

## Remote Patient Monitoring FAQ

### 1. What is Remote Patient Monitoring (RPM) reimbursement?

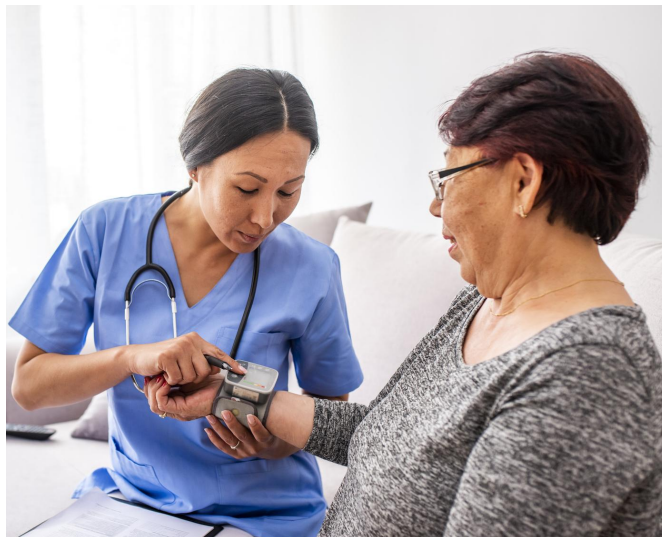
Starting on January 1, 2019 the US Centers for Medicare and Medicaid Services (CMS) made remote patient care using technology a separate, billable service under three new billing codes for Chronic Care Remote Physiologic Monitoring (CCRM), also called Remote Patient Monitoring (RPM). In some states, commercial payors and Medicaid also reimburse for RPM.

### 2. How is RPM reimbursement relevant to my practice?

Monitoring and engaging patients virtually can contribute to better health outcomes, partly because health status is determined to a large extent by patients' activities that take place outside of traditional healthcare settings.

The RPM reimbursement codes allow your practice to receive additional dollars for services that improve the health of your patients by effectively and efficiently leveraging technology and your clinical staff. RPM helps you:

- ▶ Engage patients
- ▶ Strengthen patient-clinician relationships
- ▶ Increase patient loyalty
- ▶ Transition your practice toward growing value-based payment models



Positive outcomes from technology-enabled remote care have been documented by the [US Veteran's Administration](#) and [Banner Health](#) in Arizona, where a program focused on high-need, complex patients reduced overall costs of care by 34.5% and cut the 30-day hospital readmission rate by 75%.

According to the [American Heart Association](#), through RPM providers can obtain a more holistic view of the patient's health through data, gain insight into a patient's adherence to treatment, and develop a deeper patient-provider relationship. RPM can also help [reduce healthcare costs](#) by enabling timely health interventions before a patient's health deteriorates to the point of requiring a costly procedure.

RPM positions practices like yours for success in outcomes-driven, value-based healthcare models by using RPM and other patient data to predict and prevent health problems. RPM also fosters close collaboration between patients and clinicians.

#### 4. What do the new RPM codes cover?

**Setup.** CPT Code 99453 covers a one-time cost of \$21\* per patient for RPM technologies and services setup, and related education.

**Equipment & Monitoring.** CPT Code 99454 covers a recurring cost of \$69\* per patient per 30-day period for at least 16 daily recordings or programmed alert transmissions via medical devices.

**Health Interventions.** CPT Code 99457 covers a recurring cost of \$54\* per patient per month for 20 or more minutes of treatment management services based on the remote monitoring data. The live-interactive communication may either be between a patient/caregiver and a qualified health professional or clinical staff member or include care management. This service may be billed monthly.

**Additional Time.** CPT code 99458 covers a recurring cost of \$42\* per patient per month for an additional 20 minutes of management, monitoring and clinical time.

#### 5. How much can my practice earn through RPM reimbursement?

If you enroll as few as 100 patients in an RPM reimbursement program, you could earn \$12,300\* on a monthly basis (plus \$2,100 one time for setup). A practice with 2,500 qualifying patients could earn more than \$300,000\* per month (or \$3.6 million\* per year) in new revenue.

#### 6. What kinds of patient metrics or conditions are eligible for RPM reimbursement?

Eligible patient metrics are weight, blood pressure, pulse oximetry, and respiratory flow rate: physiologic measures relevant to the maintenance of general health and wellness in addition to the prevention and management of chronic conditions such as diabetes and hypertension.

#### 7. Which clinical staff can perform functions eligible for RPM reimbursement?

Data-monitoring services must be performed directly by qualified staff. The definition of qualified staff other than physicians varies by state, but may include registered nurses and medical assistants.

#### 8. Which patients are eligible to participate?

- Only Medicare beneficiaries can be counted toward reimbursement by CMS. Some other public and private payors also offer reimbursement for RPM services, and we expect their numbers to increase since private industry often follows CMS's lead.
- Patients must consent to participate.
- For new patients, or those who have not been seen in the prior year, an in-person visit, such as an annual wellness visit, is required prior to qualifying for RPM services. This requirement has been temporarily waived by CMS during the COVID-19 public health emergency.
- Patients can monitor their health from anywhere, and are not limited by location (as in some other telehealth reimbursement programs).

\* Some details of interpretation of CPT Codes, such as the dollar amounts associated with reimbursement, may vary slightly based on region.

## 8. Is there a cost to patients to participate?

- Medicare Part B patients owe a 20% copayment for RPM services and deductibles also apply.
- The Public Health Emergency has resulted in relaxation of some requirements around provision of RPM and patient financial responsibility.
- Dual eligible patients (patients eligible for both Medicare and Medicaid) may have coverage for the copay.
- Most patients with supplemental insurance will receive coverage for the copayment amount.

## 9. Can RPM Reimbursement be combined with Chronic Care Management (CCM) reimbursement?

Yes, providing RPM services can be a complement or a stepping stone to additional CCM services under CPT codes 99490 and 99487, although it is important to note that the number of minutes allocated toward RPM and CCM services can not be double-counted.

## 10. What kinds of devices for patients are eligible for RPM reimbursement?

Eligible devices must be a medical device as defined by the FDA. CMS has not yet provided definitive guidance on eligible devices, but our legal and regulatory advisors will continue to monitor for more definitive statements from CMS. Carium expects that all devices suggested by Carium in the RPM package are eligible.

### RPM Billing Tips

- COVID-19 Modifiers.
  - Modifiers must be added to each CPT code to waive the coinsurance fee currently allowed due to COVID-19.
  - If the modifier CS is used, then the practice should not charge a patient for the co-insurance.
- CPT Code 99453 can't be billed on the same date of service as an in-person office visit.
- The dates of service for CPT Codes 99457 and 99458 must be the same or you will not get paid.
- Our partners have found the easiest way to run the RPM program is on the monthly calendar basis. They recommend using CPT Code 99453 when the service actually happens, and CPT Codes 99457 and 99458 the last day of the month.

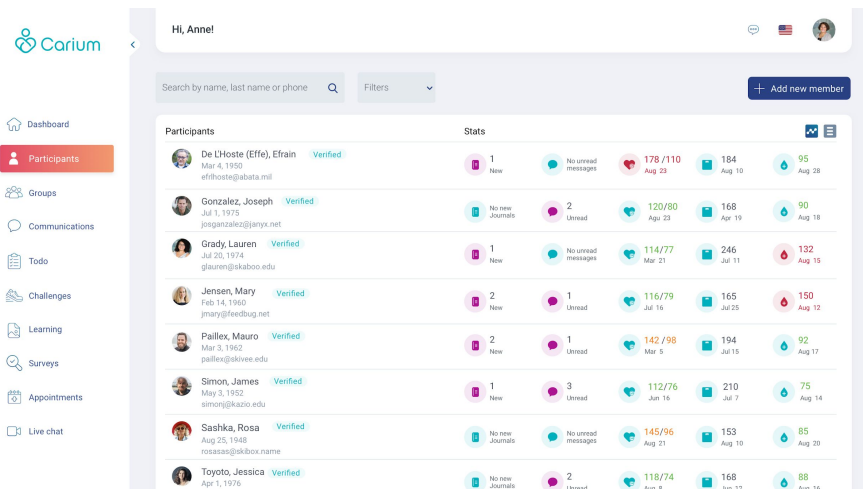


## How Does Carium's Remote Patient Monitoring Package Work?

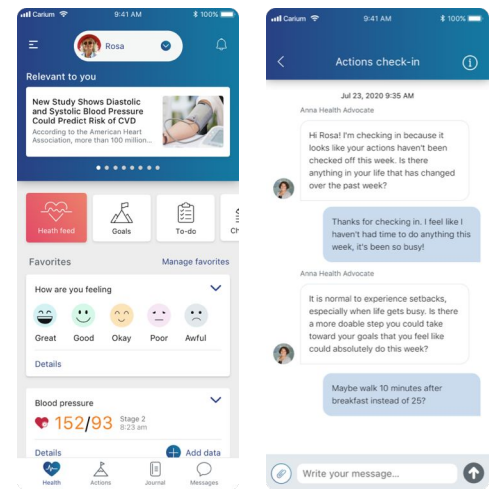
Carium enables Remote Patient Monitoring (RPM) with a preconfigured combination of **tech** and **services** that puts provider organizations on the fast track to reimbursement and more patient-centric, collaborative care models.

### The Tech

Carium's software platform connects patients, providers, and remote monitoring devices so collaborative care can happen anywhere. Our time tracking dashboards and digital devices make providing care and getting reimbursement easy.



A view of the participant list from the care team's Web Interface.



Views of the Patient's Mobile App

### The Services

**Custom Configuration.** Our software features are preconfigured to include everything providers and patients need for RPM.

**Clinical Transformation Expertise.** Expert support configuring work streams, and maximizing your clinical efficacy for RPM.

**Dedicated Support.** Our strategic and day-to-day account managers support your success.

**Patient Engagement Expertise.** Our experts help you recruit, enroll, and engage patients based on best practices for RPM and behavior change science.

“ RPM has been a game changer in managing patients' chronic conditions. I can't imagine going back to the traditional practice of delivering episodic chronic care management.

Angela Stevens, RN BSN  
Founder, Health Logx, LLC

[Schedule a demo with our team to chat today to learn more about Carium's RPM package.](#)