COACHCARE

REMOTE PATIENT MONITORING TRAINING GUIDE

WHAT IS RPM AND WHY IS OUR PRACTICE OFFERING THIS NEW SERVICE?

CMS in 2019 and 2020 created new reimbursement codes for providers to monitor and manage patient care remotely, called Remote Patient Monitoring (RPM).

Patient uses a mobile app and wireless monitoring device, such as scale or BP monitor, to track health data, and providers monitor that data from a web dashboard.

PROVIDER BENEFITS

- ✓ Improves patient care while increasing practice revenue
- ✓ Stay connected to patients between visits
- ✓ Flexible, efficient service that can be delivered by clinical staff, not just physicians
- ✓ Monitoring can be done between visits, which makes workflow easy to implement and increases billable time

PATIENT BENEFITS

- ✓ Stay connected to providers between visits
- ✓ Faster, simpler and more personalized care
- ✓ Creates accountability as active participant in health, which drives better outcomes

RPM INSURANCE CODES

$18.77
one-time

CPT 99453

RPM Initial Setup & Patient Education

Reimbursement for the initial, one-time cost of setting up and educating a patient on the use of remote patient monitoring tools.

$62.44
every 30 days

CPT 99454

RPM Device Supply

Reimbursement for the supply of the RPM device. The device must be capable of transmitting patient data and/or alerts on a daily basis and supplied to the patient by the billing practitioner.

$51.61
monthly

CPT 99457

RPM Periodic Monitoring

Reimbursement for remote physiologic monitoring treatment management services, clinical staff/physician/ other qualified health care professional time in a calendar month requiring interactive communication with the patient/caregiver during the month; initial 20 minutes.

$42.22
monthly (x2)

CPT 99458

RPM Periodic Monitoring

Reimbursement for remote physiologic monitoring treatment management services, clinical staff/physician/ other qualified health care professional time in a calendar month requiring interactive communication with the patient/caregiver during the month; additional 20 minutes.
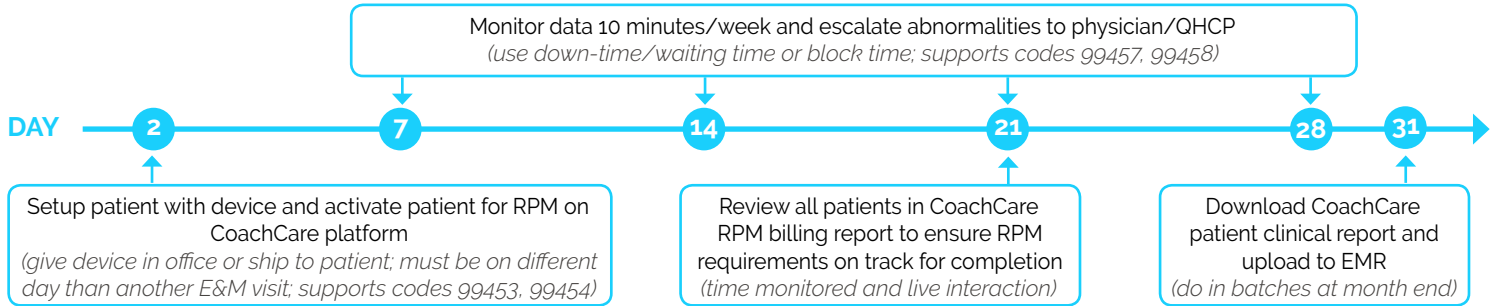
NOTE: These are average Medicare rates. Actual reimbursement varies by MAC locality. Private payers set their own rates and are not required to reimburse at the rates set by Medicare.
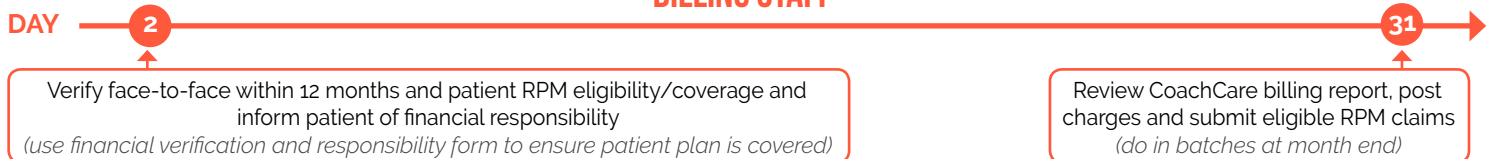
STANDARD MONTHLY WORKFLOW

PHYSICIAN/QHCP

DAY — 1 — 14 — 31

1: Identify patient, obtain consent and order services and open initial encounter for RPM services in EMR

14: Review clinical staff escalations and modify treatment plan *(as needed)*

31: After clinical report is uploaded to EMR, choose CPT codes, sign off RPM encounter and open subsequent RPM encounter for next month

CLINICAL STAFF

Monitor data 10 minutes/week and escalate abnormalities to physician/QHCP
(use down-time/waiting time or block time; supports codes 99457, 99458)

DAY — 2 — 7 — 14 — 21 — 28 — 31

2: Setup patient with device and activate patient for RPM on CoachCare platform
(give device in office or ship to patient; must be on different day than another E&M visit; supports codes 99453, 99454)

14: Review all patients in CoachCare RPM billing report to ensure RPM requirements on track for completion
(time monitored and live interaction)

28: Download CoachCare patient clinical report and upload to EMR
(do in batches at month end)

BILLING STAFF

DAY — 2 — 31

2: Verify face-to-face within 12 months and patient RPM eligibility/coverage and inform patient of financial responsibility
(use financial verification and responsibility form to ensure patient plan is covered)

31: Review CoachCare billing report, post charges and submit eligible RPM claims
(do in batches at month end)

HOW DO WE IMPLEMENT RPM IN OUR PRACTICE?

1 CoachCare pre-verifies coverage by your practice's top commercial payers (Medicare universally covers)

2 CoachCare provides live training for provider and billing staff

3 CoachCare provides patient informational materials

4 CoachCare and practice establish launch timeline

5 Practice launches RPM program

6 CoachCare provides ongoing support for provider and billing staff as they activate patients and submit claims

ADDITIONAL RESOURCES

- ✓ [RPM patient onboarding steps in CoachCare](#)

- ✓ [RPM best practices](#)

- ✓ [EMR order form](#)

- ✓ [Consent form](#)

- ✓ [Patient financial verification and responsibility form](#)