



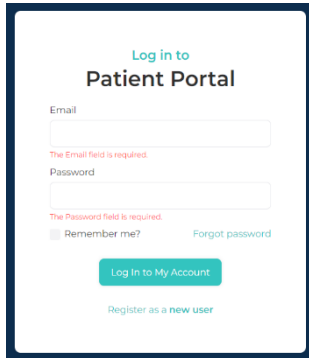
SNAP Patient Portal

This document is intended to introduce patients to the SNAP Patient Portal for placing new orders, checking order status, updating contact information or insurance information.

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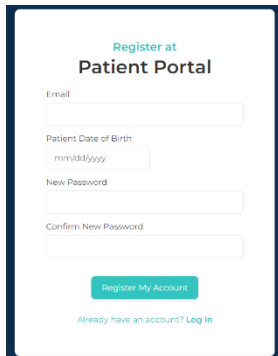
How Do I Access the SNAP Patient Portal?



The SNAP Patient Portal allows patients to place new orders when eligible, check the status of orders in progress, update contact information, and update insurance information.

To access the portal login screen, navigate to: <https://portal.snapworx.com/>

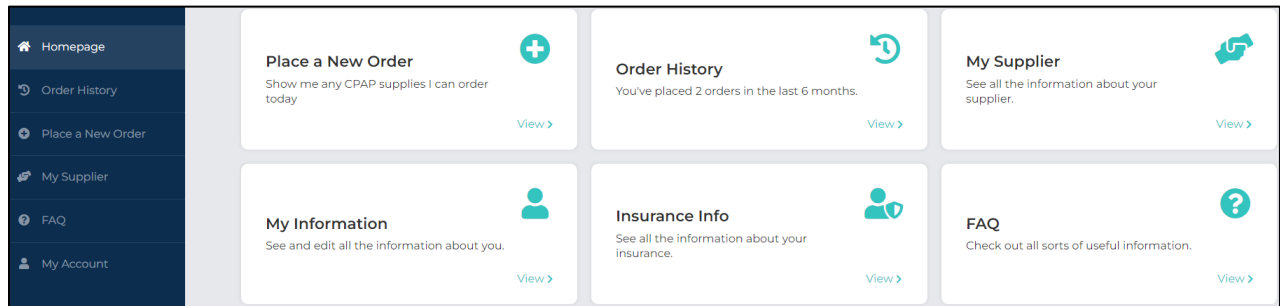
How Do I Create a SNAP Patient Portal Login?



1. Select **Register as a new user**.
2. Enter the **Email** address associated with your SNAP account.
3. Enter **Patient Date of Birth**.
4. Choose and **Confirm a New Password**.
5. Select the **Register My Account** button.

How Do I Place New Orders?

SNAP automatically knows when patients are eligible to place new orders.



1. On the Homepage, select **Place a New Order**.
2. Eligible items are automatically selected by SNAP. However, patients may uncheck any item they do not wish to order at this time.
3. Answer the **Reason for Replacement** for each eligible item.
4. Confirm the shipping address.
5. Select **Place my order now**.
SNAP displays confirmation of the successfully placed order.

NOTE: The **Place New Order** button is not displayed if patients are not eligible for new orders. SNAP will display the number of days remaining to reach eligibility.

The screenshot shows the 'Place New Order' form with five numbered steps:

1. A bracket on the left side of the table indicates the selection of items.
2. A bracket on the right side of the table indicates the selection of reasons for replacement.
3. A bracket on the left side of the shipping address form indicates the entry of address details.
4. An arrow points to the 'Place my order now' button.
5. An arrow points to the confirmation message.

ADD	ITEM	QTY	DETAIL	REASON FOR REPLACEMENT
<input checked="" type="checkbox"/>	CPAP Cushion or Pillow	3	CPAP Cushion or Pillow	Wear & Tear
<input checked="" type="checkbox"/>	CPAP Disposable Filter	6	CPAP Disposable Filter	Soiled/Contaminated
<input checked="" type="checkbox"/>	CPAP Mask	1	CPAP Mask	Stretched
<input checked="" type="checkbox"/>	CPAP Tubing	1	CPAP Tubing	Wear & Tear

Where should we ship your supplies?

Street 1: 123 Address Street 2:

City: Nashville State: Tennessee

ZIP code: 12345-1234

Thank you for placing a new order
Your order will ship once our team verifies your insurance coverage and prescription. As a reminder, there may also be costs associated with this order due to copayments.

How Do I Review Previous Orders?

1. Select **Order History** to see details about past orders in SNAP or those currently in process.
2. Newly booked orders are shown within 15 – 120 minutes of booking.

1

My Orders

Order number: 3224633

- 1 x H5i Climateline Tubing (S9 Machines Only!)
- 6 x ResMed S9 Disposable Filter Qty 1
- 1 x Forma Full Face Mask Only Size MEDIUM
- 3 x Forma Full Face Cushion Size LARGE

Address:
123 Address
Nashville, TN, 12345-1234

Tracking number:
Not yet available

Booked date:
9/22/2020

Order state:
Order Verify Primary Insurance

In order state since:
9/22/2020

Order number: 3202017

- 1 x Forma Full Face Mask Kit Size MEDIUM/LARGE
- 1 x ResMed S9 H5i Water Chamber Only
- 1 x H5i Climateline Tubing (S9 Machines Only!)
- 3 x Forma Full Face Cushion Size LARGE

Address:
123 Address
Nashville, TN, 12345-1234

Tracking number:
1255Y877YW09097845

Booked date:
6/9/2020

Order state:
Order Complete

In order state since:
6/11/2020

Patients can see their current order and last order status including tracking information.

2

My Orders

Warning

! If you have recently booked an order, but don't see it on this screen – it's OK!
All booked orders will show on this screen within 15 – 120 minutes of booking.
We're just analyzing all of the information about your order/equipment/doctor/insurance so we can give you an accurate update.

[To home](#)

How Do I Update My Contact Information?

Select **My Account > Contact Info** to update Personal Information, Billing Information or Caregiver Information.

1. Select **Save all edits** to save your changes.

My Contact Information Hi, Sample Patient

Personal Information

First name: Last name:

Middle initial:

Suffix:

Primary email:

Mobile phone:

Other phone:

Billing Information

Street 1:

Street 2:

City:

State:

ZIP code:

Caregiver Information

First name:

Last name:

Phone:

Email:

[Save all edits](#) [To home](#)

How Do I Update My Insurance Information?

Select **My Account > Insurance Info** to provide updated insurance policy information.

1. Select the **Upload new insurance information** button and enter **Policy ID** and **Subscriber Name**.
2. Select **Upload front of card** and **Upload back of card** to upload images of the insurance card.
3. Choose the **Upload** button to save the images to SNAP.

Insurance Information Hi, Sample Patient

Medicare Oregon - MEDICARE-D NORIDIAN HEALTHCARE SOLUTIONS

Group ID:

Policy ID:

Subscriber name:

[Upload new insurance information](#)

Edit Insurance Information Hi, Sample Patient

Medicare Oregon - MEDICARE-D NORIDIAN HEALTHCARE SOLUTIONS

Group ID:

Policy ID:

Subscriber name:

[Upload front of card](#)
Choose the image from your device

[Upload back of card](#)
Choose the image from your device

[Upload](#) [To home](#)

How Do I Contact My Supplier?


On the Homepage, select **My Supplier** to display contact information for your supplier.

My Supplier Information

Hi, Sample Patient


Contact Information

Company:
Demo



Address

Address for mail/returns:



[To home](#)

Frequently Asked Questions

On the Homepage, select **FAQ** to review frequently asked questions.

FAQ


Hi, Sample Patient

Our Details

More details and features to come
For now, you're welcome to call **Demo** with any feedback or questions. Use account ID **2950147** if prompted.

Contact US

If you have any questions don't hesitate to give us a call.



FAQ

What if I've changed my doctor?
Just call us with your new doctor's information, and we'll update your account.

How often can I get supplies?
Many insurance plans will pay for a replacement mask and equipment every 90 days. Please contact us to find out your exact replacement schedule.

When am I eligible for a new machine?
Insurance typically covers a new machine every five years. Please call us to find out if you're eligible for a new one.

[To home](#)