



The #1 Hearing Care Practice Management Solution

Sycle Private Practice Managed Care User Guide

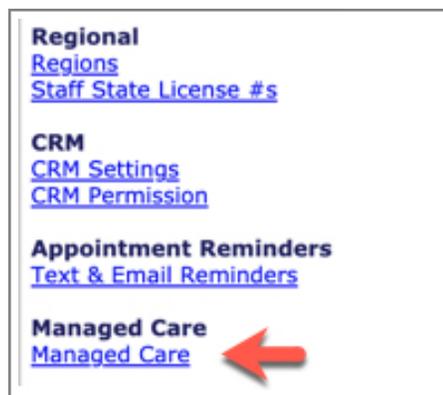


SETTING UP MANAGED CARE PROGRAMS

In a response to the growing Managed Care patient's practices are seeing, Sycle has added a New Managed Care section that will allow you to create Managed Care programs located within the Administration section of Sycle. Once the programs have been created, the program can be added to the patient. After a Patient is added to one of the Managed Care Programs you have created, it will be visible at the top of the Patient Summary and on the Appointment Summary.

Follow the below steps to Set up Managed Care Programs:

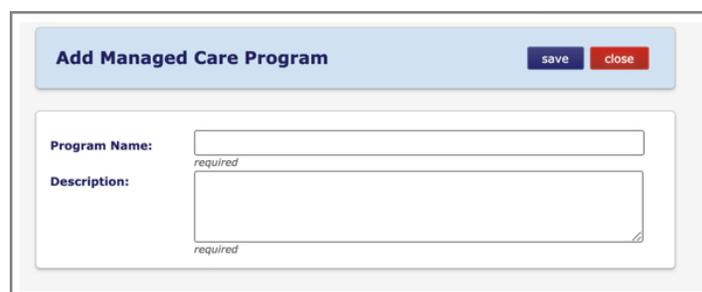
1. Navigate to the Administration Section of Sycle.
2. On the bottom left of the Administration page, click on the **Managed Care section link**.



3. Then click **create new program**.



4. The Add Managed Care Program screen will open. You will enter the Program Name as you want it to appear and a Description, then click **save**.

A screenshot of the 'Add Managed Care Program' form. The form has a title bar with 'Add Managed Care Program' and 'save' and 'close' buttons. Below the title bar, there are two input fields: 'Program Name:' with a text box and a 'required' label below it, and 'Description:' with a larger text area and a 'required' label below it.

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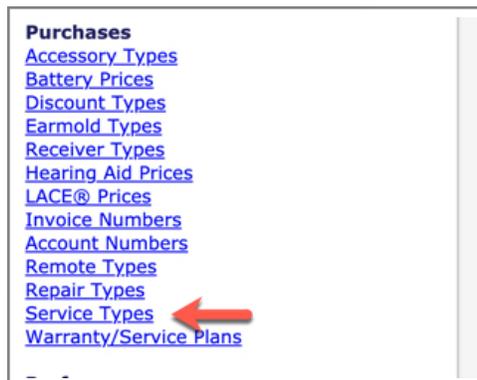
- a. The description should be very detailed allowing you to quickly see what benefits the patient has. Please see the example below.

Program Name:	Tru Hearing <i>required</i>
Description:	3 Free service appointments after evaluation within 1 year, \$65 max service charge after free, L&D \$275/aid - ASH order and collect, Return Fee \$100 paid by TruHearing <i>required</i>

5. Should you need to make updates to any of the programs you have created, there is an **edit** link to the right of the program name.

Managed Care Programs		
Program Name	Description	Actions
Tru Hearing	3 Free service appointments after evaluation within 1 year, ...	Edit Delete
Test Program	3 follow up visits within first year, then \$65/visit.	Edit Delete
Epic	Level 1 = \$400.00	Edit Delete
TruHearing Select/Premium	3 Free service appointments after evaluation within 1 year, ...	Edit Delete

6. While in the Administration section, verify that you have added a service for your Managed Care programs. These can be added by clicking on the **Service Types** link under Purchases.



7. Lastly in Administration, verify that the Managed Care Companies are added as Insurance companies.
Note: This will allow you to make the Purchase Summary Due from Insurance insuring that a statement is not accidentally mailed to a patient showing they are responsible for the balance.



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Now that the Managed Care Programs have been set up, there will be a new Managed Care section in the New Patient Input for Existing Patients, and the new Managed Care section is at the bottom of the Patient Summary.

New Patient Input
noah import save save and add another

Identity

Title:

First Name: required

Middle Initial:

Last Name: required

Suffix:

Preferred Name:

Street 1:

Street 2:

City:

State/Province:

Zip/Postal Code:

Country:

Patient Type:

Insurance Patient:

Speech Pathology:

Tinnitus:

Gender:

Date of Birth: required

Preferred Language:

Phone Numbers **Ext** **Primary**

required

Home: x

Work: x

Cell: x

Other: x

Email Address:

required

managed care

Managed Care Program:

Program Expiry Date: required

mail history			
Date Sent	Mail Code	Title	Description
05/31/2019	NEWCRM.72	Thank You Letter	This letter thanks the patient for their decision to seek better hearing through hearing aids. It is used to reinforce their decision and should be sent out the day after the purchase.
06/06/2019	NEWCRM.72	Thank You Letter	This letter thanks the patient for their decision to seek better hearing through hearing aids. It is used to reinforce their decision and should be sent out the day after the purchase.
07/25/2019	NEWCRM.72	Thank You Letter	This letter thanks the patient for their decision to seek better hearing through hearing aids. It is used to reinforce their decision and should be sent out the day after the purchase.
10/08/2019	NEWCRM.404	Thank You Letter(2)	This letter thanks the patient for their decision to seek better hearing through hearing aids. It is used to reinforce their decision and should be sent out the day after the purchase.
11/26/2019	NEWCRM.404	Thank You Letter(2)	This letter thanks the patient for their decision to seek better hearing through hearing aids. It is used to reinforce their decision and should be sent out the day after the purchase.
05/21/2020	NEWCRM.176	Test No Sale	This letter reinforces the importance of treating hearing loss early, and the solutions available to the patient. This should be sent out the day after the patient was seen.

managed care
add

This patient has no managed care programs.

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Finally, now that a Managed Care program has been added to a patient, you will be able to see the program at the top of the Patient Summary and on the Appointment summary.

Patient Summary

patient finance chart history HCFA purchase new appointment archive

Patient: **John Adams**
Managed Care: Tru Hearing (Exp. 05/18/2022) [See Details](#)

Appointment Summary

Patient: **John Adams** [\(205\) 555-1235](#)
Preferred Name:
Time Since Last Purchase: 0.6 years

Managed Care: Tru Hearing (Exp. 05/18/2022) [See Details](#)

NOAH

Click on **details** to see the program description.

Managed Care Program

Managed Care Program: Tru Hearing

Program Expiry Date: 05/18/2022

Program Description: 3 Free service appointments after evaluation within 1 year, \$65 max service charge after free, L&D \$275/aid - ASH order and collect, Return Fee \$100 paid by TruHearing Fit \$325/aid

ADDING A NEW MANAGED CARE PATIENT AND SCHEDULING THE APPOINTMENT

Adding Patient and Appointment

1. Click the **Add New Patient** link and enter the patient demographics, referral source and the Managed Care Program. Then click **Save + New Appointment**.
2. Next, select the appropriate Appointment type.
3. Then select the appropriate Referral Source (if this was not selected when adding the patient).

New Appointment

Patient: John . Adams
Orig Ref Src: Physician Referral
Orig Sub Ref Src: Dr. So and So

Managed Care: Tru Hearing (Exp. 05/18/2022) [See Details](#)

identity

Address: AL
USA

Patient Type: Current
Phone Number: (205) 555-1235 (cell)
E-mail Address:

appointment

Clinic: Helena
Provider: George Lucas

Type: required

Referral Source: required

Referral Subcategory: required

Description:

Date: 05/19/2021
Time: 10:00 AM

Length: minutes

Status:

Prior Auth. #:

Prior Auth Exp:

Referring Phys:
[lookup](#) || [clear](#)

COMPLETING A DIAGNOSTIC EVALUATION AND CREATING A PURCHASE SUMMARY

Completing Diagnostic Evaluation

1. To complete the Diagnostic Evaluation in Sycle, click on the **appointment in your schedule** to open the Appointment Summary.
2. Click on **enter outcome**.
3. Log notes in Outcome Notes section.
4. In the hearing test section, choose **DID NOT TEST**.

hearing test --Select One-- NOAH

Left Ear Hearing Loss		Right Ear Hearing Loss
Level: Did Not Test <small>required</small>		Level: Did Not Test <small>required</small>
Type: --Select One-- <small>required</small>		Type: --Select One-- <small>required</small>
Shape: None		Shape: None

5. Scroll down to Purchases and ensure **yes** is selected.

purchases

Were there any purchases with this appointment?

Yes No

Send John Adams a CaptionCall phone for no cost, no obligation. Delivery and install included.

6. Click on **services** and choose fitting fee type (TruHearing Fitting Fee, United Healthcare Fitting Fee, etc).
7. Put in the amount of fee that you will be receiving, and click **save**.

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8. Also, on the invoice click **add** next to due from insurance. From the drop-down menu, choose the correct managed care and click **save**. This will easily allow you to track balances due from the managed care programs.

add	Hearing Aids		Batteries	add
add	Earmolds	2	Services	add ←
add	Warranties	1	Accessories	add
add	Repairs		LACE@	add
add	Loan	1	Remotes	add
add	Receivers		Due from Insurance	add ←

Purchase Summary

close

Apply for HealthiPlan® Instant Credit
apply now

Patient: [John Adams](#)

AL
USA
(205) 555-1235

Managed Care:
Tru Hearing
(Exp. 05/18/2022)
[See Details](#)

PO#:

Helena
Fenta Clinic
1008 Maryanna Rd
Calera, AL 354085436
USA

(256) 999-7373
(205) 415-6971

Staff:

Clinic:

Date:

Tracking #:

Invoice #: 210000007055

Qty	Item	Description	Unit Price	Amount	Order Tracking (Delivered)	Action
2	Service	Service : TruHearing Premium Fitting Fee	\$400.00	\$800.00		edit delete return
	Due From Insurance	Benefit from TruHearing amt unknown				edit delete denial

Invoice Total	\$800.00
Sales Tax	\$0.00
Grand Total	\$800.00
Insurance Payments	\$0.00
Total Write-Offs	\$0.00
Patient Payments	\$0.00
Amount Due From Insurance	\$800.00
Amount Due from Patient	\$0.00

payment
write off
refund
fee

delete all
show details
create PO#

save
print
close

To Enter in Audiogram Results

1. Search patient in Sycle and **click on patient name** to get into patient summary.
2. Scroll down to hearing loss section, and click on **edit**.
3. Put in the test date, type of loss, and click **save**.

hearing test

Left Ear: Right Ear: Last Test Date:

NOAH Refresh edit import

Edit Patient Hearing Loss

Test Date: Month Day

Left Ear Hearing Loss

Level: Level 4 - Moderate *required*

Type: Sensorineural *required*

Shape: None

Left Ear Hearing Levels in dBs

Levels:	125	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
Threshold:											
UCL:											
BC:											
IP:											
MCL:											
FF:											

Left Ear Speech Audiometry

Use Hearing Level: Yes

Rcpt Threshold:

Most Comf Lvl:

Uncomf Lvl:

Discrimination In Quiet

Speech Level: Score:

Left Matrix Selection

Power Level:

Peak Gain:

Slope:

Notes:

Right Ear Hearing Loss

Test Date: Month Day

Level: Level 4 - Moderate *required*

Type: Sensorineural *required*

Shape: None

Right Ear Hearing Levels in dBs

Levels:	125	250	500	750	1K	1.5K	2K	3K	4K	6K	8K
Threshold:											
UCL:											
BC:											
IP:											
MCL:											
FF:											

Right Ear Speech Audiometry

Use Hearing Level: Yes

Rcpt Threshold:

Most Comf Lvl:

Uncomf Lvl:

Discrimination In Quiet

Speech Level: Score:

Right Matrix Selection

Power Level:

Peak Gain:

Slope:

Notes:

save close

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To Enter Patients Hearing Aid(s)

1. Once hearing aids are received in your office, search patient in Sytle and click on **patient name** to get into patient summary.
2. From the Patient Summary, scroll down to other equipment, and click **add**.

Ear	Item	S/N	Purchase Date	Price
Left	PhonakAudeo P90-RRICDigital	5623599	10/23/2020	\$3,000.00

3. Put in all the information about the hearing aid(s) (make, model, type, battery size, purchase date, warranty dates, etc.).

Patient Equipment Edit [save]

current equipment

Left Ear

Manufacturer: --Select One--
Type: --Select One--
Model: --Select One--
Technology Lvl: --Select One--
Serial Number:
Battery Type: --Select One--
Purchase Date: Month Day
Mfr Warranty Exp: Month Day Year
L&D Warranty Exp: Month Day Year
Ext Warranty Exp: Month Day Year
Repair Warranty Exp: Month Day Year
Replacement Deductible: \$

Right Ear binaural fit

Manufacturer: --Select One--
Type: --Select One--
Model: --Select One--
Technology Lvl: --Select One--
Serial Number:
Battery Type: --Select One--
Purchase Date: Month Day
Mfr Warranty Exp: Month Day Year
L&D Warranty Exp: Month Day Year
Ext Warranty Exp: Month Day Year
Repair Warranty Exp: Month Day Year
Replacement Deductible: \$

[save] [close]

4. Click **save**.
5. This will then import the hearing aids into the current equipment section of Sytle where you may process repairs or replacements if needed.

Please note that these patients are not purchasing the hearing aids directly from your office. They are purchasing through the managed care program, and your office is getting reimbursed a fitting fee for service.

If you have any questions or need help with third party fittings, please contact us at **(888) 881-7925**.