



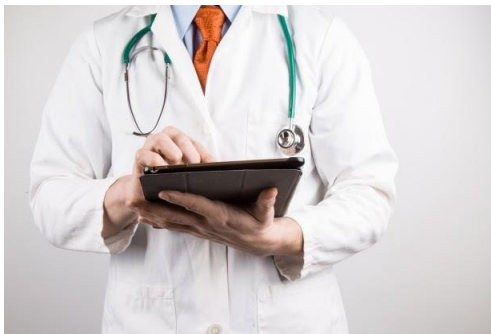
Remote Patient Monitoring Implementation Guide

bodysite

An Introduction to Remote Patient Monitoring

Quite simply, RPM should be used in your practice to improve patient care and increase practice revenue with less effort and no additional practice time.

For years, medical and wellness providers have watched income decline as the landscape of healthcare has forced them to see an increasing number of patients even as lower reimbursements and greater competition have **lowered revenue**. Higher insurance premiums, high-deductible plans, value-based care and other factors have created a cycle that many doctors feel trapped in. **Seeing more patients** in less time or increasing office hours just aren't reasonable solutions. Shorter time with patients puts the focus on reactive care rather than on wellness and no one benefits. More sick patients means more volume but no increase in profit margin. And that leads to **practice burn out**.



Working smarter, rather than harder, is the only way out of this cycle. Now more than ever, it is vital for your practice to focus on your patients' care beyond the four walls of the office in a way that multiplies the time you spend to the greatest benefit for the patient—and for your bottom line. After an encounter with a patient, how do you know they are keeping up with your guidance, and how often do patients

actually follow what their health care provider tells them? Low patient adherence leads to less than optimal patient outcomes and ultimately puts the patient back into the doctor's office costing you and your practice more time and money.

Many digital and tele-health tools available today allow your practice to not only improve the level of care you bring to your patients, but also **generate new revenue**. One such tool is **Remote Patient Monitoring (RPM)**, which gives providers the ability to remotely monitor and guide patient care automatically with very little onboarding and at a cost that not only pays for itself, but increases practice revenue with very little effort.

New CPT codes related to RPM and the devices that are used to facilitate RPM, allow your practice to benefit from your patient's participation in using connected scales, blood pressure cuffs, pulse oximeters, activity trackers and so much more. In many cases, patients would be using these anyway. But when YOU provide these connected devices, you leverage a unique opportunity to benefit from a part of the patient cycle that healthcare providers were previously not as involved in. Administering care between visits can be

done automatically with no additional time and effort in your practice and have vastly **positive outcomes** for both you and your patients. More importantly, this efficient use of technology multiplies your time so **you can make more money.**

Remote Patient Monitoring for Chronic Condition Management

Chronic conditions account for 90% of healthcare costs in the United States but many of them are preventable or can be better managed by addressing patient behaviors. Possibilities with RPM include catching out-of-range values that can be dangerous and noticing trends that can indicate a need to change the care regimen. Such benefits can increase when combined with health-promoting care programs and support. If RPM helps patients keep measurements such as blood pressure within range, risks for serious and costly emergency situations, such as severe hypertension, may decrease.

Chronic conditions cost the U.S. over \$3 trillion annually, but improved management of chronic conditions can prevent or delay many costly events such as emergency room visits and hospitalizations.



With RPM, patients have the knowledge that their data is being transmitted to their provider and they receive feedback as their data is collected. Because of this, they may better understand that someone is actively monitoring them who cares about their health, ultimately improving patient accountability. The choices patients make have a major effect on the course of their chronic conditions and health risks so with this increased accountability, patient behaviors may benefit.

RPM allows providers to receive more data about how their patients are doing, which offers them the opportunity to provide feedback where they may not otherwise have done so. Knowing patient-generated data and values and how to manage them can help patients hit their targets.

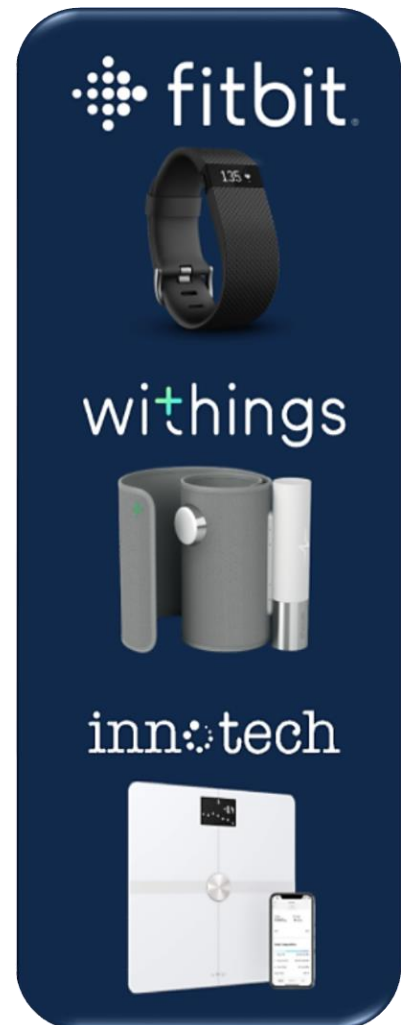
What is RPM?

This might already be obvious to you but remote patient monitoring (RPM) is a technology to enable monitoring of patients outside of conventional clinical settings, such as in a home, office or in a remote area where access to care may be limited and healthcare delivery costs may prevent necessary care. So instead of managing patient biometrics in a way that requires patients to actually come into the clinic for weight, blood pressure, blood sugar, pulse oximetry, etc., you can do all of this remotely and automatically, and get paid for it.

Growing research indicates that incorporating RPM in both lifestyle change and chronic-disease management can significantly improve care, outcomes and an individual's quality of life, by allowing the patient to maintain independence, prevent complications, and to minimize personal costs in participating in their care management. RPM makes these goals attainable by remotely monitoring and analyzing physiological parameters through the use of devices that the patient uses at home (like connected scales, blood pressure cuffs, glucose monitors) that transmit physiological parameters to the provider from wherever the patient is located.

Automated alerts to the provider about those metrics combined with remote telecommunications enable early detection and intervention when patients are not monitoring their parameters or when parameters are not in range or otherwise in need of further intervention; thereby reducing emergency department visits, hospitalizations, and the duration of hospital stays.

In response to this paradigm and to encourage adoption, the Centers for Medicare Services introduced multiple new CPT codes in 2019 that allow for reimbursement for the use of RPM. The CPT codes to use and the amounts to bill are discussed below. In addition to billing insurance, the use of RPM in a cash-pay fee for service paradigm is also a very attractive option for providers where the demographic is receptive to this.



During the COVID-19 pandemic in 2020, health systems rapidly adopted remote patient monitoring technology. Within the next 5 years, the RPM market is expected to double in size. There are many companies and systems offering varied solutions but most RPM technologies follow a general architecture that consists of four components.

1. DEVICE - A device (or devices) enabled to measure and wirelessly communicate physiological parameters.
2. DATA - Data storage on a patient's smart phone or computer that interfaces with the devices and with the data repository of a healthcare provider or other platform.
3. REPOSITORY - Centralized repository to store data sent from the device.
4. SOFTWARE - A platform or application software that displays data for analysis and which generates intervention alerts and/or recommendations based on the analysis of collected data.

Depending on the disease and the parameters monitored, there are many combinations of devices, storage and applications that can be deployed to accomplish the particular objective. Physiological data such as blood pressure and subjective patient data are collected by sensors on peripheral devices. Examples of peripheral devices are: blood pressure cuff, pulse oximeter, and glucometer. The data are transmitted to healthcare providers or third parties via wireless telecommunication devices. The data are evaluated for potential problems by a healthcare professional or via a clinical decision support algorithm, and patient, caregivers, and health providers can be immediately alerted if a problem is detected. The resulting timely intervention can ensure better patient outcomes.

A complete RPM platform application should also provide education, reminders, alerts, and a means of communication between the patient and the provider.

One example of applying RPM is in diabetes management, which requires control of multiple parameters: blood pressure, weight, and blood glucose. The real-time delivery of blood glucose and blood pressure readings enables immediate alerts for patient and healthcare providers to intervene when needed. There is evidence to show that daily diabetes management involving RPM is just as effective as usual clinic visits every 3 months.

How does RPM Increase Practice Revenue?

There are two ways to generate revenue with RPM:

1. **Direct Cash Fee from Patient**
2. **Reimbursement from Medicare or Insurance.**

Whatever devices you use to monitor patient biometrics, there are opportunities to charge the patient a cash fee or to seek insurance or Medicare reimbursement. These payment methods can be used separately or in some cases, you may be able to use both to make RPM more affordable for your patients and more profitable for your practice.

Disclaimer: We cannot offer any legal advice on proper billing, documentation or reimbursement procedures. However, we have gathered data and information about best practices to consider when billing for RPM through our internal research and consultation with experts and providers already leveraging these methods. For auditing purposes and legal advice, you'll want to consult an expert about how to properly document and file for reimbursement in your practice and in your jurisdiction.

Option #1: Charge the Patient a Cash Fee

Charge as much as \$1,499 for a Remote Care Box

Like any other service, product or offering in your practice, you can directly charge the patient a cash fee for providing a boxed offering that enables remote patient monitoring. For example, providing patients with a consumer-facing boxed care solution like a "Healthy Lifestyle Kit" that includes biometric devices, additional wellness components or supplements and an accompanying digital educational program like those provided by a Remote Care solution like bodysite.com (BodySite), creates a compelling offering you can monetize for a cash fee. Many providers leverage a digital program like the 12-Week Weight Loss Roadmap on BodySite as the driving protocol behind a Weight Loss in a Box offering but also use the Weight Loss Roadmap as the default program for the Healthy Lifestyle Kit. Whereas a weight loss box might focus primarily on a remote connected scale, a broader lifestyle kit or chronic illness box may include blood pressure and activity tracking.



**For more information about
implementing remote patient
monitoring in your practice,
please contact us.**

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