



## Q&A Summary

### Remote Patient Monitoring: Learn, Engage, Advance

February 9, 2023

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**Q: Hi, great presentations, can you talk about any direct integration of the RPM data and alerts into the EHR system for easy access vs working in through proprietary portals.**

A: For our RPM program, we came up with a solution that would not add more work to our Lifelong providers. We have the readings automatically recorded into our RPM EHR. The dashboard also includes the RPM care plan. So, we document those readings into the patients' chart which is in Epic. So, the work is done by our specialists instead of having the providers log in to yet another system to get those readings.

**Q: Can you share a bit more about patient incentives that encourage compliance/engagement?**

A: Hi attendee! We notified patients that they would be eligible to receive a \$25 gift card if they completed our 8 visit program. We tracked that over 90% of our patients adhered all 8 visits and even achieved HTN control!

**Q: Hi relates back to my question about the regulatory environment for FQHCs in California to be able to bill for RTM/RPM, timelines etc. Right now we have implemented a RPM program for BP monitoring however because we cannot bill, we are reliant on grant support and cannot expand beyond a pilot population.**

A: This will need updating with the Public Health Emergency ending, but NACHC created [this resource](#) to help health centers (FQHCs) understand billing options for SMBP and RPM.

**Q: For the Blood Pressure monitoring program you said you used iHealth. What portal are you using?**

A: Hi Attendee! We use iHealth's portal, UnifiedCare.

**Q: What has been the rate of loss or damage to patient devices?**

A: For Neighborhood, since we are giving them out, we haven't been tracking loss. We have done loaner programs in the past with standalone monitors and lost all 10 monitors so



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definitely a concern. We have had a low number of devices (<30) that came to us non-functioning which the vendor replaced at no cost.

**Q: So, it sounds like you're saying that patients manually enter their results into MyChart and that the devices aren't connected to Epic. Is that correct? We're moving to Epic next year and trying to set ourselves up for success.**

A: MyChart is linked to EPIC- it will populate their readings if they enter into EPIC.

**Q: For NEVHC: Thank you for sharing. Is the digital literacy screening something developed internally or from another resource? Are the Health Educators working on other initiatives other than RPM?**

A: Hello Attendee, we reviewed external digital literacy assessment tools and ended up developing a digital literacy internally that we felt best to fit our population (3 question assessment). Our RPM Health Educators also follow up on preventative clinical measures, such as labs, retinal and foot screenings, and will refer patients to the appropriate services. Our RPM CHWs complete SDoH/PRAPARE assessment with patients and connect patients to community resources.

**Q: Anybody been successful with reimbursement for their RPM Program and able to share gold nuggets?**

A: Hi attendee, please refer to [this comprehensive guide on Remote Patient Monitoring](#), more specifically, its RPM Reimbursement section. RPM reimbursement is a tricky subject; if you have any specific questions regarding RPM reimbursement, please email our team at [CalTRC@ochin.org](mailto:CalTRC@ochin.org).