



Remote Patient Monitoring (RPM)



Leading Causes of Death

7 out of the 10 leading causes of death in the United States and 86% of U.S. health expenditures are attributed to people with chronic medical or mental health conditions,

According to Healthbox and their recent Remote Monitoring and Connected Care report

“Remote monitoring programs present an opportunity to better understand and manage chronic diseases including diabetes, COPD, asthma, and chronic heart failure.”

Gerteis J, Izrael D, Deitz D, LeRoy L, Ricciardi R, Miller T, Basu J, “Multiple Chronic Conditions Chartbook”

Healthbox Report: Remote Monitoring and Connected Care. (n.d.)



Hypertension

Hypertension affects about 46% of U.S. adults, has estimated costs exceeding \$50 billion annually, and is the most common chronic condition for which patients see primary care physicians.

“New ACC/AHA High Blood Pressure Guidelines Lower Definition of Hypertension.”
American College of



What problem is being targeted?

Care management of chronic conditions such as diabetes and hypertension.

Engage the patient.



Value-Based Care (VBC) achieves Triple to Quadruple Healthcare Aim?



IMPROVE
PATIENT CARE
EXPERIENCE



IMPROVE HEALTH
OUTCOMES



REDUCE COST
OF HEALTH CARE



ATTAIN JOY IN
WORK



Digital Health

How can it work in my practice?



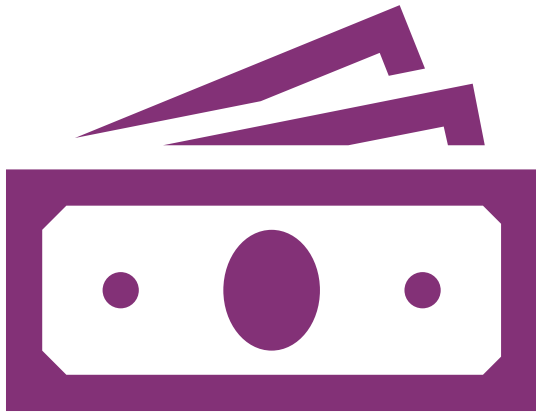
2019 RPM Code Summary

15,000 new Medicare
beneficiaries per day

CPT Code 99453 (Setup) (weight, blood pressure, pulse oximetry, respiratory flow rate), initial; set-up and patient education on use of equipment. One-time setup/education of \$21 (regionally adjusted).

CPT Code 99454 (Equipment & Monitoring) (weight, blood pressure, pulse oximetry, respiratory flow rate), initial; device(s) supply with daily recording(s) or programmed alert(s) transmission, each 30 days \$69.00 per patient/month (regionally adjusted)

CPT Code 99457 (Interventions) Remote monitoring treatment management services, 20 minutes or more of clinical staff/physician/other qualified healthcare professional time in a calendar month requiring interactive communication with the patient/ caregiver during the month \$54.00 per patient/month (regionally adjusted)



Proforma

Medicare Reimbursement

CPT Code 99453 (Setup)

(e.g.; weight, blood pressure, pulse oximetry, respiratory flow rate)

Initial set-up and patient education on use of equipment.

One-time setup/education:

\$21 (regionally adjusted).

(Do not report [99453](#) for monitoring of less than 16 days)

Device Setup Data Sync and Education



Medicare Reimbursement

CPT Code 99454 (Equipment & Monitoring)

(e.g.; weight, blood pressure, pulse oximetry, respiratory flow rate),

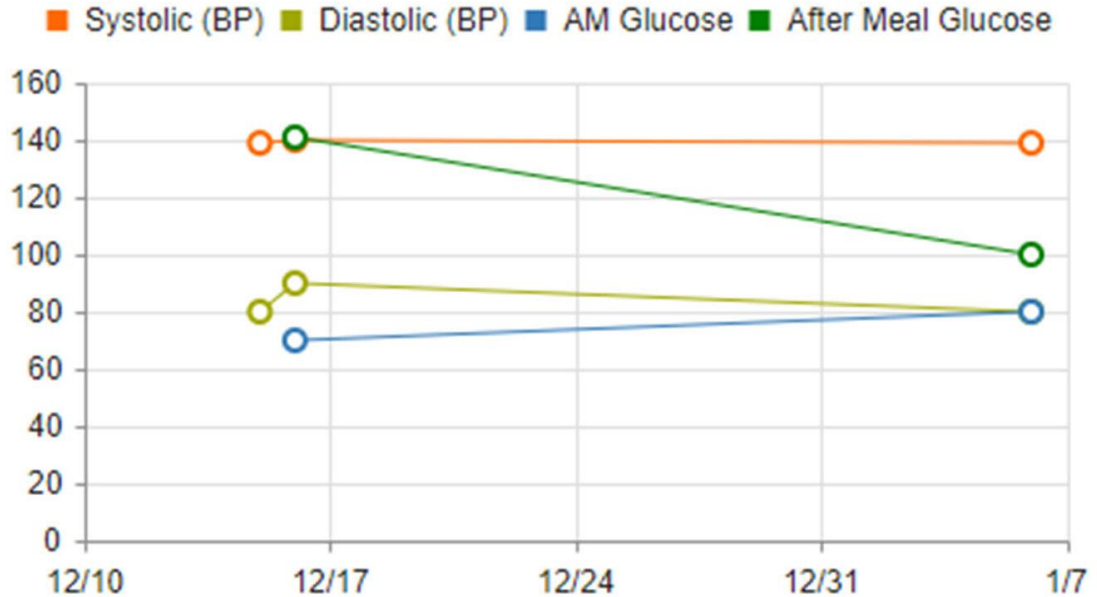
Initial device(s) supply with daily recording(s) or programmed alert(s) transmission, each 30 days.

\$69.00 per patient/month (regionally adjusted)

(Do not report [99454](#) for monitoring of less than 16 days)

Device Supply & Data Recordings





Withings' Device Supply



Supply and
setup patient
with device

What devices?

Patient Lookup Devices	Data End-Point	Device Cost Shipping Included	Quantity Order
RPM Patient Brochures Sold in increments of 5	N/A	\$0.55 per brochure	<input type="text" value="0"/>
Remote Patient Monitoring (RPM) Starter Package 4 Body and Weight Scales 6 BPM Connect Blood Pressure Monitors 30-Day Free Trial for Patient Lookup		\$1,000.00 each	<input type="text" value="0"/>
WiThings Blood Pressure Cuff Sold in increments of 6	Blood Pressure	\$99.99 per blood pressure cuff	<input type="text" value="0"/>
WiThings Body Scale Sold in increments of 4 Tracks weight	Weight	\$59.95 per body scale	<input type="text" value="0"/>
WiThings Body+ Scale Sold in increments of 4 More than weight, it also tracks fat mass, muscle mass, water retention, and bone mass	Weight	\$99.99 per body scale	<input type="text" value="0"/>
Total:			\$0.00

Download Withings Health Mate App



Withings Health Mate 4+

Weight, Blood Pressure, Sleep
Withings

#191 in Health & Fitness

★★★★★ 4.6, 88.8K Ratings

Free · Offers In-App Purchases
Only on Apple Watch

**Download
Health Mate
App to sync
devices**


Medicare Blue Button Turn on Data Point of Care Sharing

GetYourHealthRecord.com

Medicare Sync Account

Use MyMedicare.gov Login

Turn on
Medicare Blue
Button Device
and Data-
Sharing

 My Account ▾

Data Sharing

Data Sharing

Data Collection **1**

Demo Hospital **NEW**

Not Sharing

Off

Agreeing to share sends your Inpatient, Outpatient, Medical Equipment and Pharmacy information to Demo Hospital in their clinic to view. The data will be updated when new claims are processed by Medicare.

Emergency and Treatment Sharing

Not Sharing

Off



I understand selecting "yes share" means my providers and emergency medical personnel will have access to my Medicare claims history for treatment purposes.

Sync patient data recordings to Get Your Health Record and Patient Lookup

Get Your Health Record Mobile App

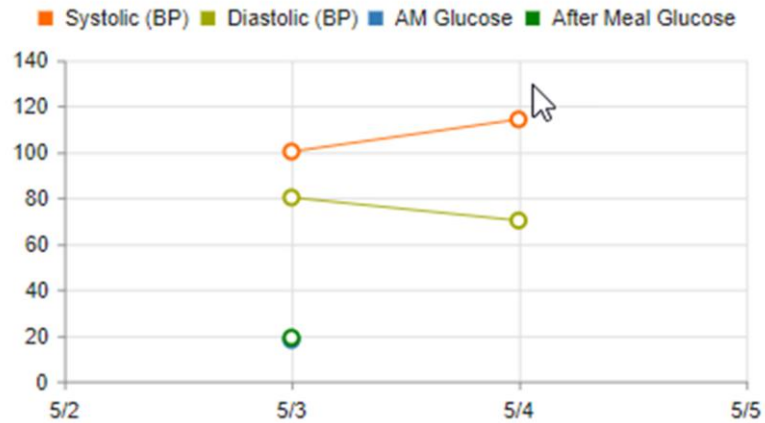
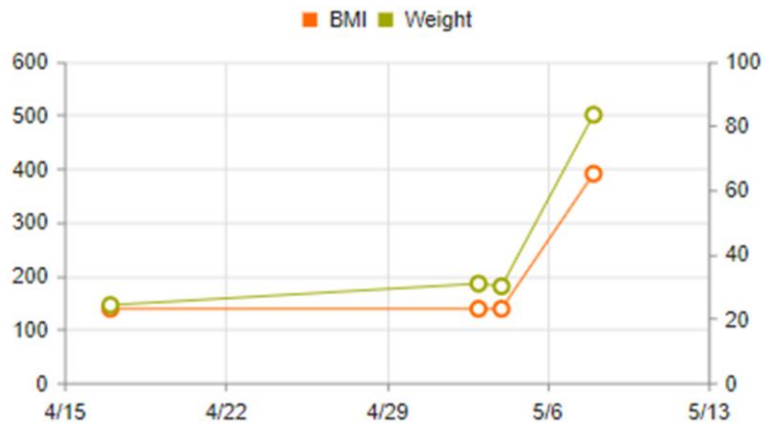
Data Sharing

Data Sharing Data Collection

	Not Connected	Connect
	Not Connected	Connect

Sync patient data recordings to Get Your Health Record and Patient Lookup

Patient Journal



Blood Pressure (XXX/XX)

135/80
Healthy Range**

AM Blood Glucose

70
Healthy Range**

After Meal Blood Glucose

140|
Healthy Range**

AM Blood Glucose

70
Healthy Range**

After Meal Blood Glucose

140|
Healthy Range**

Social Determinants of Health Questionnaires

Economic and social conditions that influence individual and group differences in health status

- Income and social status
- Employment and working conditions
- Education and literacy
- Childhood experiences
- Physical environments
- Social supports and coping skills
- Healthy behaviors
- Access to health services
- Biology and genetic
- Gender
- Culture
- Race / Racism

**Make
available
social
determinants
of health
questionnaires**



How does care team get
data recordings and
poor results

PatientLookup.com


Medicare Blue Button Turn on Data Point of Care Sharing

GetYourHealthRecord.com

Medicare Sync Account

Use MyMedicare.gov Login

Turn on
Medicare Blue
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Data Recordings and Trends

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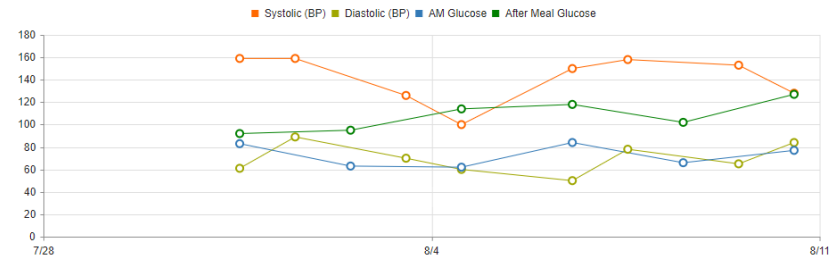
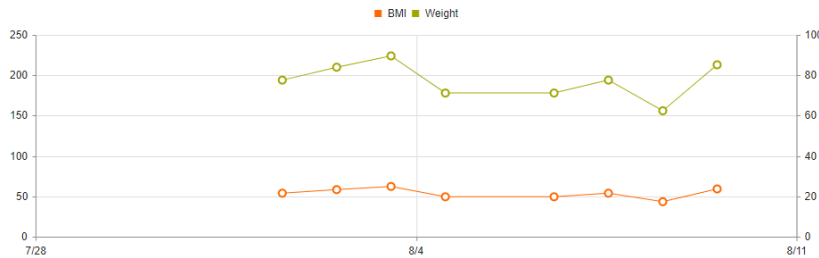
[Export / Print Quick Profile PDF](#)

[Export / Print Patient History PDF](#)

HICN: 451116511C HCC Risk Score: .000 Text Alert Enrolled: Enrolled
 MBI: Primary Assigned Practice: Demo Practice 1 Status: Attributed
 DOB: 05-15-1942 Primary Assigned Provider: None Assigned CCM Eligible: Yes
 Gender: m Population: ACO Potentially Costly:

[Quick Profile](#) [Patient History](#) [Patient Contact Details](#) [Health History Form](#) **RPM**

Weight	BMI	Resting Heart Rate	Blood Pressure	AM Blood Glucose	After Meal Blood Glucose
-	-	58	159 / 61	83	92
194	21.56	84	159 / 89	-	-
210	23.33	-	- / -	63	95
224	24.89	63	126 / 70	-	-
178	19.78	56	100 / 60	62	114
-	-	-	- / -	-	-
178	19.78	75	150 / 50	84	118
194	21.56	75	158 / 78	-	-
156	17.33	-	- / -	66	102
213	23.67	50	153 / 65	-	-
-	-	55	128 / 84	77	127



Poor Results

Calendar View

RPM Poor Results

Filter View

RPM Poor Results

Patient Name	Insurance ID	Gender	Reason	Result Date	Review
ALVIN LASTNAMECOM102		M	Blood pressure out of range, high; previous diabetes and/or hypertension diagnosis.	10/02/2019	Mark Reviewed
ALVIN LASTNAMECOM102		M	Sudden weight increase; previous heart failure	10/02/2019	Mark Reviewed

Readiness Step - Schedule Face-to-Face Visit

Pull annual wellness incomplete patient list and start scheduling.

HCC Coding Point of Care (Recapture Rate)

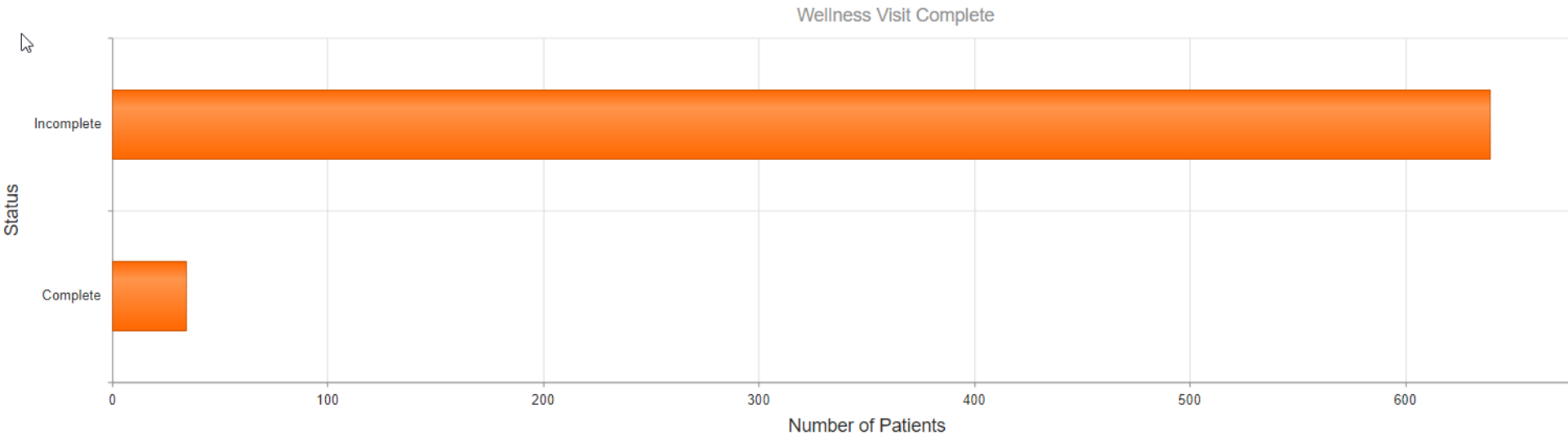
Attribution Code

Risk Score and Benchmark Status

Quality Metric Care Gaps

Care Plan

RPM Enroll



Readiness Step – Setup Billing Codes

CPT
99453

CPT
99454

CPT
99457

Code Recap

99453: Remote monitoring of physiologic parameter(s) (e.g., weight, blood pressure, pulse oximetry, respiratory flow rate), initial; set-up and patient education on use of equipment

Notes:

(Do not report [99453](#) more than once per episode of care)

Do not report [99453](#) for monitoring of less than 16 days)

99457: Remote physiologic monitoring treatment management services, 20 minutes or more of clinical staff/physician/other qualified health care professional time in a calendar month requiring interactive communication with the patient/caregiver during the month

Notes:

(Report [99457](#) once each 30 days, regardless of the number of parameters monitored)

(Do not report [99457](#) in conjunction with [99091](#))

99454: Remote monitoring of physiologic parameter(s) (e.g., weight, blood pressure, pulse oximetry, respiratory flow rate), initial; device(s) supply with daily recording(s) or programmed alert(s) transmission, each 30 days

Notes:

(For physiologic monitoring treatment management services, use [99457](#))

(Do not report [99454](#) for monitoring of less than 16 days)

Do not report [99453](#), [99454](#) in conjunction with codes for more specific physiologic parameters [e.g., [93296](#), [94760](#)])

Patient Home Phase

Patient Home Phase Patient Readings and Alerts From Patient to Provider



Patient Home Phase

Patient

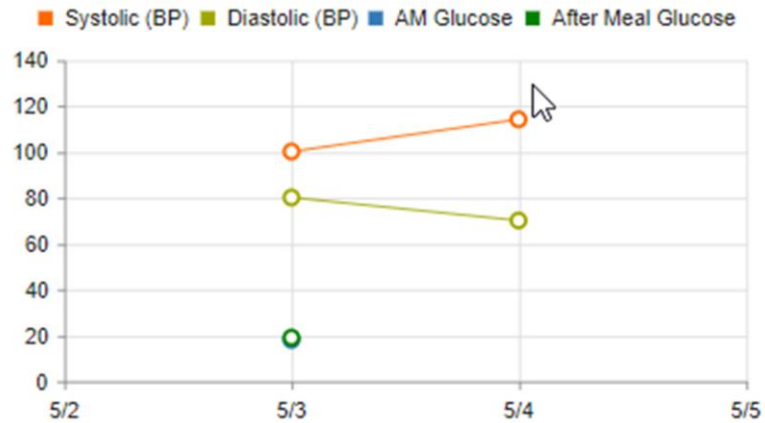
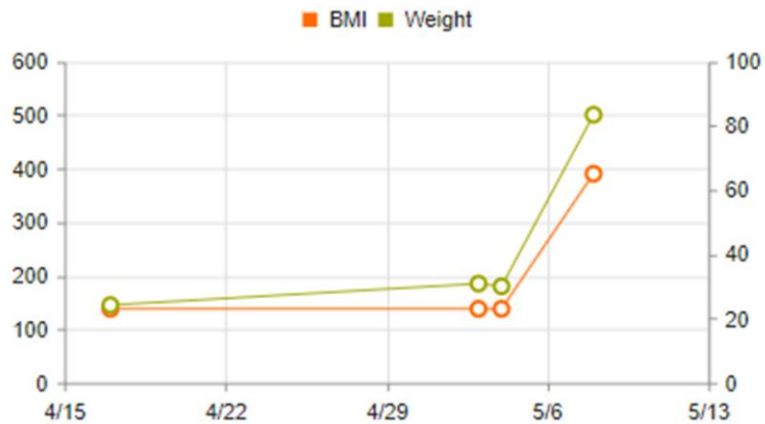
- Alert to complete
- Alert if poor results
- Remit recordings to Journal
- Complete Social Determinants of Health Questionnaires

Care Team Readiness

- Assign Staff to contact patient regarding poor results and incoming questions



Patient Home Phase - Journal



Blood Pressure (XXX/XX)

135/80
Healthy Range**

AM Blood Glucose

70
Healthy Range**

After Meal Blood Glucose

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Complete Social Determinants of Health Questionnaires

Economic and social conditions that influence individual and group differences in health status

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ger



Ma
where
• 2.7
• 41 r
• Am
• Ne
day

ou on a restricted diet?

No

u feel that you are getting adequate nutrition?

requently Occasionally Rarely Never

u feel it is important to read food labels?

No

is part of a well-balanced diet? (select all that apply)

Meat Poultry Fish Eggs Bread Dairy Nuts Potatoe chips Chocolate N

is nutrients are good for you? (select all that apply)

bohydrates Water Fats Fiber Protein Vitamins Minerals None

ou able to do your own grocery shopping?

No

u find that you are ever low on funds for grocery shopping?

requently Occasionally Rarely Never

Provider Remote Monitoring Phase

Data Recordings and Trends

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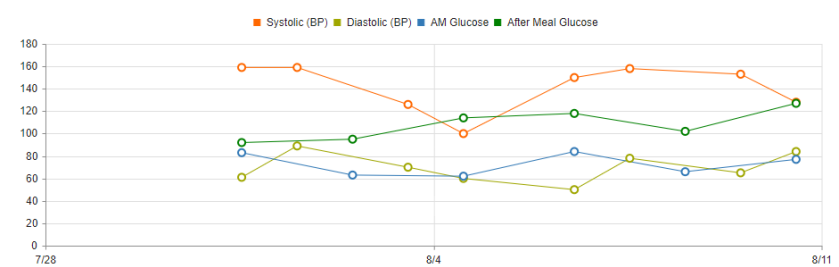
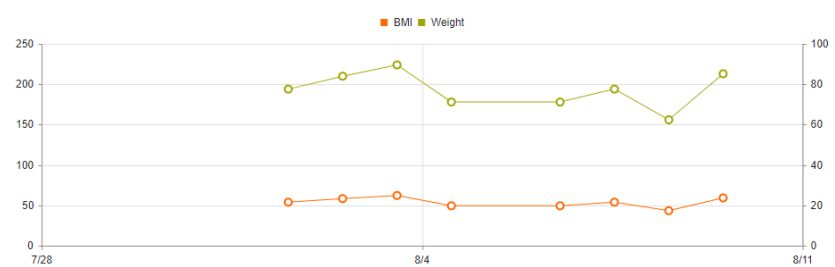
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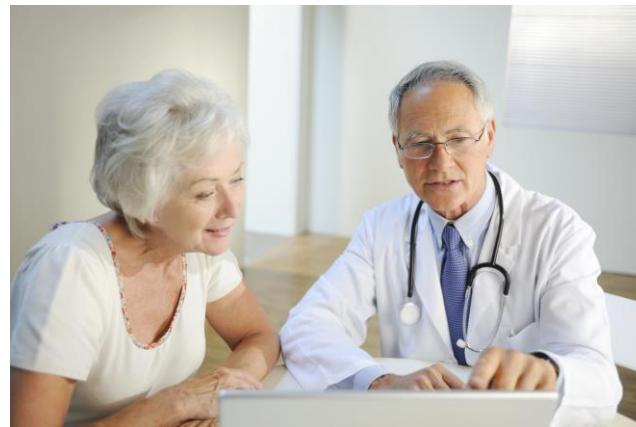
Provider Remote Monitoring Phase

Care Team

- Receive data recordings in Patient Lookup
 - Patient Master Dash
 - Patient Lookup.com (RPM Tab)
 - SSO
 - EHR API Connector
- Retrieve Poor Results
 - Patient Master Dash
 - PatientLookup.com
 - HER API Connector

Care Team Readiness

- Method to receive data recordings
- Method to receive poor notifications
- Assign and Train Staff



20 Minute Monthly Interventions

Monthly

Medicare Reimbursement

CPT Code 99457 (20 Minute Interventions)

Remote monitoring treatment management services, 20 minutes or more of clinical staff/physician/other qualified healthcare professional time in a calendar month requiring interactive communication with the patient/ caregiver during the month.

\$54.00 per patient/month (regionally adjusted)



Is the 20
minutes a
burden?

What to
talk about
for 20
minutes?



Provider 20 Minute Interventions Phase

Task

- Communication Method
 - Chat
 - Phone
 - EHR Portal

Care Team Readiness

- Assign and Train Staff
- 20 minutes Talking Points
- Communication Method
- Track 20 minutes per month

Create Event

45 sec

Pause

Reset Timer

Readiness Step

20-minute Talking Points



READINGS



POOR RESULTS
ALERTS



CARE PLAN



MEDICARE BLUE
BUTTON HEALTH
HISTORY



SOCIAL
DETERMINANTS
QUESTIONNAIRE

Readiness Step – Talking Points Communication Method



VIRTUAL CHAT



PHONE



EHR PORTAL

RPM services do not require the use of interactive audio-video, as these codes are inherently non face-to-face

Is there a Patient Co-Payment for RPM Services?

- 20% Co-pay applies
- Supplements may have coverage for co-pay
- Dual Eligible may have coverage for co-pay

As a Medicare Part B service, the patient is responsible for a 20% co-payment for RPM services.

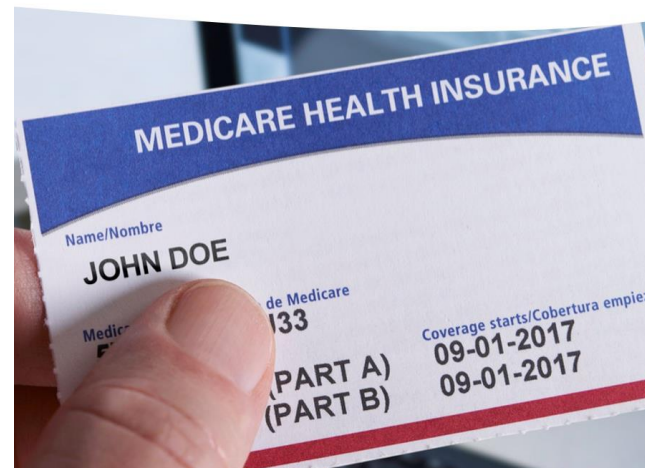
Providers are cautioned to bill the patient (or the patient's secondary insurer) for the co-payment, as routine waivers of patient co-payments can present a fraud & abuse risk under the federal Civil Monetary Penalties Law and the Anti-Kickback Statute.



Does RPM Require a Face to Face Exam or Interactive Audio-Video?

New patients, or patients who haven't been seen for one year, must undergo a face-to-face visit with their provider, such as in an annual wellness visit or physical.

Evaluation and management services levels 2 through 5, as well as transitional care management services, should qualify as a face-to-face visit. Online services, phone calls and other E/M services would not qualify.





Who Can Deliver RPM Services?

CPT 99457 allows RPM services to be performed by the physician, qualified healthcare professional, or clinical staff. Clinical staff includes, for example, RNs and medical assistants (subject to state law scope of practice and state law supervision requirements).

More on incident to...supervision

- The change means that remote patient services are now more closely aligned with chronic care management services, the ***difference being that the default rule for incident to billing under Medicare requires direct, not general, supervision.***
- Direct supervision essentially means that the physician and all auxiliary personnel have to be in the same building at the same time, though not necessarily in the same room.
- General supervision, on the other hand, doesn't require all parties to be in the same building simultaneously. Instead, the physician could use telemedicine to facilitate general supervision over the auxiliary personnel.

2020 Physician Fee Schedule Proposed

We are proposing that RPM services reported with CPT code 99457 may be furnished under **general supervision** rather than the currently required direct supervision. Because care management services include establishing, implementing, revising, or monitoring treatment plans, as well as providing support services, and because RPM services (that is, CPT code 99457) include establishing, implementing, revising, and monitoring a specific treatment plan for a patient related to one or more chronic conditions that are monitored remotely, we believe that CPT code 99457 should be included as designated care management services. Designated care management services can be furnished under general supervision.

The physician or other qualified healthcare professional supervising the auxiliary personnel need not be the same individual treating the patient more broadly. However, only the supervising physician or other qualified healthcare professional may bill Medicare for incident to services.

Yes, patients can
receive RPM services
in their homes.

Can the Patient
be at Home for
RPM
Reimbursement?



Must the Patient be in a Rural Area for RPM Reimbursement?

No, the patient need not be in a rural area or any specific originating site. Providers frustrated with the narrow Medicare coverage of telehealth services now see a better path in light of the fact that *RPM is not considered a Medicare telehealth service.*





Must the Patient Give Consent to RPM Services?

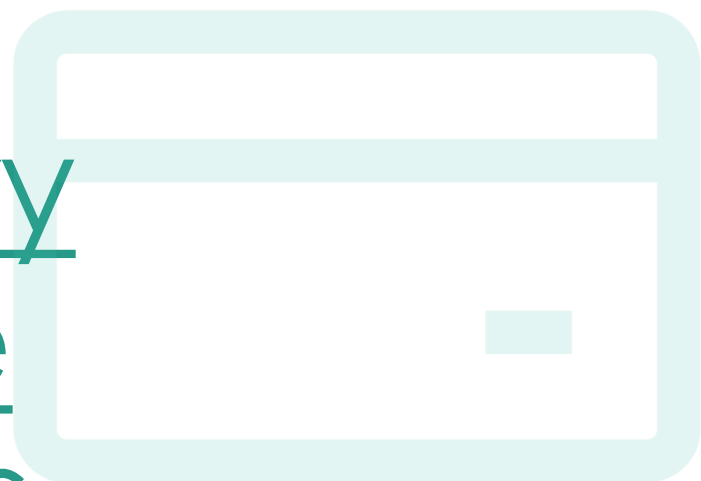
Yes, the practitioner should get the patient's consent for RPM services and document it in the patient's medical record to protect the patient and this process will protect your organization from legal liability.

Consent Content

- Suggest on the consent that a document be provided to the patient.
 - Call 911 or go to the emergency department if you experiencing life threatening symptoms.
 - Call to make an appointment if you have concerns about your equipment or other related issues.
 - We are not responsible for device malfunction.
 - Be clear about the service your care team is providing
 - When are you going to review the data?
 - What types of communication can the patient expect?



ACO Beneficiary Incentive Payments



Can RPM Also Be Billed with Chronic Care Management (CCM)?

Yes, a provider can bill both CPT 99457 and CPT 99490 in the same month. This is allowed because CMS recognizes the kind of analysis involved in furnishing RPM services is complementary to CCM and other care management services.

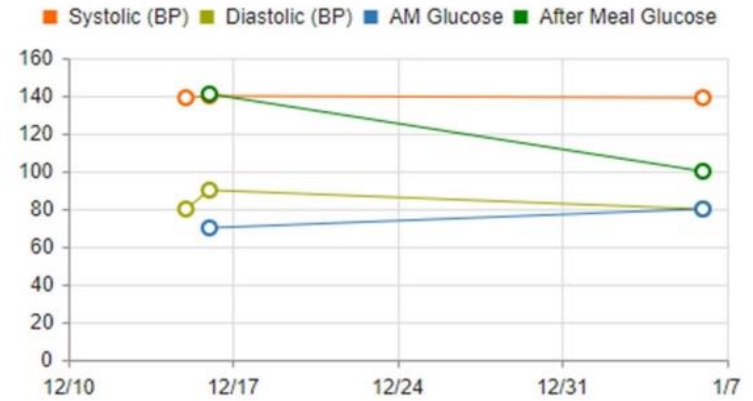
However, time spent furnishing these services cannot be counted towards the required time for both RPM and CCM codes for a single month (i.e., no double counting).





Accordingly, billing both requires at least 40 minutes total (20 minutes of CCM and 20 minutes of RPM).

Readiness Checklist



Place Device Order

<https://www.patientlookup.com/store>

Setup Training Session with
shauntep@healthendeavors.com

Select and schedule patients in clinic for device onboarding

Get Started Checklist

- Order Device Supply
 - <https://www.patientlookup.com/store>
 - Inventory Tracking Mechanism
- RPM Patient Brochure
- Consent Form
- Assign and Train Staff
 - Device Setup (Sync Data) Education
 - MyMedicare.gov (Sync Medicare Data) Education
 - Social Determinants Questionnaires
 - Schedule training time ShaunteP@healthendeavors.com
 - Billing Setup 99453, 99454,99457
 - Schedule face-to-face patient visits
 - Staff Outreach Poor Results – Patient Home Phase
 - Staff phone assistance with technology – Patient Home Phase
 - 20 Minute Interventions Phase – Patient Home Phase
 - Communication method
 - Talking Points
 - 20 minutes time tracking
 - Billing setup 99457



Questions?

Contact

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