

Remote Care in the Rock* “Practice Guide”

*Rockingham Primary Care Initiative

Funded by Blue Cross and Blue Shield of North Carolina

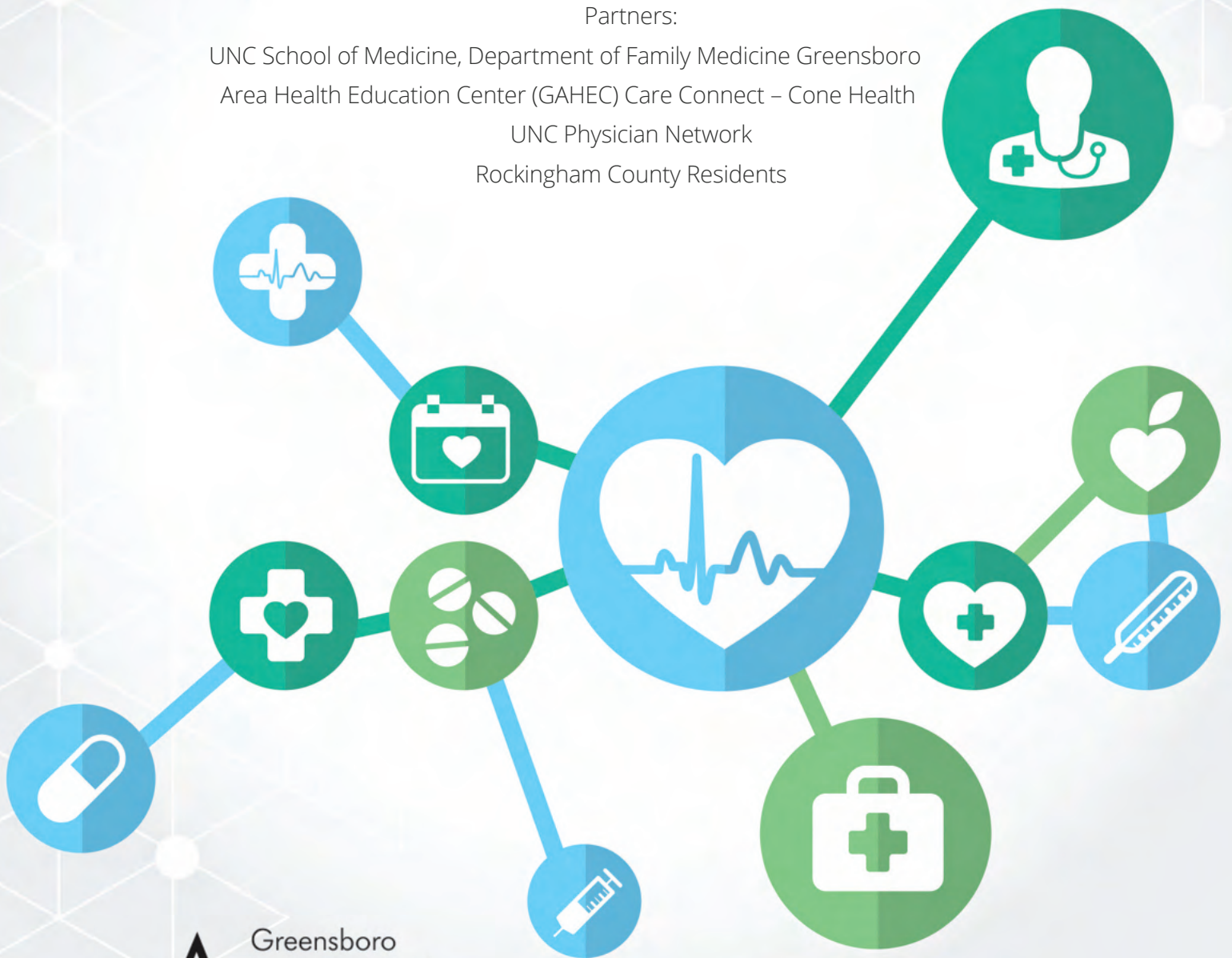
Partners:

UNC School of Medicine, Department of Family Medicine Greensboro

Area Health Education Center (GAHEC) Care Connect – Cone Health

UNC Physician Network

Rockingham County Residents



What Is This Initiative?

Purpose Statement:

To create a sustainable model of virtual care wellness visits and remote monitoring of chronic conditions among Medicare and Uninsured patients.

Goals:

- To increase access to primary care and help close care gaps in preventative care.
- To improve patient outcomes through remote monitoring.
- To contribute to literature about virtual visits and remote monitoring.

Objectives:

- To collaborate with 2-4 practices in Rockingham County to identify up to 200 patients to enroll in the pilot initiative.
- To support practices in developing their operational capability to offer remote patient monitoring.
- To collect community voices in the design of the program.
- To collect and report project data.
- To measure patient and staff satisfaction with the pilot.



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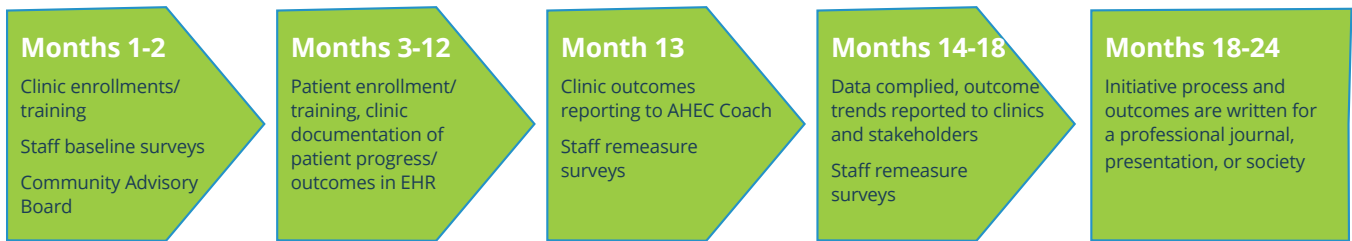
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Practice Participation

How to participate?

The practice will review and sign a memorandum of understand (MOU) and shared data agreement, indicating their intent to join the initiative. The MOU/data agreement can be found on Page 10 of this field guide. All documents will be returned to the initiative program manager.

A general timeline for this initiative is displayed below.



Initiative impact on your practice

Variables you may want to consider before joining this initiative include the following. The larger the word below indicates more resources that may need to be dedicated to that variable.



Practice incentives

\$50 per enrolled patient who completes the onboarding criteria. Onboarding criteria includes completing the patient consent, patient survey, and transmits first data points.
Free remote monitoring equipment. This includes blood pressure devices and scales.
You will receive onsite or remote side-by-side AHEC practice coaching for training, workflow development, documentation, and data collection.
Your practice may also be able to collect increased revenue through the addition of insurance billing codes for remote patient monitoring. * See Page 6 for billing information.

Getting Started with Remote Patient Monitoring

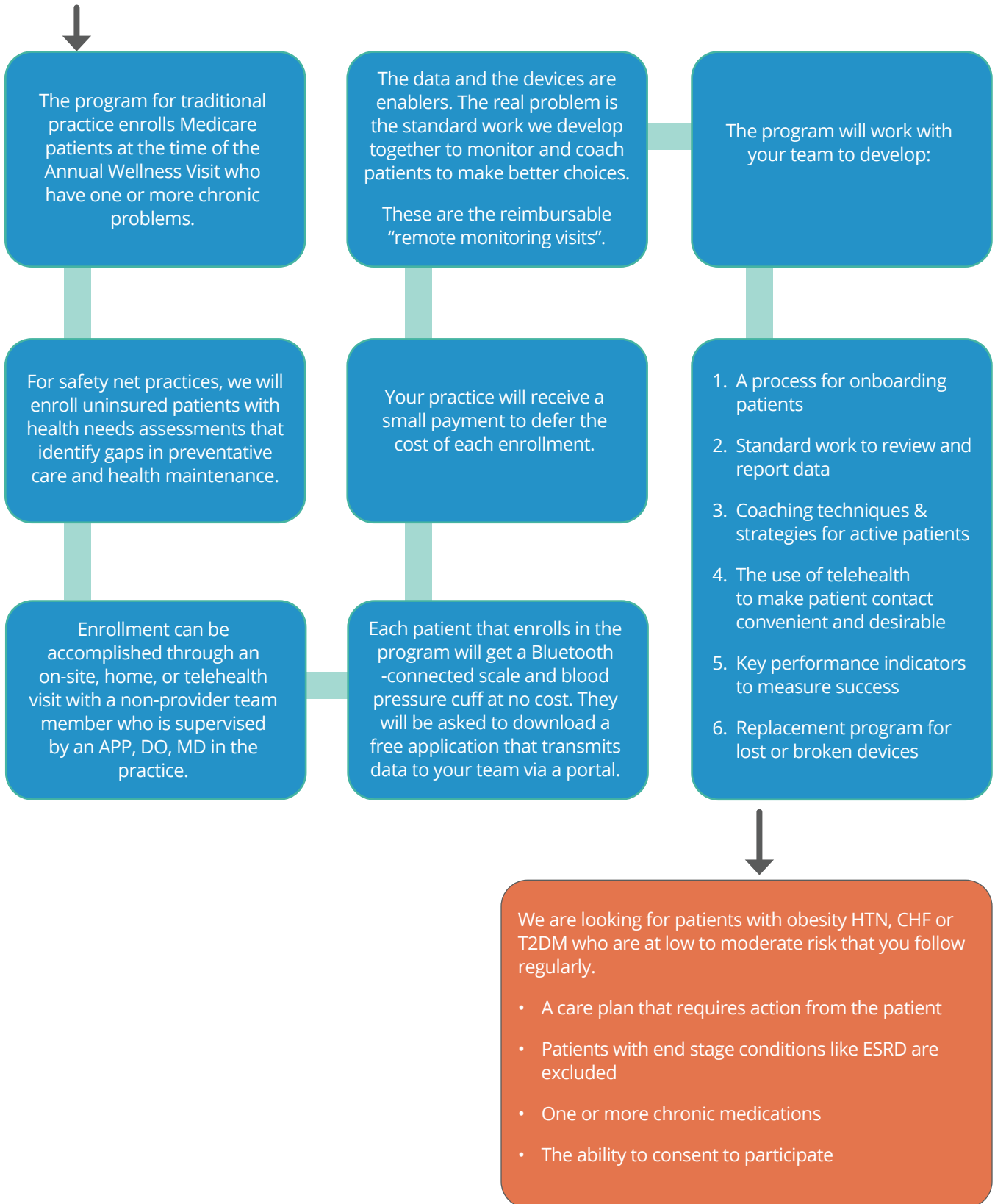
What are characteristics of practices that will success with a remote monitoring program?



If this is your team, the first step is to sign a MOU (See Page 10) that allows us to share patient data in a HIPAA-compliant way. Then we will help you identify candidates for the program.

Notional Clinical Workflows

The program starts with a health assessment or wellness exam.



Billing for Remote Patient Monitoring

99453 <i>(Set up)</i>	Remote monitoring of physiologic parameter(s) (e.g., weight, blood pressure, pulse oximetry, respiratory flow rate), plus initial set-up and patient education on use of equipment. (Initial set-up and patient education of monitoring equipment included; do not report 99453 for monitoring of less than 16 days.) *CMS reimbursement approx. \$20, NC Medicaid \$15.71
99454 <i>(Equipment & Monitoring)</i>	Device(s) supply with daily recording(s) or programmed alerts transmission, each 30 days. (Initial collection, transmission, and report/summary services to the clinician managing the patient.) * CMS reimbursement approx. \$64, NC Medicaid \$52.57
99457 <i>(Interventions)</i>	Remote physiologic monitoring treatment management services, clinical staff physician/ other qualified healthcare professional time in a calendar month, requiring interactive communication with the patient/caregiver during the month; first 20 minutes. *Reimbursement approx. \$54. Varies by payor, NC Medicaid \$28.48
99458	Each additional 20 minutes (List separately in addition to code for primary procedure.)
99091	Collection and interpretation of physiologic data (e.g., ECG, blood pressure, glucose monitoring), digitally stored and/or transmitted by the patient and/or caregiver to the physician or other qualified healthcare professional, qualified by education, training, licensure/ regulation (when applicable) requiring a minimum of 30 minutes of time, each 30 days.

Remote Patient Monitoring Documentation

- Medical necessity for RPM must be noted in patient record (i.e. assigning the correct ICD-10-CM code (diagnosis))
- Must also receive advance patient consent for RPM
- Permission for the service from the patient and justification for RPM should be documented in the medical record.
- Per the April 30 COVID Interim Final Rule, CMS will allow RPM services to be reported to Medicare for periods of time of fewer than 16 days, but no less than two days, during the public health emergency (PHE).
- For monitoring of less than 16 days, but more than two days, payment for CPT codes 99453, 99454, 99091, 99457 and 99458 is limited to patients who have a suspected or confirmed diagnosis of COVID-19.
- The device used to capture a patient's physiologic data must meet the FDA definition of a medical device. For more information, see: <https://www.fda.gov/medical-devices>.
- To bill for RPM services, patients' physiologic data must be wirelessly synced where it can be evaluated. Transmission can be synchronous or asynchronous (i.e. data does not have to be transmitted in real time as long as it is automatically updated on an ongoing basis for the provider to review).
- Physicians, nurse practitioners, physician assistants and certified nurse midwives are eligible to bill for RPM and RPM treatment management services. FQHCs, FQHC Lookalikes and RHCs can bill under fee-for-service reimbursement for services provided by physicians, nurse practitioners, physician assistants or certified nurse midwives.
- If the services described by code 99453-99458 are provided on the same day the patient presents for an evaluation and management service to the same provider (whether by telehealth or in person), these services should be considered part of the E/M service and not billed under code 99453-99458.

Resources

<https://mtelehealth.com/cms-guidance-for-remote-patient-monitoring-rpm-during-covid-19-cpt-code-99453/>

<https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf>

<https://medicaid.ncdhhs.gov/blog/2020/04/17/special-bulletin-covid-19-48-telehealth-clinical-policy-modifications-remote>

https://files.nc.gov/ncdma/documents/files/1H_3.pdf

Initiative Metrics and Outcomes

Some of the key indicators identified by innovative programs like this at Cleveland Clinic, University of Pittsburgh Medical Center and The University of Mississippi include:

- ➔ Reduction in the use of emergency rooms
- ➔ Increased adherence with medications
- ➔ Improvement in clinical measurements
 - BMI
 - A1C
 - Mean BP
 - Dry weight
- ➔ Close gaps in care for:
 - Immunizations
 - Preventative screening

Over the course of the initiative, the practice will complete an agreement to develop and report out custom report measures. Your AHEC coach will support you in creating a practice-specific dashboard, and your clinic will have access to the dashboard data.

Outcomes Measures	Baseline	3-months	6-months	9-months	12 months	18 months
Patient knowledge on self-management survey						
Patient satisfaction with participation in initiative survey						
Staff Satisfaction		X	X	X	X	X
Clinical Measures	Baseline	3-months	6-months	9-months	12 months	18 months
# of billed Medicare Annual (G0402, G0438, G0439)						
% of Diabetes Care Gaps Closed						
DM with A1c > 9						
DM with A1c < 9						
DM Eye Exam						
DM Foot Exam						
DM with A1c < 9						
% of Hypertension Care Gaps Closed						
Blood pressure taken in office						
% of blood pressure <130/80						

Academic Resources for Remote Patient Monitoring

- Welch Allyn Home(TM) Blood Pressure Monitors and Scales Information https://www.welchallyn.com/content/dam/welchallyn/documents/upload-docs/Product-Literature/Brochure/MC13985_VerB_WA_Home_BP-scale-App_brochure_WR.pdf
- High blood pressure is the number one risk for heart attack, stroke and kidney disease, affecting nearly 1 in 2 American adults. <https://www.welchallyn.com/en/microsites/welch-allyn-home.html>
- AMA Digital Health Implementation PlayBook. <https://www.ama-assn.org/amaone/ama-digital-healthimplementation-playbook>
- HITEQ Remote Patient Monitoring Implementation Guide January 2021. <https://hiteqcenter.org/Resources/Priority-Topics/Ending-the-HIV-Epidemic/safer-at-home-using-remote-patient-monitoring-for-patient-care>
- Dr. John Jenkins, [Remote Patient Monitoring \(RPM\) Clinical Pathways](#)
- Dr. John Jenkins, [CMS Rules for Remote Patient Monitoring \(RPM\) in the Clinical Setting](#)

Appendices

Preparing the Care Team

Why preparing the care team is important

Successful implementation of an RPM solution is a team effort.

Your team will serve on the front line, reviewing clinical data and engaging patients, so it is important for them to know their role and responsibilities within the implementation.

Proper staff preparation ensures:

- Staff understand the importance of the program and are motivated to participate.
- Staff understand their key responsibilities in achieving aligned success metrics.
- New procedures are understood, correctly followed, and documented.
- Data is collected, analyzed, and presented to physicians in a clinically relevant manner.
- Staff are prepared to impart the skills, knowledge, and mindset patients will need to be successful with the program.

Goals to accomplish during preparing the staff

- ___ Talk with your vendor about available training support.
- ___ Identify staff leaders who can help develop, position, and socialize training materials.
- ___ Identify “superusers” who can act as ongoing trainers for other staff.
- ___ Develop (or source from your vendor) written and/or video training materials (scripts, guides, reference documents) that staff can use and refer back to.
- ___ Schedule large-group training session(s).
- ___ Plan for how and when training will be refreshed/reviewed.
- ___ Educate staff on the new workflow, clinical protocols, and operation of the RPM solution.
- ___ Train staff to educate patients.
- ___ Provide a process/opportunity for staff to provide ongoing feedback or ideas for improvement.

Information modified from AMA Digital Implementation Playbook

<https://www.ama-assn.org/amaone/ama-digital-health-implementation-playbook>

Staff Survey

Staff Remote Monitoring Survey

1= low 5 = high

Blood Pressure Cuff

The blood pressure cuff was easy to use.	1	2	3	4	5
The blood pressure cuff display was easy to read.	1	2	3	4	5
The blood pressure cuff is reliable and had few technical problems.	1	2	3	4	5
The blood pressure cuff gives me accurate test results.	1	2	3	4	5

Scale

The scale was easy to use.	1	2	3	4	5
The scale display was easy to read.	1	2	3	4	5
The scale is reliable and had few technical problems.	1	2	3	4	5
The scale gives me accurate test results.	1	2	3	4	5

Communications/Interactions

I had adequate time to train patients on home blood-pressure-monitoring equipment.	1	2	3	4	5
I had adequate time to train patients on home weight-monitoring equipment.	1	2	3	4	5
I had adequate time to train patients on how to share data.	1	2	3	4	5
I had adequate time to train patients on how to access the data.	1	2	3	4	5
I had adequate resources to train patients on equipment.	1	2	3	4	5
I had adequate time to respond to patients' questions about home monitoring program.	1	2	3	4	5

Program Evaluations

I was adequately trained on the patient remote-monitoring program in my clinic.	1	2	3	4	5
I am satisfied with the home blood-pressure-monitoring program.	1	2	3	4	5
I am satisfied with the home weight-monitoring program.	1	2	3	4	5
I would recommend using home blood pressure to other patients.	1	2	3	4	5
I would recommend using home weight-monitoring to other patients.	1	2	3	4	5
The patient remote monitoring program added value to my patients' care.	1	2	3	4	5
I was able to bill insurance for my patient remote-monitoring program.	1	2	3	4	5

Source: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5659856/>



- Free remote health devices
- Free virtual visits for chronic conditions
- Help improve local telehealth



Rockingham Primary Care Initiative presents Remote Care in the Rock*

PATIENT ENROLLMENT INFORMATION

Are you a Rockingham County resident who wants the convenience of at-home health monitoring as well as visiting your doctor from your computer or smartphone? Remote Care in the Rock is a free service available to eligible participants through your local primary care practice.

Am I eligible?

The program is open to Residents of **Rockingham County, N.C.**, who have **Medicare** or are uninsured and suffer from one or more chronic health conditions.

What will I receive?

- Free monitoring devices: Blood pressure cuff and scale
- Ongoing virtual visits: Continual support and virtual care wellness visits from local nurses and medical staff
- Participant survey(s): An opportunity to provide feedback about virtual visits and the use of remote monitoring devices

How to I enroll?

Your primary care physician, nurse, and/or care team can assist you in enrolling in the **Remote Care in the Rock** program and answer any questions you may have.

There is no fee for patients to participate in the program.



Partners

UNC School of Medicine, Department of Family Medicine | Greensboro Area Health Education Center (GAHEC)
Care Connect- Cone Health | UNC Physicians Network | Rockingham County Residents



- Equipos médicos gratuitos para el control de la salud a distancia
- Visitas virtuales gratuitas para enfermedades crónicas
- Ayudar a mejorar la telesalud local



La iniciativa de cuidados primarios de Rockingham presenta La telesalud en el condado de Rockingham*

INFORMACIÓN SOBRE LA INSCRIPCIÓN DE LOS PACIENTES

¿Es usted un residente del condado de Rockingham que quiere la comodidad de un control de la salud desde su casa, así como visitar a su médico desde su computador o con un teléfono inteligente?

La telesalud en el condado de Rockingham es un servicio gratuito disponible para los participantes que reúnen los requisitos a través de su consultorio local de cuidados primarios.

¿Tengo derecho a participar?

El programa está disponible a los residentes del condado de **Rockingham, N.C.**, que tienen Medicare o no tienen seguro médico y que padecen de una o más condiciones físicas crónicas.

¿Qué recibiré?

- Equipos de control gratuitos: una manga de presión arterial y una báscula
- Visitas virtuales continuas: apoyo continuo y visitas virtuales para el manejo de su bienestar y cuidado por parte de enfermeras y personal médico
- Encuesta(s) a los participantes: una oportunidad para dar su opinión sobre las visitas virtuales y el uso de los equipos para control de la salud a distancia

¿Cómo me inscribo?

Su médico de cabecera, enfermera y/o equipo de atención médica pueden ayudarle a inscribirse en el programa de Telesalud en el condado de Rockingham y responder a cualquier pregunta que usted pueda tener.

La participación de los pacientes en el programa es gratuita.



Patrocinadores

UNC School of Medicine, Department of Family Medicine | Greensboro Area Health Education Center (GAHEC)
Care Connect- Cone Health | UNC Physicians Network | Residentes del condado de Rockingham

Patient Consent

Remote Patient Monitoring (RPM) Consent Form

I understand that:

- I am the only person who should be using the remote monitoring equipment as instructed. I will not use the device for reasons other than my own personal health monitoring. I understand that I can only participate in this program with one Medical Provider at a time.
- I will not tamper with the equipment. I understand that I am responsible for any fees associated with misuse of the equipment.
- I understand the devices are only designed for the RPM program.
- I acknowledge that I received Blood Pressure Monitor Serial # : _____
- I acknowledge that I received Scale Monitor Serial # _____
- The device is meant to collect Blood Pressure, Weight, and Blood Glucose readings and transfer those readings to an online website. It is **NOT** an EMERGENCY SERVICE UNIT AND IS NOT MONITORED 24/7. Call 911 for immediate medical emergencies.
- I am aware my Blood Pressure, Weight, and Blood Glucose readings will be transmitted from the monitor to a website located at www.myhealthconnected.net in a safe and secure manner. I can withdraw my consent to participate in this program, and revoke service at any time by returning the BP Monitor/Cuff and Scale devices.
_____ (name of healthcare professional) will securely and confidentially store my collected data, and record and store my readings into my Electronic Medical Record monthly.
- I will do my best to take my BP and will weigh myself every day. I am aware that a Remote Patient Monitoring Qualified Health Professional will only view my readings every 30 days, and that this program is **NOT** a 24/7 Monitoring Service. I will be contacted every 30 days, by phone, to review and discuss my results and progress.

I, _____ have read and understood the information (print your name) and consent to participate in the Remote Patient Monitoring program as stated above. I am aware that this consent is valid as long as I'm in possession of the RPM equipment/device.

Date: _____ (dd/mm/yyyy)

Signature of Patient or Authorized Person (relationship of authorized person)

Patient Survey

Patient Remote Monitoring Survey

1= low 5 = high

Blood Pressure Cuff

The blood pressure cuff was easy to use.	1	2	3	4	5
The blood pressure cuff display was easy to read.	1	2	3	4	5
The blood pressure cuff is reliable and had few technical problems.	1	2	3	4	5
The blood pressure cuff gives me accurate test results.	1	2	3	4	5
If technical programs occur, the staff are quick to respond and fix the problems.	1	2	3	4	5
The amount of time it takes to complete my daily home blood pressure is acceptable.	1	2	3	4	5

Scale

The scale was easy to use.	1	2	3	4	5
The scale display was easy to read.	1	2	3	4	5
The scale is reliable and had few technical problems.	1	2	3	4	5
I received adequate training in using my home scale.	1	2	3	4	5
The scale gives me accurate test results.	1	2	3	4	5
If technical programs occur, the staff are quick to respond and fix the problems.	1	2	3	4	5
The amount of time it takes to complete my daily weight is acceptable.	1	2	3	4	5

Communications/Interactions

The home monitoring staff are responsive to my questions and concerns.	1	2	3	4	5
My doctors are interested in reviewing my home blood-pressure and scale tests.	1	2	3	4	5
I am satisfied with amount of communication I received from the home monitoring staff.	1	2	3	4	5
I am satisfied with the quality of my interactions with the home monitoring staff.	1	2	3	4	5

Program Evaluations

I am satisfied with the home blood-pressure-monitoring program.	1	2	3	4	5
I am satisfied with the home weight-monitoring program.	1	2	3	4	5
Doing home blood pressure makes me feel more secure in detecting problems with my blood pressure.	1	2	3	4	5
Doing home weight-monitoring makes me feel more secure in detecting problems with my weight.	1	2	3	4	5
Home blood pressure allows me to stay better connected to my healthcare providers.	1	2	3	4	5
Home weight-monitoring allows me to stay better connected to my healthcare providers.	1	2	3	4	5
I would recommend using home blood-pressure-monitoring to other patients.	1	2	3	4	5
I would recommend using home weight-monitoring to other patients.	1	2	3	4	5

Source: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5659856/>

Strategies in Supporting Patient Behavior Change

Working with patients on behavior change can present many challenges. Two popular strategies when working with patients include addressing the constructs in the **health belief model** and using **motivational interviewing** strategies.

The **HEALTH BELIEF MODEL** stipulates that a person's health-related behavior depends on the person's perception of four critical areas:

- the severity of a potential illness
- the person's susceptibility to that illness
- the benefits of taking a preventative action
- barriers to taking the action (*Hickbaum 1958; Rosenstock 1960, 1966*)

The model also incorporates cues to action, (e.g. leaving a written reminder to oneself to walk) as important elements in eliciting or maintaining patterns of behavior (*Becker 1974*). The construct of self-efficacy, or a person's confidence in his or her ability to successfully perform an action, has been added to the model (*Rosenstock 1990*), perhaps allowing it to better account for habitual behaviors, such as a physically active lifestyle.

Source: <https://www.cdc.gov/nccdphp/sgr/pdf/chap6.pdf>

***Provider tip: When introducing new remote-monitoring equipment to a patient, be sure review the condition's severity, individual's susceptibility to the condition, and the benefits and possible barriers to measuring the patient's health at home.**

MOTIVATIONAL INTERVIEWING (MI) is a specific way of speaking with a patient in order to activate their internal motivation for behavior change. The origins of MI are from addiction/counseling fields. Applications of MI have been effective in disease prevention and chronic disease management. MI communication principles include:

- Expressing empathy
- Developing discrepancy
- Rolling with resistance
- Avoiding argumentation
- Supporting self-efficacy

MI is intuitive, however it requires training and practice. Moving from a directive/educator communication style to a collaborative style can be difficult. One must cultivate the skillset to be a good listener, elicit change talk, and provide meaningful feedback.

***Provider tip:**

1. Establish patient understanding about diagnosis, risks, and susceptibility.
2. Support patient autonomy by using agenda-setting, asking permission to give information/advice, and asking open-ended questions.
3. Engage the patient in change talk: the patient talking about reasons, need, benefits for change.
4. Set incremental goals to build self-efficacy.

Source: https://www.cdc.gov/diabetes/ndep/pdfs/ndep_motivational_interviewing_webinar_slides.pdf

The UNC School of Medicine, Department of Family Medicine

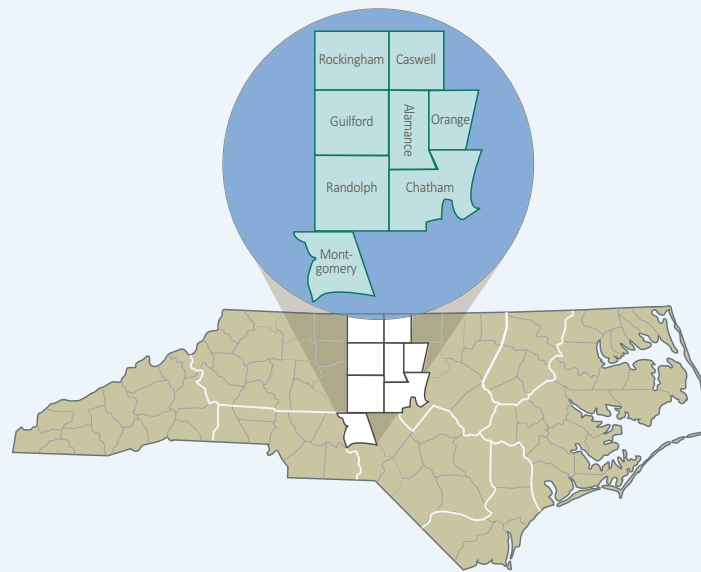
UNC Family Medicine provides patient-centered primary care, conducts groundbreaking research, and trains the best and the brightest young doctors. Top-ranked in primary care, the Department aims to support and improve the health of the communities it serves, with a special commitment to the underserved, mothers and children, the elderly and other populations at risk in a time of rapid changes in the organization of health care.

Greensboro Area Health Education Center

The Greensboro AHEC has provided FREE on-going practice support for ambulatory care clinics since 2010.

We have helped practices achieve Meaningful Use, HEDIS and NCQA's Patient Center Medical Home recognition. We are the NC resource for practice improvement and success.

For more information on how to apply for services with the GAHEC Practice Support Team, contact us at gahec.org or call 336-832-8025, and ask to speak to a member of the practice support team.



Serving the Following Counties

Alamance • Caswell • Chatham • Guilford • Montgomery • Rockingham • Randolph • Orange

