

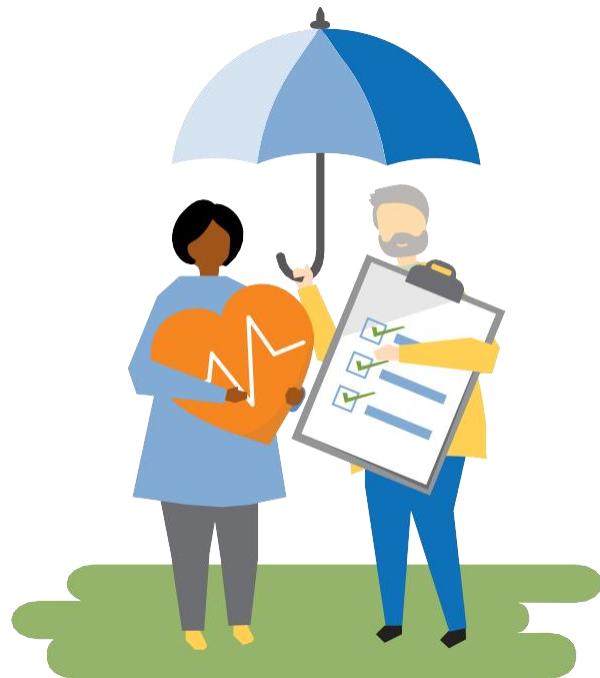
# RPM Vendor Selection Toolkit



**CALIFORNIA  
TELEHEALTH  
RESOURCE  
CENTER**

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## Table of Contents

Introduction.....	1
Considerations.....	2-4
Vendor Checklist Summary Table.....	5
References.....	6



## RPM Vendor Selection Toolkit

### *Introduction*

#### **ABOUT CTRC**

**The California Telehealth Resource Center (CTRC) offers no-cost, unbiased training, educational resources, and technical assistance to help California providers and patients get the most from telehealth. As the federally designated telehealth resource center for the region, we offer unbiased tools and services based upon proven telehealth practices. We create lasting change and improvement by focusing on implementation, sustainability, reimbursement and policy, integration, workflows, and patient/provider adoption.**

**As part of the National Consortium of Telehealth Resource Centers and the OCHIN family of companies, CTRC assists thousands of providers and patients annually. We have extensive experience supporting the healthcare safety net, rural and urban providers, and patients and families throughout California who would otherwise be unable to access quality healthcare due to geographic isolation, language/cultural barriers, lack of insurance, disability, homelessness, and more.**

#### **CTRC RPM Vendor Selection Toolkit**

Remote Patient Monitoring (RPM) has become a transformative technology in healthcare, enabling providers to deliver more efficient, proactive, and patient-centered care. By maintaining continuous connection between patients and their care teams and allowing real-time tracking of key health indicators, RPM enhances chronic disease management, reduces hospital readmissions, and supports better overall outcomes. Selecting the right RPM vendor, however, is essential to ensuring successful implementation and long-term effectiveness within a healthcare setting.

With numerous RPM vendors in the market, it can be overwhelming for healthcare centers to identify the best partner to meet their unique needs. The right vendor can not only help streamline patient care, but also support the long-term growth and sustainability of the healthcare organization.

This Remote Patient Monitoring (RPM) Vendor Selection Toolkit poses key considerations for health centers selecting an RPM vendor as well as a systematic approach to vendor evaluation to identify the most suitable RPM partner.

# Considerations for Selecting an RPM Vendor

## Vendor Evaluation & Selection



### RPM & RTM Foundational Criteria

#### Device Capabilities

- ✓ *RPM*: Supports clinical sensors (BP, glucose, weight, etc.) with secure data transmission to EHR.
- ✓ *RTM*: Supports monitoring of non-physiological metrics (medication adherence, pain, functional status) via devices/apps

#### Integration & Interoperability

- ✓ Seamless integration with EHR/EMR and billing platforms, including CPT code support for RPM and RTM.

#### Data Privacy & Security

- ✓ HIPAA-compliant encryption and access controls for both physiological and therapeutic data.

#### Vendor Profile & Track Record:

- ✓ Demonstrated experience scaling RPM/RTM in similar settings.
- ✓ Client references & case studies, especially showcasing cost savings and improvement in patient outcomes.

#### Technical Support & Implementation:

- ✓ Onboarding support options (training, device configuration, patient education). Initial patient training is critical, especially for RTM setup under CPT 98975.
- ✓ Ongoing maintenance services, device replacement policies, and timely software updates.

## Clinical & Operational Readiness

### Workflow Integration:

- ✓ Clear role definitions across teams: clinical leads, IT, billing, patient outreach.
- ✓ Agreed data monitoring processes, thresholds for alerts, and escalation protocols.

### Patient Onboarding & Training:

- ✓ Processes for patient selection criteria (e.g., chronic conditions for RPM, therapy or post-op for RTM).
- ✓ Support materials for device use, data logging adherence, and troubleshooting.

### Contract & Compliance:

- ✓ Clear contract terms on uptime, data ownership, liability, reimbursement support, and upgrades.
- ✓ Compliance with CPT billing requirements [update this section to reflect Jan's spark sessions:
  - ✓ *RTM*: CPT codes 98975, 98976/98977, 98980/98981 – device setup, data monthly monitoring, interactive communication.
  - ✓ *RPM*: Relevant RPM CPT codes with integrated billing tools.

## Technical Specifications & Quality Assurance



### Device & Software Requirements:

- ✓ FDA-approved, -cleared, or registered devices (where required), with wireless or automatic data uploads.
- ✓ Compatibility with smartphones, tablets, and EHR.

### Data Handling & Alerts:

- ✓ Secure, real-time monitoring dashboard with configurable alerts based on clinical thresholds.
- ✓ Automated data analysis and trend reporting to support clinical review.

### Reliability & Support:

- ✓ Service-level agreements for device/data uptime, responsiveness, and support coverage.
- ✓ Routine software updates, logs, and audit trails.

## Billing, Reimbursement & ROI

### Coding & Claims Support:

- ✓ Automated aggregator for capturing RPM and RTM CPT billing events.
- ✓ Documentation workflows aligned with payer documentation requirements.

### Financial Model:

- ✓ ROI projections tied to clinical goals (reduced readmissions, ER visits, improved engagement).

### Reimbursement Guidance:

- ✓ Vendor resources or assistance with CPT code applicability and payer policies.
- ✓ Clarification on whether RPM and RTM services can be billed concurrently and how to track engagement thresholds.

## Patient Experience & Engagement

- ✓ User-friendly interfaces tailored to patients' technical ability and accessibility.
- ✓ Engagement tools: reminders, feedback loops with clinicians, educational content.
- ✓ Support for rural patients: offline/Wi-Fi/ cellular options to ensure consistent connectivity.

## Evaluation & Scaling

### Performance Metrics:

- ✓ Agreed KPIs: adherence rates, clinical outcomes, staff time savings, patient satisfaction.
- ✓ Analytics dashboards for longitudinal tracking and reporting.

### Pilot & Scale Strategy:

- ✓ Initial pilot with a defined patient cohort, followed by evaluation and iterative improvements.
- ✓ Clear plan for scaling: staffing, funding, workflows, and device inventory.

## RPM Vendor Selection Toolkit

*Put it Into Practice*

### Vendor Checklist Summary Table

Category	Must-Haves
<b>Device/Tech</b>	FDA-registered, cleared or approved devices, EHR integration, secure data transmission
<b>Support</b>	Onboarding, patient education, 24/7 support, SLA/Uptime guarantees
<b>Billing/Compliance</b>	CPT code support (RPM & RTM), claims automation, documentation processes
<b>Data &amp; Monitoring</b>	Real-time dashboards, alert systems, analytics, audit trails
<b>Engagement</b>	Patient-friendly interface, reminders, educational tools, rural engagement
<b>Financials</b>	Transparent pricing, ROI projections, contract terms, reimbursement support
<b>Pilot &amp; Scale Plan</b>	Defined pilot cohort, success metrics, scaling roadmap



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