

SmartFlow For Sight

SmartFlow for Sight

SmartFlow for Sight™

SmartFlow is ordering technology that provides an efficient and accurate product ordering experience within RevolutionEHR. Being available only within RevolutionEHR, SmartFlow gives you the option to order contact lenses, eyeglass lenses, and frames directly from suppliers.

With SmartFlow, order details are simply entered once into RevolutionEHR and then SmartFlow takes over - instantly submitting the order directly to the product supplier. As the order moves its way through the supply chain, real-time order status and tracking will be updated automatically within RevolutionEHR.

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Getting Started

1. **View and accept the Rev360 GPO Membership Agreement:** SmartFlow ordering requires that you elect to participate, at no cost, by becoming a member of the Rev360 Group Purchasing Organization (GPO). Your acceptance of the Rev360 GPO agreement does NOT replace existing business partnerships you may have with other GPOs or participating product companies. Your participation is completely optional.

To view and accept the Rev360 GPO Membership Agreement, complete the following steps. (If you have already accepted the membership agreement, proceed to #2.)

- a. Access Admin > Rev360 > SmartFlow for Sight > Rev360 GPO Membership Agreement.

Example



Rev360 GPO Membership Agreement

Signed By: Unsigned
Signed On:

ACCEPT By clicking ACCEPT, you have reviewed and agree to the terms and conditions of the [Rev360 GPO Membership Agreement](#)

- b. Review the terms and conditions of the Rev360 GPO Membership Agreement by clicking the link beside the Accept button.
- c. Click 'Accept.' The Accept button will only be enabled if the employee logged in is listed as a Billing, Administrative, or Technical contact. To update the setup of these three contacts, access Admin > General > Contacts.
- d. If appropriate, you can enter information into Exhibit A, Other Covered Entities and click 'Save Changes.' *Example*



Rev360 GPO Membership Agreement

Signed By: Beecher, Julie
Signed On: 12/09/2016

Exhibit A, Other Covered Entities*:

Save Changes

TERMINATE

- e. The option to terminate the agreement is available after the agreement has been accepted. The Terminate button is enabled if the employee logged in is listed as a Billing, Administrative, or Technical contact. By terminating the GPO agreement, you will no longer be able to submit orders through SmartFlow. **Example**

Rev360 GPO Membership Agreement

Signed By: Beecher, Julie
Signed On: 12/09/2016

Exhibit A, Other Covered Entities:

Save Changes

TERMINATE

- f. Log out of RevolutionEHR and log in to see the features associated with the acceptance of the Rev360 GPO Membership Agreement.
3. **Opt-in to product partners:** To place orders directly with our product partners, you need to opt-in to those product partners on our product partner administration screen. Only those product partners with whom you have opted in will be available for selection on RevolutionEHR orders. Access Admin > Rev360 > SmartFlow for Sight > Rev360 Product Partners. Note: The product partners you have opted into will display with a green checkmark. **Example**

Partner	Type	Signed On	Signed By	Web Site
✓ OOGP	Contact Lens Distributor	03/14/2017	Julie Beecher	http://www.oogp.com

- a. Open a product partner.
- Each Rev360 product partner will include:
 - Information about the partner.
 - The option to enable the partner through SmartFlow.
 - Rev360 Product Pricing.
 - Shipping Policies and Rates.
 - Example**

Rev360 Product Partners

Partner Listing: OOGP

SmartFlow for Sight: ☒ YES, I would like to order from OOGP through SmartFlow (Signed in by Julie Beecher on 03/14/2017).
☐ No thanks, no current plan to order from OOGP.

Rev360 Product Pricing

Manufacturer	Product	Price

Shipping Policies and Rates

Review OOGP Shipping Policies and Rates




NOTE: If your practice has registered its own shipping agreement with OOGP, that agreement will take precedence.

- b. Click the radio button beside 'YES, I would like to order from {product partner name} through SmartFlow.' **Note: If you do not have an account with the product partner, contact the product partner to have one created.**
4. **Associate Manufacturers:** Access Admin > Vendors/Partners > Manufacturer: To assist with quick and easy sorting of SmartFlow and non-SmartFlow manufacturers, a SmartFlow icon displays in the grid and a filter dropdown menu is available at the bottom of the screen. This icon indicates if the manufacturer is associated with SmartFlow. By default, any manufacturers associated to the product partners you have opted into (listed in Admin > Rev360 > Rev360 Product Partners) are indicated with the SmartFlow icon. *Example*

Manufacturers Listing

Filter by: Name

Product Categories: All

Name	Address	Phone	Fax	Editable	Status
3M	5457 West 79th St., Indianapolis, 46268			No	Active
A & A Optical	3215 Skylane Drive, Carrollton, Texas, 75006	9722419955	8009989331	No	Active
A Child's View	23010 Lake Forest Dr, Laguna Hills, 92653	9495864211	9495861549	No	Active
ABB Optical Group	1750 North Loop Rd, Ste. 150, Alameda, California, 94504	1-800-772-3911		No	Active
Acculens, Inc.	5353 W. Colfax Ave, Denver, Colorado, 80214	1-800-525-2470		No	Active
Acuity One, LLC.	7642 E. Gray Rd. #103, Scottsdale, Arizona, 85260	1-877-228-4891		No	Active
Acuity Optical USA, Inc.	2740 S. Hardy Drive, Tempe, 85282	480-784-9797	480-784-4598	No	Active
Adlens	King Charles House, Park End Street, Oxford, OX11JD			No	Active
Advanced Vision Technologies	14828 W. 6th Ave Ste. 15B, Golden, Colorado, 80401	1-800-393-5374		No	Active
Adventures In Color	1800 Jackson Street, Golden, Colorado, 80401	1-800-537-2845		No	Active
Aero Contact Lens, Inc. (Unilens)	10431 72nd Street, North Largo, Florida, 33777	1-800-237-2376		No	Active
 Alcon				Yes	Inactive
 Alcon	11460 Johns Creek Pkwy., Duluth, Georgia, 30097	1-770-476-3937		No	Active
 Alcon				Yes	Inactive
Alden Optical Labs, Inc.	Lancaster Pkwy, Lancaster, New York, 14086	1-800 253-3669		No	Active
Allure Eyewear	48 West 37th Street, New York, 10018	212-378-7900	2124474393	No	Active
Alpha Viana Inc.	10699 Hickson Street #23, El Monte, California, 91731	6263509578	6263500978	No	Active
Altair				Yes	Active
Altair Eyewear	10875 International Drive, Rancho Cordova, California, 95670	9164638000	8009829732	No	Active
Alter Ego Eyewear	6443 General Diaz St, New Orleans, 70124			No	Active
Alternative Eyewear/Plan B Eyewear	2215 Kenmore Ave, Buffalo, 14207		888-615-0192	No	Active
American Eyewear				No	Active
American Vision USA	18305 Biscayne Boulevard, Aventura, 33180		305-466-2929	No	Active
AO Eyewear Inc.	Southbridge Business Center, Southbridge, Massachusetts, 01550	508-764-3214	508-764-6853	No	Active

SmartFlow and Non-SmartFlow Manufacturers

Open Activate Add Manufacturer

- If you do not see a SmartFlow icon associated with a manufacturer, it can be manually associated with SmartFlow by following the steps below:
 - a. Open the manufacturer.
 - b. Click 'Edit.'
 - c. Click on the SmartFlow lookup icon.
 - d. Select the appropriate manufacturer from the grid and click 'Select.' Note: Click the 'X' beside the lookup icon to remove association to SmartFlow.
 - e. Click 'Update.'
- 4. **Associate your vendors/suppliers with Rev360 product partners:**
 - a. Access Admin > Vendors/Partners.

- 

- [illegible]

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- d. Click 'Update.' *Example*

The screenshot shows a web application interface for configuring practice locations. At the top, there's a header 'Practice Locations' with a sub-header 'Location Listing' and a search bar containing 'RevEHR QA'. Below this, a list of location details is shown with green checkmarks next to 'Location Details', 'Descriptions', 'Office Hours', 'PHR Settings', 'Tax Information', and 'Order Processing'. The main section is titled 'Available Order Processors' and contains a table with the following data:

Processor
<input checked="" type="checkbox"/> VisionWeb
<input checked="" type="checkbox"/> SmartFlow
<input checked="" type="checkbox"/> EyefinityVSP
<input checked="" type="checkbox"/> EyefinityRevAssistant

To the right of this table is a 'SmartFlow Configuration' section with a single checkbox labeled 'Enabled', which is also checked.

- e. Repeat these steps for all locations that will use this feature.
6. **Associate Products:** Follow the instructions for [Setup-Contact Lenses](#) and/or [Setup-Lenses and Treatments](#).
7. **Log out and log in to see the changes associated to SmartFlow.**

Setup - Contact Lenses

Contact Lenses need to be associated to SmartFlow within the Inventory module.

Instructions

1. Access Inventory > Products & Services > Products > open a product category. To assist with quick and easy sorting of SmartFlow and non-SmartFlow products, a SmartFlow icon displays in the grid and a filter dropdown menu is available at the bottom of the screen. This icon indicates if the product is associated with SmartFlow. **Example**

	Code	Sales Rep	Manufacturer	Brand	Collection	Model	Retail	Stat
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			1-Day Acuvue Define	\$40.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			1-Day Acuvue Moist	\$35.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			1-Day Acuvue	\$18.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			1-Day Acuvue Moist	\$70.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			1-Day Acuvue Moist	\$0.00	Act
<input checked="" type="checkbox"/>	V2520	Sulley, John	Johnson & Johnson Vision (Vistakon)			Acuvue 2 Colours	\$40.00	Act
<input checked="" type="checkbox"/>	V2520	Sulley, John	Johnson & Johnson Vision (Vistakon)			Acuvue 2	\$26.00	Act
<input checked="" type="checkbox"/>	V2520	Sulley, John	Johnson & Johnson Vision (Vistakon)			Acuvue Bifocal	\$50.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			Acuvue Oasys for Ast	\$70.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			Acuvue Oasys for Pre	\$0.00	Act
<input checked="" type="checkbox"/>	V2520		Johnson & Johnson Vision (Vistakon)			Acuvue Oasys with H	\$45.00	Act
<input checked="" type="checkbox"/>	V2520		Johnson & Johnson Vision (Vistakon)			Acuvue Oasys with H	\$65.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			Acuvue Oasys with H	\$75.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			Acuvue Oasys with H	\$35.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			Acuvue Oasys with H	\$40.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			Acuvue Oasys with H	\$100.00	Act
<input checked="" type="checkbox"/>	V2520	Sulley, John	Johnson & Johnson Vision (Vistakon)			Acuvue Toric	\$49.00	Act
<input checked="" type="checkbox"/>	V2520	Sulley, John	Johnson & Johnson Vision (Vistakon)			Acuvue	\$26.00	Act
<input checked="" type="checkbox"/>			Johnson & Johnson Vision (Vistakon)			Acuvue Vita	\$0.00	Act
<input checked="" type="checkbox"/>			Alcon			Air Optix Aqua	\$55.00	Act
<input checked="" type="checkbox"/>			Alcon				\$85.00	Act

☒ Active Products Only
☒ Select All

All Product Pricing Types | SmartFlow and Non-SmartFlow Products | Update Properties (122) | Update Pricing (122) | Open | Activate

2. All imported products are automatically associated to SmartFlow.
3. If a product is not associated with SmartFlow (there is no SmartFlow icon), and the manufacturer is associated with (sold by, part of) any product partner you have opted into, you must manually associate that product with SmartFlow following the steps below:
 - a. Open the product.
 - b. Click 'Edit.'
 - c. Click the search icon next to the SmartFlow ID. This icon will only appear if the manufacturer indicated is associated to SmartFlow. Note: Discontinued products cannot be associated to SmartFlow.
 - d. Select the appropriate product from the grid and click 'Continue.' Note: Click the 'X' beside the lookup icon to remove mapping to SmartFlow.
 - e. Click 'Update.'

Setup - Lenses and Treatments

Products need to be associated to SmartFlow within the Inventory module. This can be accomplished by updating your existing products or by importing the products that are used within your practice. If you have added products manually in the past, you can import the identical product and deactivate the manually added product. If you deactivate a manually added product and import the identical product, when running reports, there will be line-items from your original product and line-items from your newly imported product listed separately within the report.

- Imported products:
 - Are automatically associated to SmartFlow.
 - Automatically include Lens Type for Eyeglass lenses and Sub Category for Treatments. These fields are based on the SmartFlow ID and are not editable.
 - Automatically include product details such as HCPCS Code and Model.

Eyeglass Lenses

Import

1. Access Inventory > Products & Services.
2. Highlight the Eyeglass Lenses category.
3. Click 'Import Product.'
4. Filter by Hoya as the Manufacturer, click 'Search.' *Example*

Search by: Manufacturer Brand Collection Model

Hoya

All Catalogs ☒ Display products that do not exist in this location Clear Search

Manufacturer	Brand	Collection	Model
Hoya			ACCESS 75 (PAL)
Hoya			ACCESS 75 (SV)
Hoya			ACCESS 125 (PAL)
Hoya			ACCESS 125 (SV)
Hoya			ACCOLADE
Hoya			ACCOLADE FREEDOM
Hoya			ADAGE
Hoya			ADAPTAR
Hoya			ADAPTAR DS
Hoya			ADAPTAR S DS
Hoya			AMP HD 2C
Hoya			AMP HD 2H
Hoya			AMP HIDEF
Hoya			AMP MINI BKS
Hoya			AMP MINI HD 2C
Hoya			AMP MINI HD 2H
Hoya			AMP MINI HIDEF
Hoya			AMP MINI IQ
Hoya			AMP2MINI IQ
Hoya			AMPLITUDE
Hoya			AMPLITUDE BKS
Hoya			AMPLITUDE IQ
Hoya			AMPLITUDE MINI

- Optional: Filter the product list. This can be accomplished by using the Model or by Lens Type filter options. **Example**

Search by: Manufacturer Brand Collection Model

hoya

All Catalogs ☒ Display products that do not exist in this location Clear Search

Manufacturer	Brand	Collection	Model
Hoya			ACCESS 75 (PAL)
Hoya			ACCESS 75 (SV)
Hoya			ACCESS 125 (PAL)
Hoya			ACCESS 125 (SV)
Hoya			ACCOLADE
Hoya			ACCOLADE FREEDOM
Hoya			ADAGE
Hoya			ADAPTAR
Hoya			ADAPTAR DS
Hoya			ADAPTAR S DS
Hoya			AMP HD 2C
Hoya			AMP HD 2H
Hoya			AMP HIDEF
Hoya			AMP MINI BKS
Hoya			AMP MINI HD 2C
Hoya			AMP MINI HD 2H
Hoya			AMP MINI HIDEF
Hoya			AMP MINI IQ
Hoya			AMP2MINI IQ
Hoya			AMPLITUDE
Hoya			AMPLITUDE BKS
Hoya			AMPLITUDE IQ
Hoya			AMPLITUDE MINI

Single Vision
Bifocal
Trifocal
Progressive
Computer Progressive
Lens Type: -Any Type-

Close

5. Drag and drop the lenses used by your practice from the right grid to the left grid. Additional options to move the products: Double-click the item, Shift+Ctrl when using a PC. Note: Progressive lenses are considered base lenses for Hoya orders.
6. Repeat steps 4 and 5 for all lenses used by your practice.
7. Click 'Close.'
8. Open each eyeglass lens product, update the pricing and any other information pertinent to your location.
9. If you have imported eyeglass lenses, deactivate any matching products that have previously been added to your catalog.

Update Existing Eyeglass Lenses

1. Access Inventory > Products & Services.
2. Highlight the Eyeglass Lenses category.
3. Search for and open an eyeglass lens.
4. Click 'Edit.'

- Click the search icon beside SmartFlow ID. Note: Only manufacturers that are associated to SmartFlow include a SmartFlow ID.
- In the Select SmartFlow Product modal, filter products by Lens Type and highlight the product and click 'Continue,' or, double-click on the product. (This action updates the SmartFlow ID field.)
- Click 'Update.'

Eyeglass Lens Treatments

Import

- Access Inventory > Products & Services.
- Highlight the Eyeglass Lens Treatments category.
- Click 'Import Product.'
- Filter by Hoya as the Manufacturer, click 'Search.' *Example*

Search by: Manufacturer Brand Collection Model			
Hoya			
All Catalogs	<input checked="" type="checkbox"/> Display products that do not exist in this location		Clear Search
Manufacturer	Brand	Collection	Model
Hoya			ACCESS 75 (PAL)
Hoya			ACCESS 75 (SV)
Hoya			ACCESS 125 (PAL)
Hoya			ACCESS 125 (SV)
Hoya			ACCOLADE
Hoya			ACCOLADE FREEDOM
Hoya			ADAGE
Hoya			ADAPTAR
Hoya			ADAPTAR DS
Hoya			ADAPTAR S DS
Hoya			AMP HD 2C
Hoya			AMP HD 2H
Hoya			AMP HIDEF
Hoya			AMP MINI BKS
Hoya			AMP MINI HD 2C
Hoya			AMP MINI HD 2H
Hoya			AMP MINI HIDEF
Hoya			AMP MINI IQ
Hoya			AMP2MINI IQ
Hoya			AMPLITUDE
Hoya			AMPLITUDE BKS
Hoya			AMPLITUDE IQ
Hoya			AMPLITUDE MINI

- Optional: Filter the product list. This can be accomplished by using the Model or Treatment Type filter options. *Example*

Search by: Manufacturer Brand Collection Model

hoya

All Catalogs ☒ Display products that do not exist in this location Clear Search

Manufacturer	Brand	Collection	Model
Hoya			1.600 1.5 CTR Corning
Hoya			Air Titanium
Hoya			AirWear
Hoya			Amber
Hoya			Apple Green
Hoya			Ash (Photo)
Hoya			Ash (Polar)
Hoya			Autumn (Photo)
Hoya			Autumn (Photo)
Hoya			Backside EX3
Hoya			Backside HardCoat
Hoya			Backside Premium VP
Hoya			Backside SHV
Hoya			Backside Standard AR
Hoya			Blu-Tech
Hoya			Blue
Hoya			Blue
Hoya			Blue Block 1.67
Hoya			Blue Block Trivex
Hoya			Blue Filter Poly
Hoya			Blue Mirror Coat
Hoya			BN1
Hoya			BN3
Hoya			BRN PRD Blu Mirror
Hoya			BRN PRD GRN Mirror
Hoya			BRN PRK SLV Mirror


Treatment Type: -Any Category-


Close

5. Drag and drop the lens treatments used by your practice from the right grid to the left grid.
Additional options to move the products: Double-click the item, Shift+Ctrl when using a PC.
6. Repeat steps 4 and 5 for all lens treatments used by your practice.
7. Click 'Close.'
8. Open each lens treatment, update the pricing and any other information pertinent to your location.
9. If you have imported lens treatments, deactivate any matching products that have previously been added to your catalog.

Update Existing Eyeglass Lens Treatments

1. Access Inventory > Products & Services.
2. Highlight the Eyeglass Lens Treatments category.
3. Search for and open a lens treatment.
4. Click 'Edit.'
5. Click the search icon beside SmartFlow ID. Note: Only manufacturers that are associated to SmartFlow include a SmartFlow ID.
6. In the Select SmartFlow Product modal, filter the product list by Treatment Type. **Example**

 revolutionEHR

Select SmartFlow Product 

Hoya Products (Eyeglass Lens Treatments)

Treatment Type:

UV Treatment ▼

Name	SmartFlow ID
UV 400	UV

7. Select the treatment and click 'Continue,' or, double-click the treatment. (This action updates the SmartFlow ID field.)
8. Click 'Update.'

Managing Orders

Once you have completed the steps in [Getting Started](#) for both SmartFlow and the specific Rev360 product partner(s), you are now ready to start transmitting orders.

1. Create an order.
2. Within the Order Details slider, in the Processor dropdown, select SmartFlow.
 - a. To change the SmartFlow processor back to Manual:
 - PC: Click the processor dropdown and click the delete key on your keyboard.
 - Mac: Click FN+Delete keys on your keyboard.
3. In the Name dropdown, select the appropriate supplier or lab. When SmartFlow is selected as the Processor, the system will display the product partners that are valid for the specific order type. For example, contact lens suppliers won't display when creating an eyeglass order.
4. Enter all the necessary details for the order.
5. Update and Approve the order. Note: SmartFlow orders are validated upon Approve, for this reason the fields for Processor and Name within the Order Details slider can only be edited for New orders. Once the order has been Approved, these fields can no longer be edited. **Example**

The screenshot displays the 'Order Details' form in the Rev360 system. The 'Processor' dropdown menu is set to 'SmartFlow'. The 'Name' dropdown shows 'JOSOP'. The 'Address' field is populated with '901 Main St.'. The 'Main Phone' is '(800) 111-2222'. The 'Status' is 'New (12/11/2017)'. The 'Order Date' is '12/11/2017'. The 'Due Date' is empty. The 'Completion Date' is empty. The 'Order Location' is 'KR Local Eyecar...'. The 'Encounter #' is empty. The 'Original Order #' is empty. The 'Comment' field is empty. The 'Vendor Quantity/Packaging' section shows 'OD 0' and 'OS 0' with '-Select-' dropdowns. The 'Color/Text' section shows 'OD -Select-' and 'OS -Select-' dropdowns. The 'Patient Information' section shows 'Name: Blachan, Rebecca', 'Phone: (505) 555-1423', and 'Notified' checkbox. The 'Shipping Information' section shows 'Ship To: Patient', 'Address: 123 Anyplace Dr.', 'City: Anywhere', 'State: Illinois', 'Zip code: 60123', 'Shipping Co.: -Select-', and 'Tracking #'. The 'Instructions' and 'Tray' sections are empty. The 'Rx Information' section shows 'Rx: [empty]', 'Order Status History', 'Order Costs', and 'Notes'. At the bottom, there are buttons for 'Duplicate Order', 'Cancel Order', 'Change Order', 'Renew Order', 'Complete Order', 'Return Order', 'Print Order', 'Email Patient', 'Text Patient', 'Cancel', 'Update', and 'Approve Order'.

6. If the order is ready to be submitted to the lab or supplier, click 'Transmit.' Pressing the Transmit button on SmartFlow orders will automatically transmit it to the lab or supplier indicated and update the SmartFlow Order # within the Lab or Supplier/Distributor section of the order.

Example

Supplier/Distributor	
Processor	SmartFlow
Name	OOGP
Account #	123
Address	800 Eighth
	Wyoming, 49509
Main Phone	
Toll Free Phone	
Fax	
Vendor Order #	265
SmartFlow Order #	277

7. Once the order has been transmitted, SmartFlow continuously checks for order status updates from the product partner. If there is a status change, SmartFlow automatically updates the order status in RevolutionEHR.

6.

- **Vendor Received:** Indicates the order was received by the vendor. A Vendor Order # is assigned and automatically updated within the Supplier/Distributor section.
- **Vendor Approved:** Indicates the order was approved by the supplier.
- **Vendor Rejected:** Indicates the order was rejected by the product partner. To help manage orders that have been rejected, a task will be sent to the employee that approved the order and the employee that transmitted the order. Any questions related to why the order was rejected should be directed to **RevolutionEHR Customer Support** customersupport@revolutionehr.com **877.738.3471 ext. 2.**
- **Vendor Shipped:** Indicates the supplier has fulfilled the complete order. Note: If the supplier ships only a partial order, the order status in RevolutionEHR will not be updated to Shipped. It is updated to Shipped only when the entire order has been shipped.

Note: If the order is open when these statuses are updated, close the order and reopen to see the latest changes. All the status changes will be reflected in both the Order Status History slider and Notes slider.

SmartFlow Frequently Asked Questions

Q: What is SmartFlow?

A: SmartFlow is technology that provides an efficient and accurate product ordering experience within RevolutionEHR. SmartFlow is simple ordering technology, only available within RevolutionEHR, that give you the option to order contact lenses, eyeglass lenses, and frames directly from suppliers.

Q: What is the fee to enable SmartFlow?

A: There is no fee to enable SmartFlow.

Q: How do I enable SmartFlow for my practice?

A: To enable SmartFlow for your practice, you will need to elect to participate, at no cost, by becoming a member of the Rev360 Group Purchasing Organization (GPO). Your acceptance of this agreement and use of SmartFlow will require no fee. Access Admin > Rev360 > SmartFlow for Sight > Rev360 GPO Membership Agreement, and click 'ACCEPT.'

Q: What is a GPO?

A: A GPO is a Group Purchasing Organization. A GPO legally represents a specific group of members (RevolutionEHR users who choose to participate) and defines terms for product companies to offer pricing and rebates for purchases to those members.

Q: What exactly is the Rev360 GPO?

A: The Rev360 GPO legally represents the group of RevolutionEHR users who have elected to become members. The Rev360 GPO offers a service agreement between you (the member), Rev360, and product companies (SmartFlow Product Partners) that choose to make their products available to you via SmartFlow for ordering from within RevolutionEHR.

Q: Is Rev360 a GPO? Is Rev360 a Doctor Alliance Group? Is Rev360 a Buying Group?

A: No. Rev360 is a business services company that delivers RevolutionEHR and provides RevolutionEHR-enabled ECP business services to RevolutionEHR users. Rev360 provides an optional service for RevolutionEHR users to become a member of a GPO (the Rev360 GPO) to receive specific pricing and rebates when ordering products directly from participating SmartFlow Product Partners.

Q: Why do I need to agree to be a member of the Rev360 GPO to order products via SmartFlow?

A: Your membership in the Rev360 GPO is required for participating SmartFlow Product Partners to provide you specific product pricing and rebates for orders you place with them via SmartFlow.

Q: What product companies can I order products from through SmartFlow?

A: You can order from any product company that is listed as a SmartFlow Product Partner. Rev360 is actively working on agreements with many product companies.

Q: How is Rev360 GPO product pricing determined? Does Rev360 provide negotiated discount pricing? Does Rev360 have preferred or exclusive product partners that offer better deals than others?

A: SmartFlow Product Partners decide what price and/or rebates to offer RevolutionEHR users. Rev360 does not negotiate pricing. Rev360 does not offer exclusivity or preferred status amongst participating SmartFlow Product Partners. Rev360 GPO pricing is ultimately between you and the Product Partners you order from via SmartFlow.

Vendor Frequently Asked Questions

Q: Who determines the pricing for vendors?

A: Vendors determine the pricing they offer RevolutionEHR users who choose to order their products via SmartFlow.

Q: How do I find the product partner shipping costs?

A: The link to the product partner shipping policies and rules is in Admin under each product partner. Access Admin > Rev360 > SmartFlow for Sight > Rev360 Product Partners > open a product partner. Under Shipping Policies and Rates, click the link for the vendor's Shipping Policies and Rates.

Q: What if I am not a current customer of the vendors and I want to use SmartFlow?

A: Contact the vendor to establish an account number and to obtain your External Ship-to location number. Then follow the steps in [Getting Started](#).

Q: What if I receive an error message when transmitting an order? *Example*



A: Validation will occur for data that has been entered into the fields for BC, Sph, Cyl, Axis, Diam, Add, and Add Des. This validation process will ensure the Rx is available for the product associated to the Contact Lens Rx. Rx validation is checked on the right eye and then the left eye. If an invalid parameter is found, an error displays and indicates which eye has the error. If the message indicates the right eye has an error, we recommend you verify the data for the left eye as you make changes to the right eye.

Q: What if I receive the following error messages after transmitting an order?

- **Error Message** You will receive this message in your task module if you have an invalid product partner account number.

OOGP response indicates permanent failure: Failed to find an OOGP ACCT_NUMBER matching: ABC123456

- **Error Message** External Ship-to number is missing.

Permanent failure: Error in order data: [Supplier Location Alternate ID must be provided]

- **Error Message** The product you are ordering is not available from that product partner.

OOGP response indicates permanent failure: OOGP Item-Number (BL19B16) or UPC (785811678876) not available to account ABC123456.

Q: Can I order a contact lens trial via SmartFlow if it is not authorized?

A: Yes. Trial Rx's do not require authorization, thus, there is no validation process. However, if the trial Rx has invalid parameters, an error generates when the order is approved.

Q: Can I change the quantity packaging if the prescription was authorized for a different quantity?

A: Although you can change the packaging directly on the order, it is important to remember that the contacts lens model associated to the Rx is actually what drives the billable items. If you change the packaging, remember the billable items listed in the unassigned items list will not be accurate. You have two options:

- The doctor can continue to create multiple Rx's.
- You can change the packaging on the order with the understanding that the billable items will not be updated. The unassigned item(s) would need to be marked as non-billable (with a reason that makes sense to your office (e.g. new packaging selected), and the correct items would need to be manually added to an invoice. This can be done in the billing slider of the order. Access Billing slider > highlight the correct payer > click 'Create Invoice' > click '+' to add the appropriate items.