

Lyric™ ALPS Update

Spring 2016

Dear Phonak Lyric Provider,

We are excited to announce several new features to the Lyric online portal ALPS. These updates are intended to assist you in managing your Lyric patient information and office performance.

Spring 2016 ALPS Updates:

- A new dashboard highlighting key performance indicators
- Improvements to the automatic notifications you receive about expiring subscriptions
- Comprehensive reporting on all paid and unpaid current subscriptions

Dashboard Improvement

Your ALPS portal will now include a new dashboard that shows the national TSR over the past 12 months. The new dashboard will also show your current renewal rate.

Welcome LYRIC PORTAL - TARGET TEAM

Trials 53 / New Subscriptions 57 / Renewals 1 / Active 4 / Trial Success Rate 6.0 % / TSR national 35.0 % / Renewal Rate 100.0 %

1. Trials with starting date Jan 1st - Dec 31st
2. New subscriptions starting Jan 1st - Dec 31st
3. Renewals with starting date Jan 1st - Dec 31st
4. Total of active subscriptions
5. Trial success rate average 12 months
6. Trial success rate average 12 months on a national level
7. Renewal rate Jan 1st – Dec 31st

▶ Unfinished

▼ Subscriptions to expire

▶ Trials

▼ Devices to expire

Automated Email Notification for Satellite Offices

You can now request that you receive an automated email providing the following information about each of your locations:

- Trials to expire
- Subscriptions to renew

This option only needs to be selected for one of the accounts linked to the satellite office setup. Once you have registered an email address, all reports will be sent to that address for all office locations.

Instructions

1. Within your home screen in ALPS go to **[Patient notification settings]**.
2. Select **[Notification Report Satellite Offices]**.

The screenshot shows the Lyric™ ALPS interface. At the top left is the Lyric™ logo, and at the top right is the PHONAK logo with the tagline "life is on". Below the logos is a navigation bar with tabs for "Home", "New client", "Existing client", and "Reports". The "Reports" tab is selected.

On the left side, there is a green sidebar with the text "No client in session". Below this is a "Custom Links" section with a list of links: "Tourist case", "Choose language / date format", "Inventory audit", "Device return", "List of contacted patients", "Paved Subscriptions", and "Patient notification settings". The "Patient notification settings" link is highlighted with a red box, and a red arrow points to it from below.

The main content area is titled "Notification Settings". It displays the "Account Name" as "Lyric-Testkunde #3". Below this are three input fields for "Notification E-Mail 1", "Notification E-Mail 2", and "Notification E-Mail 3". A checkbox labeled "Notification Report Satellite Offices" is highlighted with a red box and is currently unchecked. A "Save" button is located at the bottom of the form.

Updated Fields to List of Contacted Patients

You can now confirm:

- Patient trials that have gone into active subscriptions
- Patient subscriptions that have renewed
- Additional comments to be added to the patient subscription

Within your ALPS home screen, click on **[List of contacted patients]**.

By clicking on **[Renewed]** or **[Confirmed]** the patient name will no longer show on the list of patients who are eligible for renewal or cancellation.



Home
New client
Existing client
Reports

Overview

Show fitting history

Show device history

My patient

Lyric ID P000099279
Noah ID 0002407

Subscriptions

R L

5/20/2016 Expiry date 5/20/2016

Z000245929 Z000245930

7 Remaining devices 7

Devices

R L

✗ In warranty ✗

M Size M

End session

Custom Links

[Tourist case](#)

[Choose language / date format](#)

[Inventory audit](#)

[Device return](#)

[List of contacted patients](#)

[Patient Subscriptions](#)

[Patient notification settings](#)

[Devices Investigation Form](#)

Subscriptions to expire*

First name	Last name	Subscription no	End date	Renewed	Comment
[blurred]	[blurred]	Z000248253	6/4/2016	<input type="checkbox"/>	<input type="text"/>
[blurred]	[blurred]	Z000242153	6/5/2016	<input type="checkbox"/>	<input type="text"/>
[blurred]	[blurred]	Z000243446	6/11/2016	<input type="checkbox"/>	<input type="text"/>
[blurred]	[blurred]	Z000243991	6/25/2016	<input type="checkbox"/>	<input type="text"/>
[blurred]	[blurred]	Z000243992	6/25/2016	<input type="checkbox"/>	<input type="text"/>

*Subscription end date -90 days / +6 days

Trials*

First name	Last name	Subscription no	Billing Date	Confirmed	Comment
[blurred]	[blurred]	Z000290941		<input type="checkbox"/>	<input type="text"/>
[blurred]	[blurred]	Z000290942		<input type="checkbox"/>	<input type="text"/>
[blurred]	[blurred]	Z000290946		<input type="checkbox"/>	<input type="text"/>
[blurred]	[blurred]	Z000290958		<input type="checkbox"/>	<input type="text"/>
[blurred]	[blurred]	Z000290959		<input type="checkbox"/>	<input type="text"/>

*End date -7days

List of Unpaid Subscriptions

You can now run a list within ALPS identifying all unpaid patient subscriptions. Once the subscription has been paid, you can confirm payment by selecting the patient name, removing them from list provided on the screen. Once you have confirmed payment for a subscription, you can also run a comprehensive report that will be exported into Microsoft Excel for your office staff.

Instructions

1. Within your home screen in ALPS go to **[Paid Subscriptions]**.



Home
New client
Existing client
Reports

Overview

Show fitting history

Show device history

Lyric ID P000099279
Noah ID 0002407

Subscriptions

5/20/2016 Expiry date 5/20/2016
Z000245929 Z000245930

7 Remaining devices 7

Devices

In warranty

M Size M

End session

Paid Subscriptions

First name	Last name	Subscription no	Billing Date	Paid
John	Smith	Z000227552	2/27/2015	<input type="checkbox"/>
John	Smith	Z000227553	2/27/2015	<input type="checkbox"/>
John	Smith	Z000231427	3/31/2015	<input type="checkbox"/>
John	Smith	Z000231428	3/31/2015	<input type="checkbox"/>
John	Smith	Z000234266	4/30/2015	<input type="checkbox"/>
John	Smith	Z000234267	4/30/2015	<input type="checkbox"/>
John	Smith	Z000237581	5/29/2015	<input type="checkbox"/>
John	Smith	Z000237582	5/29/2015	<input type="checkbox"/>
John	Smith	Z000234530	5/29/2015	<input type="checkbox"/>
John	Smith	Z000245929	5/29/2015	<input type="checkbox"/>
John	Smith	Z000245930	5/29/2015	<input type="checkbox"/>
John	Smith	Z000242277	6/30/2015	<input type="checkbox"/>
John	Smith	Z000242278	6/30/2015	<input type="checkbox"/>
John	Smith	Z000257478	8/31/2015	<input type="checkbox"/>
John	Smith	Z000257479	8/31/2015	<input type="checkbox"/>
John	Smith	Z000271632	10/30/2015	<input type="checkbox"/>
John	Smith	Z000271633	10/30/2015	<input type="checkbox"/>
John	Smith	Z000264615	9/30/2015	<input type="checkbox"/>
John	Smith	Z000264616	9/30/2015	<input type="checkbox"/>
John	Smith	Z000258078	9/30/2015	<input type="checkbox"/>

Save

Custom Links

- [Tourist case](#)
- [Choose language / date format](#)
- [Inventory audit](#)
- [Device return](#)
- [List of contacted patients](#)
- [Paid Subscriptions](#)
- [Patient notification settings](#)
- [Devices Investigation Form](#)

To run the Microsoft Excel report:

1. Within your home screen in ALPS go to **[Reports]**.
2. Choose **[Subscription Payment]**.
3. Click on **[Export Subscription Payment]**.

*This is how it would look on the list itself:

<input type="checkbox"/>	0020010939	Z000091292	P000032293	[Redacted]	[Redacted]	L	Expired	1-yr subscription	3/19/2013	3/18/2014
<input type="checkbox"/>	0020010939	Z000167986	P000032293	[Redacted]	[Redacted]	R	Expired	1-yr subscription	3/19/2014	3/18/2015
<input type="checkbox"/>	0020010939	Z000167987	P000032293	[Redacted]	[Redacted]	L	Expired	1-yr subscription	3/19/2014	3/18/2015
<input checked="" type="checkbox"/>	0020010939	Z000242865	P000032293	[Redacted]	[Redacted]	R	Active	1-yr subscription	3/19/2015	3/18/2016
<input checked="" type="checkbox"/>	0020010939	Z000242866	P000032293	[Redacted]	[Redacted]	L	Active	1-yr subscription	3/19/2015	3/18/2016
<input type="checkbox"/>	0020010939	Z000046189	P000032293	[Redacted]	[Redacted]	L	Expired	1-yr subscription	6/24/2012	6/23/2013
<input type="checkbox"/>	0020010939	Z000046190	P000032293	[Redacted]	[Redacted]	R	Expired	1-yr subscription	6/24/2012	6/23/2013
<input type="checkbox"/>	0020010939	Z000125207	P000032293	[Redacted]	[Redacted]	L	Expired	1-yr subscription	6/24/2013	7/23/2014
<input type="checkbox"/>	0020010939	Z000125210	P000032293	[Redacted]	[Redacted]	R	Expired	1-yr subscription	6/24/2013	7/23/2014

On the list, the ones that are not ticket off are showing with a 0, the paid ones with a 1. Provider can then just filter in excel and throw 1 ones out:

	A	B	C	D	E	F	G	H	I	J	K	L
	Pa	Phonak account numb	Subscription	Lyric ID	First name	Last name	St	State	Subscription ty	Start da	End da	Cancellation da
228	1	0020010939	Z000242865	P000032293	[Redacted]	[Redacted]	R	Active	1-yr subscription	3/19/2015	3/18/2016	
229	1	0020010939	Z000242866	P000032293	[Redacted]	[Redacted]	L	Active	1-yr subscription	3/19/2015	3/18/2016	
615	1	0020010939	Z000225641	P000092153	[Redacted]	[Redacted]	R	Active	1-yr subscription	2/24/2015	2/23/2016	
830												
831												
832												
833												
834												
835												