



THE PRACTICAL GUIDE TO **REMOTE PATIENT MONITORING**

A Simple Guide to Understanding Remote
Patient Monitoring to Improve Patient Care

accuRPM
Powered by Tellihealth



INTRODUCTION

Remote patient monitoring is the use of digital technologies to monitor and capture medical and other health data from patients and electronically transmit this information to healthcare providers for assessment and, when necessary, recommendations and instructions. Tellihealth is one of the nation's most recognized and widely adopted Remote Patient Monitoring (RPM) providers. Tellihealth equips and empowers physicians with the necessary tools and data that can help reduce negative health outcomes - keeping patients healthy, happy, and out of the hospital.

Tellihealth provides turnkey RPM solutions worldwide, providing hardware, software, and first-line 24/7/365 clinical monitoring to physicians with near real-time, vital information and AI-enhanced data.

This guide was created to help healthcare providers and business owners, like you, understand how to set up a successful RPM program - which will serve as a natural extension of your clinic's existing processes and procedures. This guide will help you how to create a successfull RPM program that enables you to provide better care to your patients, reduce cognitive overload for your clinical staff, and do it in a way that is economically sustainable for your practice.

While this guide is not a clinical guide, it is a practical guide that is intended to provide real-world, tried-tested-and-true information that you can trust when introducing an RPM program to your patients. So let's get started...

UNDERSTANDING A REMOTE PATIENT MONITORING PROGRAM

At Tellihealth, we are often asked by physicians - "What are the keys to success when setting up an RPM program at my practice?" After reading this guide, you should better understand the following:

- ✓ Patient benefits of RPM
- ✓ The sustainability of RPM as a business owner
- ✓ **What to watch out for when selecting an RPM provider**
 - Contracting
 - RPM devices and consumables
 - EHR integration
 - The importance of 24/7/365 first-line clinical monitoring
 - How to improve patient engagement & compliance
- ✓ How to get your RPM program off the ground
- ✓ CPT codes, billing and copay
- ✓ How to budget for reimbursements
- ✓ How to successfully scale your RPM program
- ✓ Economics of an RPM program

PATIENT BENEFITS OF RPM

First – what are the patient benefits of a successful RPM program?



**REDUCTION OF
HOSPITAL VISITS**



**INCREASED PATIENT
LOYALTY**



**REDUCED OVERALL
COST OF CARE**



**IMPROVED
PATIENT CARE**



**INCREASED PATIENT
TOUCHPOINTS**

Many patients on the program see an improvement in their health in as little as 26 days. Data shows that patients enrolled have an 80% reduction in hospital readmission, 20% increase in medication adherence, 95% satisfaction rate in the RPM program, and marked improvements in biometric data over time.

THE BENEFITS OF RPM AS A BUSINESS OWNER

As a business owner, when starting any program in your clinic, two fundamental questions must be addressed:



1

Is the program beneficial for my patients?



2

Would the program be sustainable by my clinic and current staff?

The answer to both of these questions is YES. As mentioned above, your patients can benefit greatly from RPM. By the time you have read through this guide, you will be fully equipped to implement a successful RPM program in your clinic that will reduce the burden on your staff and freeing up time and resources for patient care.



WHAT TO WATCH OUT FOR WHEN SELECTING AN RPM VENDOR

There are many RPM providers, and choosing the right one can make or break your program. Refer to the checklist above to ensure that implementing an RPM program in your clinic causes the least disruption to your current workflow possible.

CONTRACTING & UPFRONT COSTS

What sort of long-term contract or commitment must I agree to?

With accuRPM, we do not have any commitment contracts or upfront costs, you can quit any time, with zero cost incurred. Do not go with a provider that has high—or any—start-up costs, including devices (many ask that you incur a capital expense to purchase a large amount of devices upfront) and EHR integration costs (more on this later).

We recommend not signing on with a provider that requires you to sign a lengthy contract. You want the opportunity to start your RPM program without long-term commitments or contracts.

WATCH OUT!

Some vendors may require a 1+ year commitment with a large quantity order for devices upfront.

DEVICES AND CONSUMABLES

We provide up to 2 devices for each patient at no additional cost to the patient or provider. Consumables such as batteries, lancets and test strips for diabetics are all supplied by Tellihealth at no additional cost. This is a key part of our patient compliance strategy.

WATCH OUT!

Many vendors do not offer or manage consumables, leading to lower patient compliance.

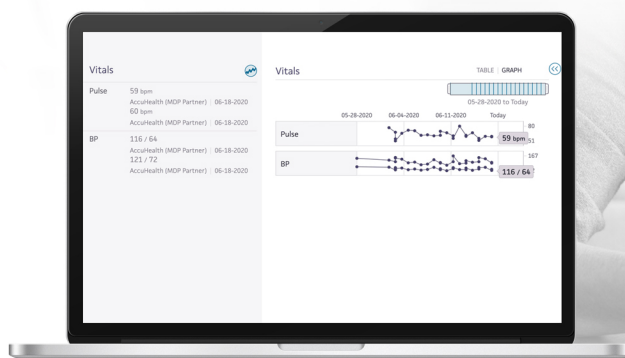
Device storage, shipment, fulfillment, and returns are fully managed by Accuhealth. There is no expectation that the clinic is to provide storage for devices.

Tellihealth uses 4G cellular-enabled devices that transmit the data into the patient's EHR in real-time, often with just the press of a button. This eliminates the need for third party connectivity such as Wifi or Bluetooth, which commonly have password or pairing issues that can be a source of frustration to a patient and deter them from taking regular readings.

These cellular-enabled devices are more costly for us, but offer the best patient experience with their plug and play capabilities.

WATCH OUT!

Some vendors are still choosing the inexpensive route with devices that require Wifi or Bluetooth connectivity, which may ultimately lead to lower patient compliance.



EHR INTEGRATION

EHR integration is critical for RPM success in order to ensure that providers have uninterrupted workflow, and can easily review information to generate quality reports using the RPM data. Going with a provider that does not integrate with your current EHR software, will cause disruption to your current workflow and create a large, unnecessary learning curve for your clinic staff and physicians.

AccuRPM's user-friendly, no-cost, proprietary EHR integration is a hallmark of accuRPM's turnkey RPM solution, placing readings into data fields in the provider's EHR. Our EHR integration engine seamlessly integrates with every EHR in the marketplace- such as Epic, athenahealth, eClinicalWorks, PracticeFusion, and Greenway, among many others. New clinics can be up-and-running and actively referring patients in 30 minutes or less.

True EHR integration offers a seamless experience where you can:

- Refer patients directly from your EHR
- Review patient readings in the vital sign fields
- Watch trends and run reports
- Generate automatic claims for RPM (available for some EHRs)

WATCH OUT!

Many vendors charge for EHR integration and claim they integrate with EHRs when you still have to upload a PDF or fax document into the patient chart. This prevents the providers from running reports that are required for quality reporting.

CLINICAL MONITORING SUPPORT

With accuRPM, we offer 24/7/365 clinical monitoring support available in over 300+ languages - this is crucial so that the clinical monitoring team can speak the patient's native language. Our team of nurses and medical assistants provide first-line, clinical monitoring of all vital sign data being captured by patients 24/7/365.

When a patient's biometric data exceeds a critical threshold, the parameters established in advance by the provider determine whether the case needs to be escalated to the physician. This sort of screening can help greatly reduce the burden on clinic volume. In addition, we offer custom vital sign thresholds that can be set by the physician and adjusted at any time, as the patient's health changes.

WATCH OUT!

Many vendors do not offer clinical monitoring, which results in every abnormal vital sign alerting the physician, at any point during the day or night.

PATIENT ENGAGEMENT & COMPLIANCE

AccuRPM ships one device to patients along with a welcome kit. If a patient has two diagnosis codes in one referral (for instance, BP and diabetes), then accuRPM will send two or more devices. Once the device has arrived, we then call the patient, assist with onboarding, and take them through their first reading—ensuring that their data is flowing appropriately into our platform. We have a robust patient adherence program that includes the following:

- All consumables are included at no cost to the patient (Consumables include things like lancets, test strips, and the cuff for the BP monitor).
- When we call the patient, we try to call them with the same clinical team member to build trust and develop a rapport.
- We encourage patients in a variety of ways to take daily readings.
- We are Alexa enabled. With our Alexa Skill, patients can ask Alexa to “call accuRPM” and set reminders to take their daily reading.
- We use automated SMS reminders.





WATCH OUT!

Vendors that do not have programs in place to encourage patient adherence can result in high patient churn.

GETTING YOUR RPM PROGRAM OFF THE GROUND

Getting an RPM program off the ground is easy with accuRPM. The way you introduce it is key: it is a good idea for the clinic's leadership to hold a clinic-wide team meeting, or lunch, to introduce the new program.

It goes without saying that clinic staff are very busy. Adding a new service, like an RPM program, might seem daunting, it should not be. Your RPM service provider should offer you an end-to-end solution, which includes EHR integration, identifies qualified patients, device management and offers optional billing services. Here at Tellihealth, we have the following process for our accuRPM service:

-  1 The provider pulls a list of all active patients.
-  2 Once the list has been reviewed and approved for patient eligibility, send Tellihealth the full list of qualified patients.
-  3 Tellihealth will send each patient a letter on co-branded accuRPM and your clinic's letterhead outlining the program on behalf of the physician.
-  4 A call would be placed to your patients seven days after the letter is sent, to reiterate the program's details. Patients want options; never force patients into an RPM program, but give them reliable information.

Here is an approximate timeline of **what to expect within the first 90 days on a successful RPM program...**



BILLING

CPT CODES, BILLING AND COPAY

Following guidelines of the Centers for Medicare & Medicaid Services (CMS), most RPM services are billed under **four codes**. Please note that one of the codes (99453) is a one-time code, and it won't be covered in this guide. Code 99453 is billed and reimbursed only once for new patients to the program, however, 99454, 99457, and 99458 are billed monthly by the practice.

The table below is an overview of the four codes.

While we can provide publicly available, general information, AccuRPM does not provide billing advice and nothing in this document should be construed as billing advice. Each healthcare professional is responsible for the accuracy and validity of their own billing and coding.

CPT Code	Medicare Rate	Time Spent	Notes
99453	\$15	N/A	One time patient setup onto RPM
99454	\$27.50	N/A	Device supply and recordings: every 30 day code.
99457	\$25.50	20-39 min	First 20 min of RPM clinical time (reviewing readings, phone calls... calendar month code.
99458	\$20.00	40-59 min 60+ min	Each additional 20 min of RPM clinical time, max 2 units; calendar month code

When a patient is on RPM, CPT codes must be satisfied in order to bill for the codes. In reality, not all patients satisfy every code every month for several reasons. For instance, some patients have adherence issues, some patients go on vacation, and others are hospitalized for long periods of time.

Insurance regulations, such as deductibles, coinsurance, authorizations, etc., still apply. Services covered by Medicare Part B are subject to copays. Your patient will be required to pay a 20% copay for RPM, since it is a Medicare Part B service. The patient's copay for RPM should be less than the co-pay the patient otherwise would have incurred for other services (urgent care; emergency care; office visits), where those services can be avoided because of RPM.





Physicians can discuss the patient's' RPM data with them after reviewing it, either before or during the visit. This builds trust with your patients, while also reinforcing the importance of the program.

Patients will be more adherent when they see they have their physician's full support and buy in.



You want to be **scaling the program** by continually referring eligible patients who will benefit from RPM.



Meet with your service provider on a monthly basis to review your numbers and program progress. Consider such questions as, why did my bill increase or decrease? Which patients are adhering to the program? Which patients are not adherent? Who left the program, and why? Many of the reasons for patients' churn are preventable. We have found that this often comes down to lack of program knowledge by the clinic staff. Encourage your front desk staff to be champions for the RPM program.



Put up posters in your office. Fully utilize marketing materials that have been provided to you by your RPM provider.



As accuRPM currently does, every three months your service provider should **pull your patient list and check for new patients who qualify for and benefit from the program.** Continually scaling the program is necessary for success.

HOW TO MAXIMIZE YOUR RPM PROGRAM EFFECTIVENESS

The best and simplest way to ensure traction of any program you introduce to your clinic is to talk about it. Knowledge is power. Make sure that everyone working in the clinic is informed about the program and its advantages—from the front desk staff to the nurses, the office manager, and the doctors. This can be on a high level and does not have to involve extensive training. The more your clinic is involved with a clear understanding of why you are deploying the RPM program, the more the program is discussed and the more staff are motivated.

CONCLUSION

By now you should understand how to launch an RPM program that empowers patients to improve their own health, is user friendly and feels like a natural extension of your clinic existing processes and procedures. When looking for an RPM vendor, you need to consider the importance of true EHR integration, which RPM devices you can trust, how 24/7/365 first-line clinical monitoring can take the burden off of your clinical staff, and patients' benefits, in an economically sustainable model for you, the provider / business owner. It is imperative that you create a financially viable remote care program that is both sustainable and scalable to meet the growing demands of your patients as telehealth and remote monitoring may officially become the new standard of care.

Remote patient monitoring is here to stay. As the value-based standard of care, RPM provides care that extends beyond clinic walls and builds a more meaningful patient-provider relationship. Data shows that patients enrolled have an **80% reduction in hospital readmission, 20% increase in medication adherence, and marked health improvements in as little as 26 days.** As a business owner, having a solid understanding of what to expect with a RPM program and how to deploy, scale, and manage your RPM program will position your clinic for success.

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