SMARTMETER
Engaging Health Data

Best Practices for Implementing a Remote Patient Monitoring (RPM) Program

Smart Meter has been at the forefront of the rapid expansion of remote patient monitoring (RPM) for the past six years and recognizes the many advantages for the patient and the practice. RPM can improve patient engagement and outcomes, while providing your practice with an additional revenue stream through CPT® reimbursement.

Smart Meter has developed this Best Practices guide based on Smart Meter's vast experience in the remote patient monitoring market to provide key steps to make an RPM program successful at your practice.

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Defining a Purpose

Identify and determine the purpose of your RPM program, which may include improving patient outcomes, addressing current patient management issues, adding new patient programs, motivating patients to better manage their condition and providing a new revenue stream for the practice.

Clearly identifying the purpose of your RPM program will help determine the resources needed and identify key stakeholders. Typically, key stakeholders within the practice are the health care team, administrative staff and patients. All stakeholders should provide input into the program to gain acceptance.

Forming Your Team

To help ensure the success of your RPM program, you should plan to form a team with the key personnel that fits the size and scope of your practice.

For example, a small private practice may only need one dedicated resource accountable for implementation, coordination and managing the program. Although, it will take a team effort to ensure success with product training, data review and CPT billing.

Ideally, the RPM team should include clinical staff (nurses and physicians), non-clinical staff (billing and office administrators) and a team champion for each task and who would lead the team by establishing tasks, the team member(s) responsible and deadlines. Key stakeholders should have defined roles and responsibilities to ensure consistent implementation, patient satisfaction and billable encounters.

| Step 2 | Set Your Goals and Objectives |

What does success look like for your RPM program?

Four areas of value to consider when defining success:

Health Outcomes

For improving patient health outcomes, start by identifying and targeting which patients to enroll into the RPM program, identify the number of potential patients and the specify the outcome measures. For example, you may want to reduce hospital (re)admissions/ER visits, lower A1c's and improve blood pressure readings.

Patient Experience

There are many benefits to implementing an RPM program, with patient experience being the most important one. As a part of the patient experience, plan to set goals such as improving patient satisfaction rates, enhance patient engagement and gain acceptance to the care plan, just to name a few.

Provider Satisfaction and Provider Empowerment

Your RPM program will enable the health care team to review organized, real-time patient data remotely through a simple to use portal. The self-generated patient data provides useful insights on how a patient is managing their chronic condition. Having access to patient data empowers the health care team to have meaningful discussions with patients about their health and how to help them.

Financial

RPM provides CPT reimbursement for providers. Through Medicare and various commercial payers RPM reimbursement can provide an additional $102.82/month[1] to your practice; this includes $48.72 for 20 minutes of RPM staff time and $54.10 for the provided device with daily monitoring.

| Step 3 | Use Smart Meter's Devices and Platforms for Accurate Monitoring |

Once you are ready to move forward, Smart Meter has all the capabilities to get you started and make it a permanent part of your practice. Our complete suite of devices and robust data platforms for both the physician and patient can help you improve patient testing adherence and patient health through better patient engagement.

When it comes to providing remote patient monitoring for chronic diseases, Smart Meter is the industry leader because all our monitoring devices utilize cellular connectivity. This means all the patient has to do is test and the readings are automatically sent to a HIPAA compliant cloud and then to the physician. Our affordable, simple to use devices include iGlucose® for diabetes, iBloodPressure™ for hypertension, iScale™ for weight management and the new iPulseOx™ for any pulmonary disorder including asthma, COPD, illnesses like influenza, pneumonia, COVID-19, tuberculosis and lung cancer.

Our password secured portals provide access to your patients' readings almost immediately after they test. In addition, we provide a patient portal so patients can track their own results.

| Step 4 | Identify and Recruit Eligible Patients |

Smart Meter has found that it is best to identify a list of eligible RPM patients and rollout to a small number of those patients to ensure implementation is seamless and all process and procedures are in place.

Once you have adjusted and fine-tuned the program you can then begin scaling the program to a larger patient population base.

Identifying Eligible Patients

The best method for identifying and targeting eligible patients for your RPM program is to organize your patient population into segments such as patients not achieving health goals, Medicare patients, patients with commercial health plans, chronic care conditions and other demographics for those receptive to technology.

For Medicare/Medicaid Patients, Here is a Breakdown of RPM and RTM CPT Reimbursement Codes

There are multiple ways to capture CPT reimbursement in your RPM program for Medicare and commercial payer patients.

Initial device education and setup: CPT 99453 - $18.48* One Time
Data transmission: CPT 99454 - $54.10* Monthly
20 minutes, non-face-to-face engagement 20: CPT 99457 - $48.72* Monthly
Additional 20 minutes: 99458 ($39.65*) as many times as is appropriate for additional 20-minute increments

There are also new CPT codes for Remote Therapeutic Monitoring (RTM) for 2022 that include monitoring respiratory system status, musculoskeletal system status, therapy adherence and therapy response.

Initial device education and setup: CPT 98975 - $18* One Time
Data transmission of oxygen saturation via a pulse oximeter: CPT 98976 - $54* Monthly
20 minutes, non-face-to-face engagement 20: CPT 98980 - $48* Monthly
Additional 20 minutes: 98981 $39* as many times as is appropriate for additional 20-minute increments

*2022 CMS final approved numbers. These may vary from state to state.

Recruiting Patients Into Your RPM Program

Recruiting and enrolling eligible patients can be conducted in three different ways.

- **In Person**
  Many successful RPM programs have found that it is best to introduce the program to the patient during an in-office visit. This allows clinicians the time to thoroughly explain the benefits of the program and answer any questions the patient may have. The best practice is to have the provider/physician explain the program to the patient, as they are usually trusted by the patient when it comes to improving their health conditions.

- **Outreach Campaign**
  Two elements of an outreach program are mail and follow-up phone call. Some practices may send a letter to the list of eligible patients explaining the value of the program and inviting them to participate. Follow up will be necessary to ensure participation.

- **Continuous Phone Contact**
  Develop a schedule for calling eligible patients, explain the program to them, and invite them to participate. Providing direct access will help improve onboarding and ongoing patient engagement.

Step 5   Train Patients and Clinicians

Most RPM solutions require engagement from patients and thus you'll want to ensure your patients are adequately educated, trained and prepared to be part of the RPM program.

When training patients, focus on setting expectations, answering any questions and emphasizing the goals of the program, including how RPM can help them reach their health goals.

When training the health care team, focus on device features and benefits, data transmission, the portal and the RPM/RTM/CCM CPT codes. Ensure training materials are available to best teach the patient. Smart Meter has resources available to help with training.

Step 6   Deliver RPM and Engage Patients

You are now ready to launch your RPM program. In the beginning, you will want to track baseline metrics so you can review and compare results month over month to determine success and identify areas for improvement. Smart Meter has a technical support team that can help you track patient results.

During the first few months of the program, you should set aside extra time to answer patient questions and provide them with additional training if necessary.

Step 7   Coding, Billing and Reimbursement

As noted previously, there are multiple reimbursement opportunities.

Accurate reimbursement record keeping is essential for successful reimbursement submissions and payments. Most RPM software programs will help you structure, organize, and document proper RPM information — number of tests, time with the patient, coding alignment and so on. You can be assured that you have the data necessary to complete the billing process with Smart Meter devices and the right RPM software program.

Contact Smart Meter for more information on an RPM program.

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