

# **DME Supplier Portal Workflow Guide**

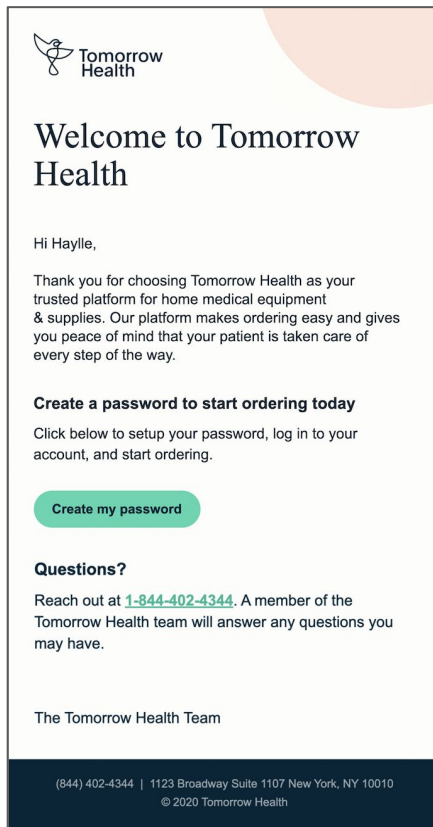


# Process Overview

1. Setting up and accessing your account
2. Overview of where to find orders
3. Receiving a new order
4. Accepting an order
5. Rejecting an order
6. Adding comments to an order
7. Order completion
8. Canceling an order

Questions? Please email [DMEpartners@tomorrowhealth.com](mailto:DMEpartners@tomorrowhealth.com)

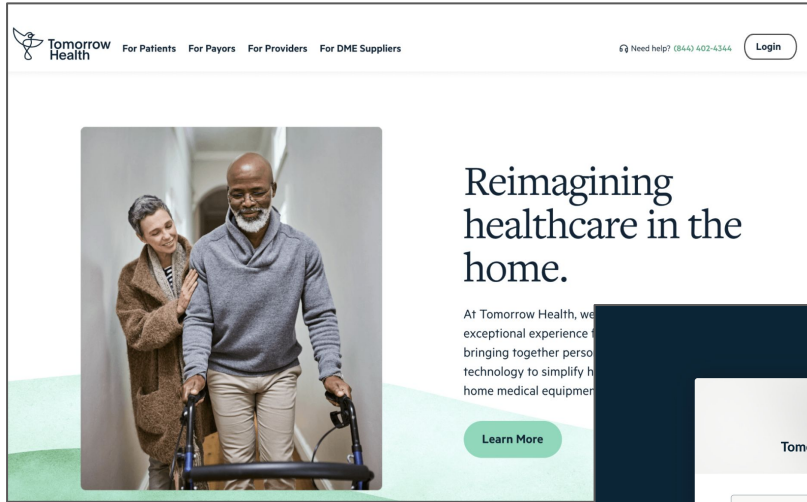
# 1. Setting up your Tomorrow Health account



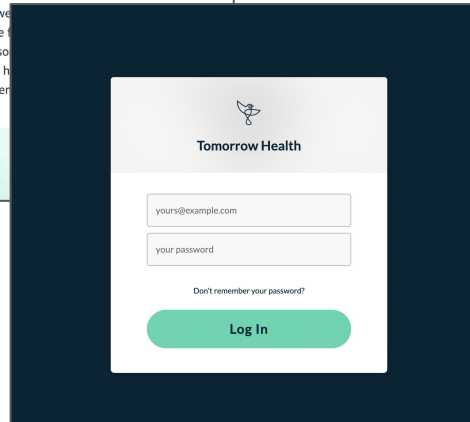
1. You'll receive an email from [support@tomorrowhealth.com](mailto:support@tomorrowhealth.com) inviting you to set your password
2. Click the green “Create my password” button to set a password to begin logging into your new Tomorrow Health account
3. To add additional users to account, please email [dmepartners@tomorrowhealth.com](mailto:dmepartners@tomorrowhealth.com)

*Tip: if the password setup link expires, head to [tomorrowhealth.com/login](https://tomorrowhealth.com/login), then click “Don’t remember your password?” to generate a new password setup link*

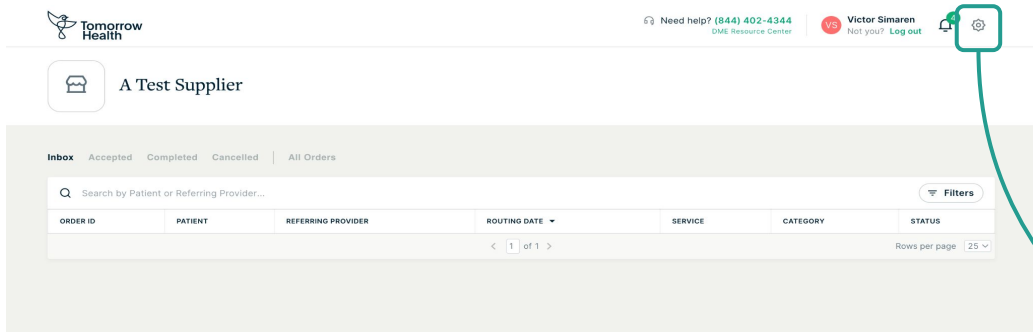
# Accessing your Tomorrow Health account



1. Visit [tomorrowhealth.com](https://tomorrowhealth.com), click “Login” in upper right corner
  - a. Alternatively, visit [tomorrowhealth.com/suppliers](https://tomorrowhealth.com/suppliers)
2. Enter your email address and the password you set when you created your account



# Notification Preferences

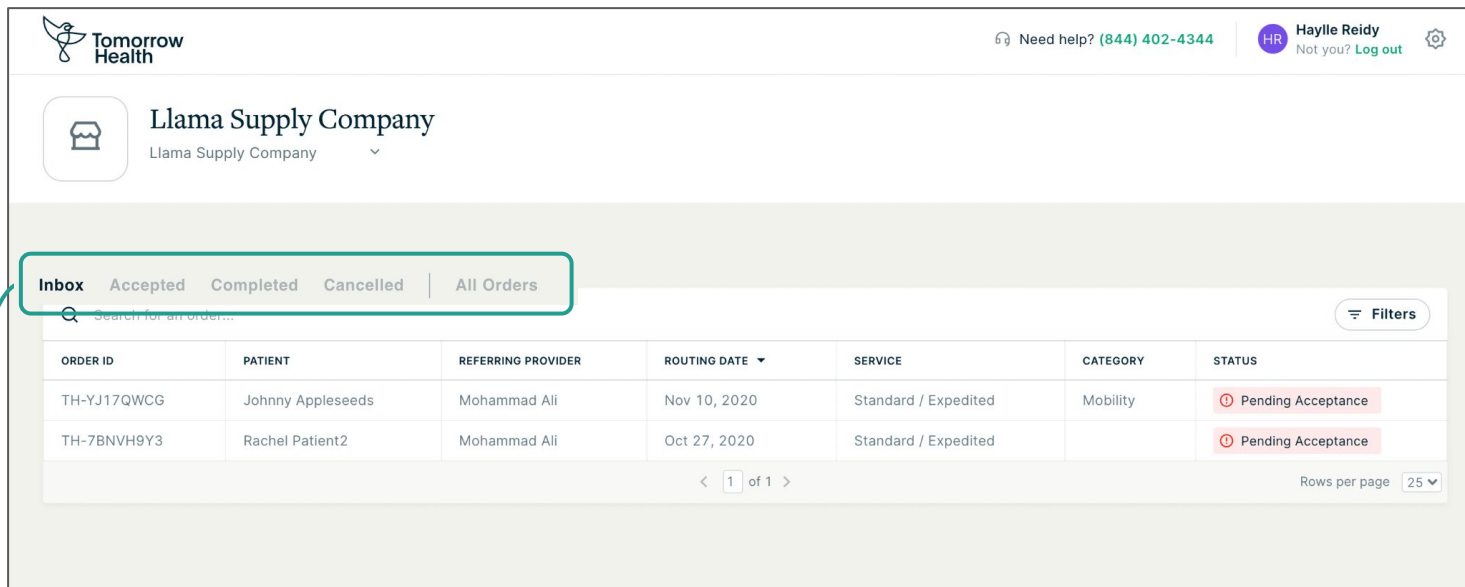


Navigate to Settings, then Notifications to select if you'd like to receive notifications via email, in the Tomorrow Health application directly, both, or neither.

## Notifications

	EMAIL	IN-APP
<b>Order cancelled</b> Get notified when Tomorrow Health cancels an order	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>New order comment</b> Get notified when an order receives a new comment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>New order</b> Get notified when your supplier receives a new order	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Mentioned in a comment</b> Get notified when someone mentions you in a comment on an order	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## 2. Orientation to your Tomorrow Health account



The screenshot shows the Tomorrow Health account interface. At the top, there's a header with the Tomorrow Health logo, a help link (Need help? (844) 402-4344), and a user profile (Haylie Reidy, Not you? Log out). Below the header, the Llama Supply Company profile is displayed. The main section shows a tabbed interface for order status: **Inbox**, Accepted, Completed, Cancelled, and All Orders. The **Inbox** tab is selected and highlighted with a red box. Below the tabs is a search bar (Search for an order...) and a Filters button. A table of orders is displayed below the search bar. The table has columns: ORDER ID, PATIENT, REFERRING PROVIDER, ROUTING DATE, SERVICE, CATEGORY, and STATUS. Two orders are listed, both with a status of Pending Acceptance. At the bottom of the table, there's a pagination control showing 1 of 1 and a Rows per page dropdown set to 25.


ORDER ID	PATIENT	REFERRING PROVIDER	ROUTING DATE	SERVICE	CATEGORY	STATUS
TH-YJ17QWCG	Johnny Appleseeds	Mohammad Ali	Nov 10, 2020	Standard / Expedited	Mobility	Pending Acceptance
TH-7BNVH9Y3	Rachel Patient2	Mohammad Ali	Oct 27, 2020	Standard / Expedited		Pending Acceptance

### Each tab is divided by order status:



- **Inbox:** new orders pending acceptance
- **Accepted:** orders that you've accepted and are working on
- **Completed:** orders that have been fulfilled and marked as complete
- **Cancelled:** orders that have been rejected or cancelled


**All Orders:** a combined view of all accepted, completed, cancelled, and rejected orders

# Finding existing orders



Need help? (844) 402-4344

 Haylle Reidy  
Not you? [Log out](#)




Llama Supply Company  
Llama Supply Company

Inbox Accepted Completed Cancelled All Orders

ORDER ID	PATIENT	REFERRING PROVIDER	ROUTING DATE	SERVICE	CATEGORY	STATUS
TH-YJ17QWCG	Johnny Appleseeds	Mohammad Ali	Nov 10, 2020	Standard / Expedited	Mobility	<span>Pending Acceptance</span>
TH-7BNVH9Y3	Rachel Patient2	Mohammad Ali	Oct 27, 2020	Standard / Expedited		<span>Pending Acceptance</span>

1 of 1
Rows per page 25

Filters

Filters

STATUS:
☐ Partially Delivered
☐ Delivered
☐ Rejected
☐ Cancelled

SERVICE TYPE:
☐ Standard / Expedited
☐ Discharge

ROUTING DATE:
From To

Cancel Apply

You can search for orders by **patient name**, **referring provider**, and **order ID**.


Search within a tab for orders in a certain status, or within All Orders to see orders regardless of status.

Use filters to view orders by **category**, **urgency**, and **date ranges**.

### 3. Receiving a new order

#### Order detail view

#### Inbox


**Llama Supply Company**  
 Llama Supply Company

Inbox Accepted Completed Cancelled | All Orders

Search for an order...

ORDER ID	PATIENT	REFERRING PROVIDER	ROUTING DATE	SERVICE	CATEGORY
TH-C50XDMDQ	John Henry	Mohammad Ali	Jul 1, 2021	Standard / Expedited	Catheters & Urology Supply
TH-M461ZG50	John Smith	Mohammad Ali	Nov 16, 2020	Standard / Expedited	Wound Care
TH-SWW8F38Y	Rachel Patient3	Mohammad Ali	Nov 13, 2020	Standard / Expedited	CPAP & BiPAP
TH-OTMVNK0Q	Rachel TestBrown	Mohammad Ali	Nov 11, 2020	Standard / Expedited	Respiratory

< 1 of 1 >

**Order TH-M9QGQPFS**

Creation date: Nov 16, 2020  
 Service: Standard / Expedited

STATUS: Pending Acceptance 1h 38m

PATIENT: Rachel Patient3  
 509 Davis St, Scranton, PA 18505  
 Medicare Part B  
 Female | Oct 15, 1989  
 (555) 222-3232

ROUTING DATE: Nov 16, 2020  
 SERVICE: Standard / Expedited

REFERRING PROVIDER: Rachel Practiceprovider  
 1326484783

CATEGORY: Wound Care / Custom Burn Garments

TIMELINE: Pending acceptance — Oct 28, 2021

DOCUMENTS: Order Form

Comments

External Internal

Accept Reject

Click on an order pending acceptance in the **Inbox** to launch the **order detail view**. From the order detail view, you can find all the information you need to decide if you want to **accept** or **reject**.

Click on the **order form** in the documents section to see the full details of an order including HCPCS and patient insurance.



## 4. Accepting an order

ROUTING DATE ▾

Nov 16, 2020

SERVICE

Standard

< 1 of 1 >

Order TH-M9QGQPFS

✕

📅 Creation date: Nov 16, 2020

🗣️ Service: Standard / Expedited

STATUS:

⌚ Pending Acceptance ⌚ 1h 38m

PATIENT:

**Rachel Patient3**

📍 509 Davis St, Scranton, PA 18505

🛡️ Medicare Part B

👤 Female | Oct 15, 1989

📞 (555) 222-3232

REFERRING PROVIDER:

**Rachel Practiceprovider**

👤 1326484783

CATEGORY:

Wound Care / Custom Burn Garments

TIMELINE:

● Pending acceptance — Oct 28, 2021

DOCUMENTS:

Order Form

📎

Activity

Comments

mal

✓ Accept

✕ Reject

After reviewing the details of an order, **click the green accept button** to accept the order.

This order will then move to the Accepted tab of your account.

## 5. Rejecting an order

ROUTING DATE ▾

Nov 16, 2020

SERVICE

Standard

< 1 of 1 >

Order TH-M9QGQPF5

Creation date: Nov 16, 2020

Service: Standard / Expedited

STATUS: Pending Acceptance 1h 38m

PATIENT: Rachel Patient3

509 Davis St, Scranton, PA 18505

Medicare Part B

Female | Oct 15, 1989

(555) 222-3232

REFERRING PROVIDER: Rachel Practiceprovider

1326484783

CATEGORY: Wound Care / Custom Burn Garments

TIMELINE: Pending acceptance — Oct 28, 2021

DOCUMENTS: Order Form

Activity

Comments

✓ Accept

✗ Reject

Rejection reason:

☐ No inventory available
 ☐ Lack internal bandwidth
 ☐ Patient declined
 ☐ Other

Order rejection reasons...

Cancel

✗ Confirm rejection

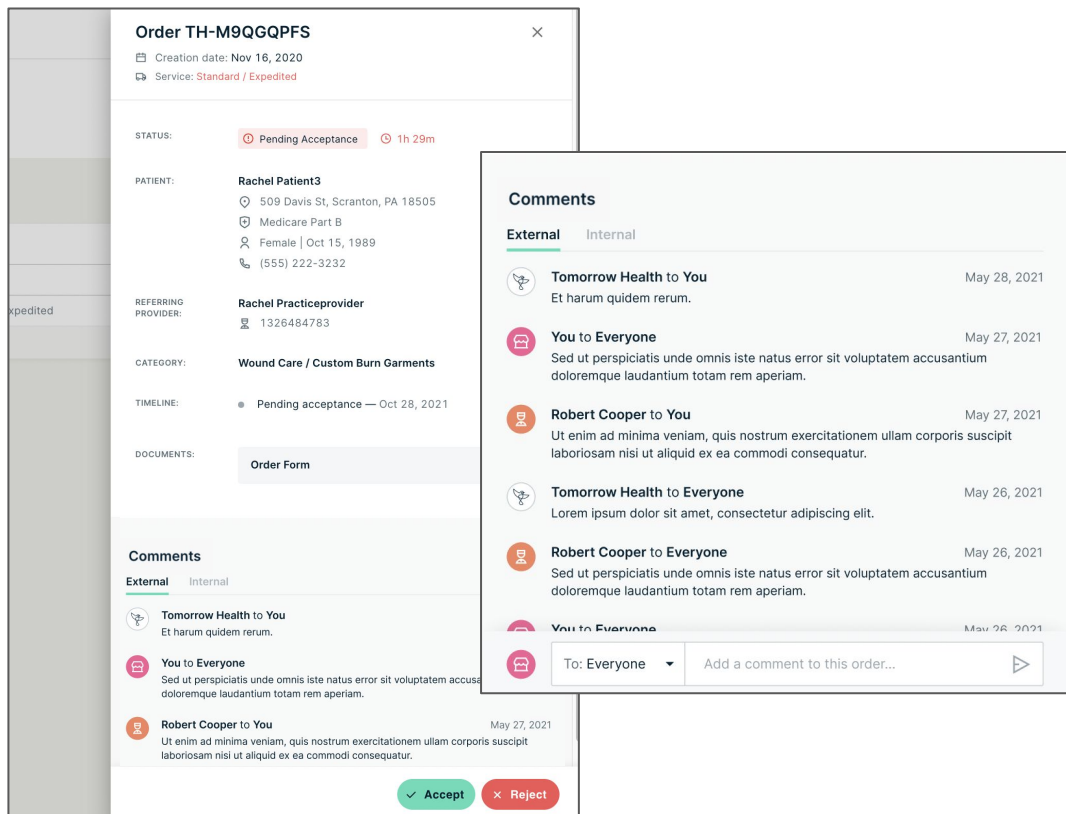
If you choose to reject an order after reviewing the details, **click the red reject** button.

You'll then be asked to tell us why you chose to reject the order, so that we can improve the types of orders we send to you in the future.

## 6. Commenting

You can send comments and questions to Tomorrow Health from the **order detail view**. Comments can be used to ask questions about an order and provide status updates.

- Sending a comment to “**External**” will make the comment visible to both your coworkers, Tomorrow Health, and the Referring Provider.
- Sending a comment to “**Internal**” will make the comment only visible to your coworkers and Tomorrow Health.



The screenshot displays the 'Order TH-M9QGQPFS' detail view. The order status is 'Pending Acceptance' with a 1h 29m timer. The patient is Rachel Patient3, and the referring provider is Rachel Practiceprovider. The category is 'Wound Care / Custom Burn Garments'. The timeline shows 'Pending acceptance' on Oct 28, 2021. The documents section includes an 'Order Form'.

The 'Comments' section is visible at the bottom of the order detail view, showing a list of comments with filters for 'External' and 'Internal'. The 'Comments' modal is open, showing a list of comments with filters for 'External' and 'Internal'. The modal includes a search bar, a dropdown for 'To: Everyone', and a button to 'Add a comment to this order...'. The modal also shows a list of comments with their authors, dates, and content.

**Order TH-M9QGQPFS**

Creation date: Nov 16, 2020  
Service: Standard / Expedited

**STATUS:** Pending Acceptance 1h 29m

**PATIENT:** Rachel Patient3  
509 Davis St, Scranton, PA 18505  
Medicare Part B  
Female | Oct 15, 1989  
(555) 222-3232

**REFERRING PROVIDER:** Rachel Practiceprovider  
1326484783

**CATEGORY:** Wound Care / Custom Burn Garments

**TIMELINE:** Pending acceptance — Oct 28, 2021

**DOCUMENTS:** Order Form

**Comments**

External Internal

Tomorrow Health to You May 28, 2021  
Et harum quidem rerum.

You to Everyone May 27, 2021  
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium totam rem aperiam.

Robert Cooper to You May 27, 2021  
Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam nisi ut aliquid ex ea commodi consequatur.

Tomorrow Health to Everyone May 26, 2021  
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Robert Cooper to Everyone May 26, 2021  
Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium totam rem aperiam.

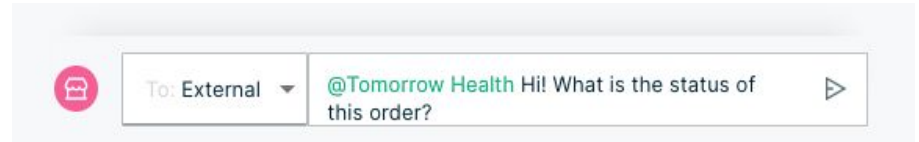
You to Everyone May 26, 2021

To: Everyone Add a comment to this order...

Accept Reject

# Commenting

- **@ Mentions:** You can now tag a user within your organization in comments! Simply type @ and the name of the user you'd like to tag.



A screenshot of a commenting interface. On the left is a pink circular profile icon. To its right is a dropdown menu with the text "To: External" and a downward arrow. Further right is a text input field containing "@Tomorrow Health Hi! What is the status of this order?". The text "@Tomorrow Health" is highlighted in green. To the right of the input field is a right-pointing triangle icon.

# 7. Completing an order

**1. Mandatory:** Enter the date of delivery (\* and time of delivery for urgent orders) then click “Mark as complete” to complete the order.

Order TH-DQ7TZJ20

Creation date: Mar 16, 2022

Service: Standard / Expedited

Order accepted by Victor Simaren on Mar 17, 2022

STATUS: Accepted

REQUIRED ACTIONS:

Upload proof of fulfillment: ⓘ

+ Upload file

Pick a date of delivery:

MM/DD/YYYY

HH:MM AM/PM

Mark as complete

PATIENT: Johnny Test

1 Main St, New York, NY 10001

Geisinger Health Plans

Male | Jan 01, 2000

(123) 456-7890

REFERRING PROVIDER: Mohammad Ali

1326484783

CATEGORY: Hospital Beds / Hospital Beds

Cancel Order

**2. Optional:** Upload the proof of fulfillment / delivery as a PDF

Order TH-DQ7TZJ20

Creation date: Mar 16, 2022

Service: Standard / Expedited

Order accepted by Victor Simaren on Mar 17, 2022

STATUS: Accepted

REQUIRED ACTIONS:

Upload proof of fulfillment: ⓘ

+ Upload file

Pick a date of delivery:

MM/DD/YYYY

HH:MM AM/PM

Mark as complete

PATIENT: Johnny Test

1 Main St, New York, NY 10001

Geisinger Health Plans

Male | Jan 01, 2000

(123) 456-7890

REFERRING PROVIDER: Mohammad Ali

1326484783

CATEGORY: Hospital Beds / Hospital Beds

Cancel Order

Confidential and Proprietary

## 8. Canceling an order

To cancel an order, navigate to the patient's order within the **'Accepted' tab**. You can do this by entering the patient's name within the search bar

**PATIENT:** **Johnny Test**  
 1 Main St, New York, NY 10001  
 Geisinger Health Plans  
 Male | Jan 01, 2000  
 (123) 456-7890

**REFERRING PROVIDER:** **Mohammad Ali**  
 1326484783

**CATEGORY:** **Hospital Beds / Hospital Beds**

**LOCATION:** America

**TIMELINE:**  
 Pending acceptance — Mar 16, 2022  
 Accepted — Mar 16, 2022 / Victor Simaren

Cancel Order

Click 'Cancel Order' on the bottom right corner of the insight panel

Select the order cancellation reason and then click 'Confirm cancellation'

**Cancellation reason:**

- ☐ Unable to reach patient
- ☐ Product is temporarily out of stock
- ☐ Product or brand is not carried
- ☐ Resupply order: the patient does not need supplies at this time
- ☐ Patient is not eligible for supplies and has been made aware
- ☐ Patient no longer wants or needs supplies
- ☐ Other

Reason...

Cancel

Confirm cancellation