

## CREATE A DROP SHIP ORDER

Follow the steps below to create a **Drop Ship Order** to ship to patient's home.

Create patient agreement and select a product for **Drop Ship**. In the product section use the drop down and update Fulfill From to **Drop Ship**, select Involved Side and Save Changes:

Add Reaction Knee Brace

Global  
**Reaction Knee Brace**  
DJO - Donjoy • Knee • OTS Splinting

11-0215-3  
M/L

Qty 1 **Add Item(s)**

**Inventory Items** 1 Selected **Add Selected Item(s)**

**Select Options** Required fields are marked with an asterisk \*

11-0215-3  
M/L

**Involved Side \***  
Left Right N/A

**Self Pay/TOS \***  
No Yes

**Fulfill From**  
Stock **Drop Ship**

\* **Inventory Location**  
Stock **Drop Ship**

\* **Billing Channel**  
OfficeCare

Serial # Not Required

Cancel **Add Selected Item(s)**

Once updated, **Drop Ship Address Missing** selection will appear to add shipping details:

Products

(11-0215-3 / DJO - Donjoy)  
**Reaction Knee Brace**  
M/L

**Drop Ship** Not Fulfilled

Self Pay Price: \$150.00  
Billed Charge: \$220.00

Billing Channel: OfficeCare  
Self Pay/TOS: No

Category **OTS Splinting**  
Side **Left**  
HCPCS **L1812, L2795**

**Drop Ship Address Missing**  
You have selected a product for Drop Ship fulfillment but you have not added a delivery address.

**Add Address** **Use Patient Address** **Use Clinic Address**

Exchange Options Edit Remove

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NOTE: If Obsolete or Phase Out pill populates, a different item should be selected.

Products

Scan Barcode

(05wsl / DJO - Aircast)

A2 Wrist Brace

Left Small

Drop Ship

Not Fulfilled Obsolete

Self Pay Price: \$0.00

Billing Channel: OfficeCare

Billed Charge: \$0.00

Self Pay/TOS: No

Drop Ship Address Missing

You have selected a product for Drop Ship fulfillment but you have not added a delivery address.

Add Address

Use Patient Address

Use Clinic Address

Exchange Options

Edit

Remove

Category

OTS Splinting

Side

Left

HCPCS

L3908

Products

Scan Barcode

(11-0389-1-13150 / DJO - Donjoy)

Basic Knee Immobilizer

12"

Drop Ship

Not Fulfilled Phase Out

Self Pay Price: \$0.00

Billing Channel: OfficeCare

Billed Charge: \$0.00

Self Pay/TOS: No

Drop Ship Address Missing

You have selected a product for Drop Ship fulfillment but you have not added a delivery address.

Add Address

Use Patient Address

Use Clinic Address

Exchange Options

Edit

Remove

Category

OTS Splinting

Side

Left

HCPCS

L1830

After the patient agreement has been created Drop Ship Status notifications will appear at the top of the patient agreement.

A RED alert notifies users that additional requirements are needed to transmit a Drop Ship Request. The billing requirements box provides the list of necessary requirements.

ID 116066

CSA Orthopedics (Main)

Actions

Missing 3 Requirements

ICD-10 Codes 1

Products 1

Payment Methods 0

Signatures (0/2)

Drop Ship Error

Billing Requirements need to be met to create Drop Ship Order.

Diagnoses

M17.0

Bilateral primary osteoarthritis of knee

Remove

Add Diagnoses - Name or Code

Patient Demographics

Name

Test A Patient

Gender

Female

Birthdate

1995-06-13 (29)

MRN

12345

A YELLOW alert notifies users the Drop Ship Request is transmitting.

ID 116066

CSA Orthopedics (Main)

Actions

Ready for Billing!

OfficeCare

Not Submitted

Same Day Auth

Submit to Billing

ICD-10 Codes 1

Products 1

Payment Methods 1

Signatures (2/2)

Drop Ship Queued

Drop Ship Order is queued awaiting transmission.

Diagnoses

M17.0

Bilateral primary osteoarthritis of knee

Remove

Add Diagnoses - Name or Code

Products

(11-0215-3 / DJO - Donjoy)

Reaction Knee Brace

M/L

Scan Barcode

Patient Demographics

Name

Test A Patient

Gender

Female

Birthdate

1995-06-13 (29)

MRN

12345

Address

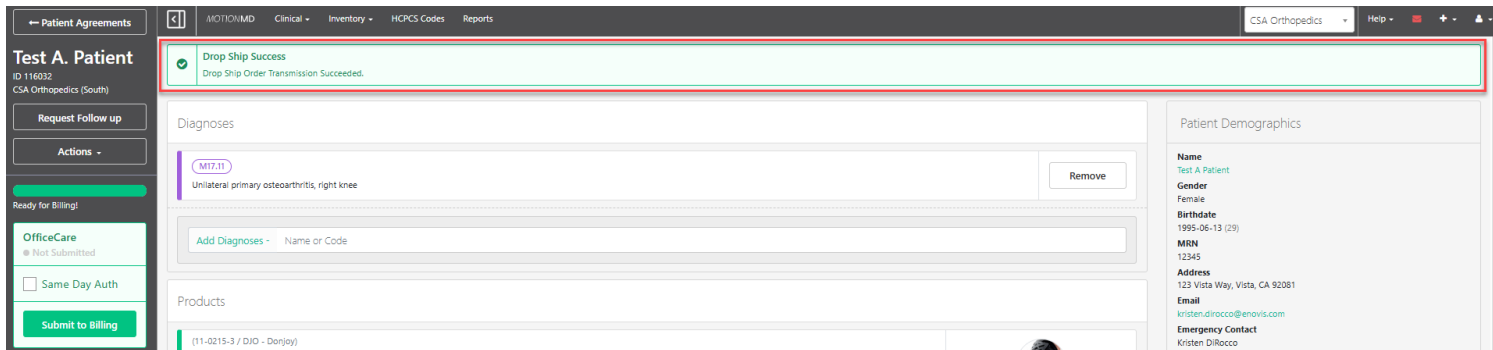
123 Vista Way, Vista, CA 92081

Email

Emergency Contact

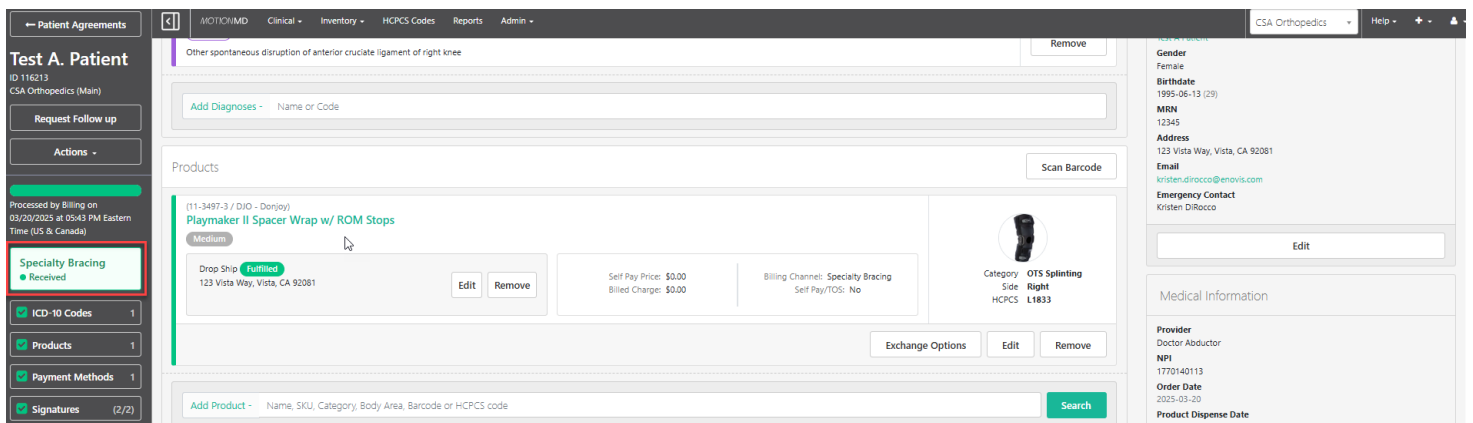
## CREATE A DROP SHIP ORDER

A GREEN alert notifies users the Drop Ship Request was successfully transmitted.



The screenshot shows the MOTIONMD interface for 'Test A. Patient' (ID 116032, CSA Orthopedics (South)). A green alert at the top states 'Drop Ship Success' and 'Drop Ship Order Transmission Succeeded.' The 'Diagnoses' section shows 'M17.11 Unilateral primary osteoarthritis, right knee'. The 'Products' section shows '(11-0215-3 / DIO - Donjoy)'. The 'Patient Demographics' section includes Name, Gender, Birthdate, MRN, Address, Email, and Emergency Contact.

**NOTE:** Drop Ship Requests for Specialty Bracing claims will follow the same process. The drop ship request is successfully processed when the Billing requirements are completed, and the claim is submitted to billing/received.



The screenshot shows the MOTIONMD interface for 'Test A. Patient' (ID 116213, CSA Orthopedics (Main)). The 'Diagnoses' section shows 'Other spontaneous disruption of anterior cruciate ligament of right knee'. The 'Products' section shows '(11-3497-3 / DIO - Donjoy) Playmaker II Spacer Wrap w/ ROM Stops'. The 'Drop Ship' status is 'Fulfilled' with the address '123 Vista Way, Vista, CA 92081'. The 'Billing Channel' is 'Specialty Bracing' and 'Self Pay/TOS' is 'No'. The 'Category' is 'OTS Splinting', 'Side' is 'Right', and 'HCPCS' is 'L1833'. The 'Specialty Bracing' status is 'Received'.