

ARIA



Health Services

ARIA Academy Remote Patient Monitoring

An overview



CompuGroup
Medical

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REMOTE PATIENT MONITORING

THE USE OF DIGITAL DEVICES TO
MONITOR THE HEALTH OF YOUR
PATIENTS.

Reasons to use RPM

- Reason #1: **Improves "data driven" clinical decision making real time**
 - What happens in between office visits has always been a large variable for healthcare providers regarding patient's clinical data. How is the patient really doing when not in your office?
 - Offering patient tools to be **proactive** with their health care is the center of what RPM is all about.
 - the provider sees how a patient's data changes over time, allowing the provider to identify trends and alter the patient's care plan accordingly and in real time.

Reasons to use RPM

- Reason #2: **Cost of care reduction for payors and providers**
 - Remote patient monitoring has demonstrated a potential impact in reducing potentially avoidable office and ED visits.
 - RPM enables movement of patient's own care into the home.

Reasons to use RPM

- Reason #3: **Boosts net patient revenue - Additional Revenue – not a replacement**
 - Cost of caring for a patient remotely is less than the typical office visit.
 - Yet your net patient revenue can increase when you adopt RPM.

Reasons to use RPM

- Reason #4: **Reduces patient's expenses making them happier – and healthier**
 - The patient can avoid the multiple in office visits to have their data checked.
 - Avoiding the inconveniences and expenses of travel, parking, childcare, and/or taking time off work.
 - Routine office visits are still a requirement!

Reasons to use RPM

- Reason #5: **Builds patient engagement**

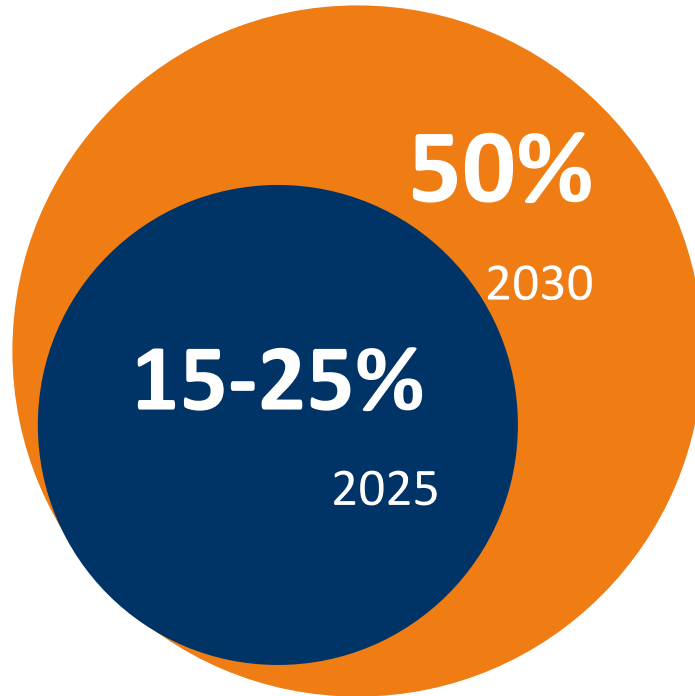
- Remote patient monitoring is a fantastic [patient engagement strategy](#) as it provides the patient with tools to assist them in understanding their own health in real time.
- When a patient participates in their chronic health condition and understand what their responsibility is in bettering their health, they're more likely to experience positive healthier outcomes.
- They feel more connected to their PROVIDER.
- It provides patients with the comforting perception that their provider is regularly watching their health data.

Reasons to use RPM

In short, RPM is a clear and consistent win across our work for patients, caregivers, and providers, and payors.

GENERAL RPM INFORMATION

RPM General Market Information



Market Growth:

- 2025: Approx. 15-20% of physician practices are using RPM
- 2030: Approx. 50% of physician practices are expected to use RPM (<https://www.mgma.com/data>)

Patients (and their families) increasingly expect practices to offer RPM

Is RPM a good fit for your patients?

- Do you treat patients with conditions that can benefit from remote patient monitoring?
 - Essential Hypertension
 - Known hypertensive patients
 - White coat syndrome
 - Is the patient medication working?
 - Diabetes Mellitus
 - Monitoring patient sugars daily improves A1cs dramatically
 - Potential use in weight loss for your patients.
 - With the marked increase in GLP-1 receptor agonists, this is a potential windfall for our patients
- A successful remote patient monitoring program requires selecting the correct patient.
 - In my experience, a team approach such as working with ARIA can help you walk through this!
- Are your patients comfortable using technology?
 - Yes! Who does not use a smart phone?

Do Patients Like RPM?

88.97%

Patients who agreed or strongly agreed the program helped them feel comfortable managing their health at home

93.58%

Patients satisfied with the program and ready to graduate when meeting program goals

92.76%

Patient confidence in this model of care and who would recommend RPM to people with similar conditions

There were no differences in ease of technology use according to age. Those with high school or less education were more likely to agree that the equipment and educational materials helped them feel more informed about their care plans than those with higher education levels.

[Patient Satisfaction With a Multisite, Multiregional Remote Patient Monitoring Program for Acute and Chronic Condition Management: Survey-Based Analysis – PMC:](#)

Haddad TC, Maita KC, Inselman JW, Avila FR, Torres-Guzman RA, Coffey JD, Christopherson LA, Leuenberger AM, Bell SJ, Pahl DF, Garcia JP, Manka L, Forte AJ, Maniaci MJ. Patient Satisfaction With a Multisite, Multiregional Remote Patient Monitoring Program for Acute and Chronic Condition Management: Survey-Based Analysis. J Med Internet Res. 2023 Jul 27;25:e44528. doi: 10.2196/44528. PMID: 37343182; PMCID: PMC10415939.

Device Examples

- **Three simple use cases** include:

1. Blood Pressure cuff



Hypertension

2. Finger Stick Glucometer



Diabetes

3. Scale



Weight Loss or CHF

- **Data is collected by devices and transmitted to the chart, such as via mobile phone to a central portal and then to EHRs**
- **Most platforms allow set up of automated** alerts for readings that exceed certain thresholds and intervene if needed
- **Most commonly used for:**
 - chronic disease management (as above, for example for hypertension, diabetes or heart disease)
 - post-operative care
 - elderly patients or mobility issue patients

RPM Opportunity Example

- Overview of a typical practice's opportunity:
 - Primary care physician's truly active patient panel of about 1,800 patients
 - Hypertensive patient population = ~1/3 of which 1/3 are likely candidates for RPM monitoring after insurance/consents, etc.
 - e.g. 600 patients, ~200 would be eligible: potential result net of ALL costs: \$5,000/provider/month
 - In one CGM case study of 1,100 patients > 550 are hypertensive > 175 are remotely monitored
- Revenue potential **example**:
 - For a practice with similar numbers that is either doing RPM in-house, or outsourcing, this is a significant opportunity
 - Hypertension is just one clinical reason for RPM. Most practices will have patients meeting other criteria to add to the size of the potential patient base that justifies having a program in place
 - Beyond the simple reimbursement numbers for the CPT codes, some practices may also have quality-based opportunities depending upon participation in risk-based or other programs that reward quality/outcomes. Examples of specific measures:
 - Controlling Blood Pressure - Under 140/90
 - A1Cs under 9

Success Story

- Large Physicians Group in New York
 - Utilizing an RPM platform for 5 years
 - Recruited ~600 patients on RPM for 5 providers (about 120 per provider)
 - From Jan – March 2025 = \$60K net profit to practice (= \$240K annual; \$20K per month; \$4K per provider)

RPM PROGRAM CONSIDERATIONS

Starting an RPM Program

- Research the rules and billing codes. Compliance is key.
- Get internal buy in from all clinical staff
- Determine what you’re going to monitor
 - This drives the devices you’ll need to research and deploy
- Determine if you will you do this in-house with your own staff, or will you use a specialized service?
- Understand how you will capture the data in the patient’s chart
- Evaluate and train your staff
 - Not everyone in your team may be adept with technology
- Assign responsibilities: who will recruit (clinicians) and enroll patients, order and ship devices, get patients set up with their devices, communicate with patients to verify good/bad readings, handle compliance (is the patient chart updated correctly), verify charts to bill monthly, etc.
- Start “marketing” the program to your patients

Background

– Compliance

- Crucial for success
- Billing rules are very precise
- An RPM system must track patient compliance daily, and make frequent (sometimes daily) contact via phone and SMS
- Practices may only bill for patients who successfully meet the criteria for the month
 - Setup is ONE TIME
 - Then you must have 16 days of readings, 20 minutes of monitoring communication
 - An additional 20 minutes of monitoring communication is usually achieved to reach full potential reimbursement
- **You must have documentation of the monthly activity in the patient chart**
- **After the initial setup month, billing is ongoing and 1-time per month**

Know the RPM Billing Codes

CPT Codes	Description	Reimbursement \$*
99453	Initial Setup, Patient Education (One Time)	~\$20
99454	Monthly monitoring at least 16 days/Month	~\$47
99457	First 20 mins of communication/Month	~\$48
99458	Each subsequent 20 Mins/Month*	~\$39
	Monthly Total	~\$134

*Gross numbers: practices should consider the cost of providing services in-house vs. outsourcing. If in-house, also consider the opportunity cost of what the team may have to give up to manage the program

[Billing for remote patient monitoring | Telehealth.HHS.gov](#)

[Remote Patient Monitoring | CMS](#)

EHR Integration - Sample using Direct Mail


The screenshot shows a medical dashboard with a sidebar on the left containing links to Dashboard, Request Records, My Intake, Release, and Find Provider. The main content area is titled 'Release' and displays 'RPM Alerts' for a patient. The patient's name is redacted. Below the patient name, there is a table showing blood pressure readings for the period 11/12/2024 to 12/11/2024. The table is organized by time of day: Wake-Up (06 AM ~ 08 AM), Morning (08 AM ~ 11 AM), Noon (11 AM ~ 02 PM), Afternoon (02 PM ~ 06 PM), and Evening (06 PM ~ 06 AM). Each time slot has columns for SYS, DIA, and Pulse. The data shows various readings, with some values highlighted in yellow (e.g., 50, 52, 55, 57, 59, 61, 65, 68, 74, 75, 77, 79, 81, 83, 85, 87, 89, 91, 93, 95, 97, 99, 101, 103, 105, 107, 109, 111, 113, 115, 117, 119, 121, 123, 125, 127, 129, 131, 133, 135, 137, 139, 141, 143, 145, 147, 149, 151, 153, 155, 157, 159, 161, 163, 165, 167, 169, 171, 173, 175, 177, 179, 181, 183, 185, 187, 189, 191, 193, 195, 197, 199, 201, 203, 205, 207, 209, 211, 213, 215, 217, 219, 221, 223, 225, 227, 229, 231, 233, 235, 237, 239, 241, 243, 245, 247, 249, 251, 253, 255, 257, 259, 261, 263, 265, 267, 269, 271, 273, 275, 277, 279, 281, 283, 285, 287, 289, 291, 293, 295, 297, 299, 301, 303, 305, 307, 309, 311, 313, 315, 317, 319, 321, 323, 325, 327, 329, 331, 333, 335, 337, 339, 341, 343, 345, 347, 349, 351, 353, 355, 357, 359, 361, 363, 365, 367, 369, 371, 373, 375, 377, 379, 381, 383, 385, 387, 389, 391, 393, 395, 397, 399, 401, 403, 405, 407, 409, 411, 413, 415, 417, 419, 421, 423, 425, 427, 429, 431, 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In-House or Partnering

- Many practices with good intentions simply don't have the bandwidth – “tomorrow” syndrome
- Some practices think they will give up revenues, but don't get the benefits of either the quality or the revenue because of startup inertia, program workload, or familiarity with the details
- **Benefits**
 - Familiarity with rules and requirements
 - Billing consistency – mutually motivated
 - Staffed for setup and operations
 - Patient recruitment that accelerates achievement of program quality and revenue goals
 - With appropriate contracting and consents the 3rd party can take much of the load off a practice that is struggling to get a program going

Partnering Example

- Runs reports to identify all patients with hypertension or diabetes, and then targets them for monitoring:
 - patients with BPs over a specific number, i.e., all patients with BPs of 140/90
 - patients with an A1c above 7
- Share with the provider to get final approval
- **Conduct outreach to explain the program and get them enrolled**
- **Arranges for the devices to be shipped and begin the onboarding process**
- **Ongoing monitoring and outreach**
- Trains the practice on how to set and change KPIs for patients
- A large percentage of the qualifying patients will be onboarded more quickly – better quality
- Provide monthly documentation and billing reports



Critical Success Factors for practices vs. other programs that constrain growth because practices have no bandwidth to manage

Conclusion

- Remote Patient Monitoring is good for patients
- Remote Patient Monitoring is good for practice quality programs and revenues
- Practices that...
 - plan to deploy an RPM program
 - are already doing RPM...must pay close attention to the dynamics that will make new programs successful, or to reinvigorate their existing program
- RPM is a technology-based service that enables physicians to remotely monitor their patients
- This is a growth area that will help physician practices:
 - better manage the health of their patients and
 - generate needed revenue in a market that does not offer other significant opportunities

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Regulatory
Assistance**



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Management**



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Everything that they do is done very well and if asked in a timely manner.

We love working with (our account executives). Thank you so much to them to all of the assistance that we have had for our office.

The reporting is very helpful and the RCM team is responsive

The RCM team is a major asset to our business. Not only have they met their goals over the last few months, but they have been there for any problems that arise regarding our revenue and even helped me print reports for our HSA grant applications.

Very happy with the partnership. Our team is very responsive and always pleasant to work with.

I appreciate my RCM team so much. My rep is amazing and always so helpful and quick with any issues I have. They make a great addition to my office staff.

Q&A

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