring your mask and PAP device.

“TOO MUCH PRESSURE!”

Many people need time to adjust or feel comfortable with a PAP device. Ask for advice if you need reassurance or additional instruction.

“MY NOSE IS UNCOMFORTABLE” — “I HAVE A DRY THROAT.”

- Review your humidifier use; you may need to increase the setting
- A chinstrap may be needed to prevent mouth breathing
- If snoring is occurring, contact your treating provider

“I HAVE A HEAD COLD. CAN I USE MY PAP EQUIPMENT?”

- Seek the advice of your treating provider; PAP can be uncomfortable under these conditions
- Generally you can use your PAP equipment, consider increasing your humidification to a higher setting

“MY SKIN IS RED OR BREAKING DOWN.”

- Headgear is too tight, use just enough tension to effect a seal
- Irritation or allergic reaction
- Talk to your treating provider regarding the use of a barrier such as cotton or moleskin
- Sometimes a mask of different materials will help alleviate skin irritation

PAP Accessories / Comfort Accessories

COMFORT ACCESSORIES

- PAP Pillow
 - Designed for side sleepers to help reduce mask shifting by minimizing pressure on the face and provide better head, neck and shoulder comfort.
- Mask Liners
 - Help reduce mask noise, leaks and prevents skin redness and irritation.
- Nasal Pads
 - Help reduce skin irritation, mask leaks and facial sores around your nose.

- Nasal Lubricant
 - Help reduce or prevent chafing, irritation, dryness or cracking from using a PAP mask. Nasal lubricants should be petroleum-free which reduces mask breakdown and are safe for patients with nighttime oxygen.
- Eye Shields
 - Help reduce dry eyes and discomfort from PAP mask air leaks into the eyes.

TRAVEL ACCESSORIES

- Portable PAP devices
- Voltage Adapters
 - Universal electrical plug to support international travel.

CLEANING ACCESSORIES

- Mask Cleaning Wipes
 - Specifically formulated wipes effective for cleaning and maintaining all types of PAP masks.
- Tubing Cleaner Brushes
 - Six foot long tubing brush to more efficiently clean both heated and non-heated tubing.
- Mayo Clinic Store offers ozone and UV cleaning devices. Please ask for details and discuss with your provider.

Preparing for an Emergency

All states have disasters. It is smart to prepare for the unexpected. Before a disaster, learn how you will know there is an impending hazardous event. Familiarize yourself with the signs of events that come without warning and know the local advance alerts and warnings and how you will receive them. Knowing about the local emergency plans for shelter and evacuation and local emergency contacts will help you develop your household plan and will also aid you during a crisis.

- 1 **Make your Emergency Kit.** You can start with the basics and add on over time.
- 2 **Make a Family Communications Plan.** If you are separated and cannot get in touch with your family, each family member should call the same contact. Have an emergency contact in your local area, a contact out-of-state and a neighborhood meeting place.

- 3 **Make a Family Evacuation Plan.** In an emergency, you may need to leave your home quickly. Make sure everyone knows the plan. Include a plan for pets in case you need to evacuate.
- 4 **Make a Plan for People with In-Home Needs.** Consider helping neighbors who may have special needs. Identify a neighbor or family member who can help if a care provider cannot get to your family member with special needs.

HOME EMERGENCY KIT

In an emergency, having these few items in your home can help keep your family safe:

- ☐ Water — at least 1 gallon per person per day
- ☐ Wired telephone
- ☐ Can opener (non-electric)
- ☐ First aid kit
- ☐ Battery powered radio
- ☐ Flashlight & battery-powered lantern
- ☐ ABC type fire extinguisher
- ☐ Three-day supply of canned or dried foods
- ☐ Smoke detectors and carbon monoxide detectors
- ☐ Three-day supply of baby food and formula
- ☐ Prescription medication
- ☐ Hand cleaner/sanitizer

If you lose power, eat the food in your refrigerator first. Without power, a refrigerator should keep food at a safe temperature for about four hours.

GRAB BAG

You may have to leave your home quickly in an emergency. Some important items are:

- ☐ One day's clothing and shoes for each family member
- ☐ Towels, blankets or sleeping bags
- ☐ Personal care products (diapers, feminine hygiene products)
- ☐ Flashlight and extra batteries
- ☐ Prescription medications & PAP
- ☐ Granola bars/trail mix
- ☐ Extra set of car keys
- ☐ Cash & prepaid phone card
- ☐ Copies of important documents: Medical and prescription information, passports, birth certificates, driver's license, insurance papers, contact list of family and friends

Service Locations

The Mayo Clinic Store is available to assist with questions related to your PAP device.

Normal business hours for the Mayo Clinic Stores are Monday–Friday, 8 a.m.–5 p.m. For emergency issues that cannot wait until the next business day, contact the store where you received your equipment for further assistance.

ARIZONA	MINNESOTA	WISCONSIN	IOWA
PHOENIX (480) 342-4830	ALBERT LEA (507) 668-2913	EAU CLAIRE (715) 838-1815	DECORAH (563) 382-0028
	AUSTIN (507) 434-1266	LA CROSSE (608) 392-9797	
	FAIRMONT (507) 238-5133	MENOMONIE (715) 838-1815	
	MANKATO (507) 594-2689	ONALASKA (608) 392-9797	
	OWATONNA (507) 444-5098		
	RED WING (651) 385-3450		
	ROCHESTER (507) 284-9669 For emergency assistance outside of normal business hours, call (507) 284-2511		

Mayo Clinic Store values your opinion. Please complete a survey using the QR code with your phone or tablet.

