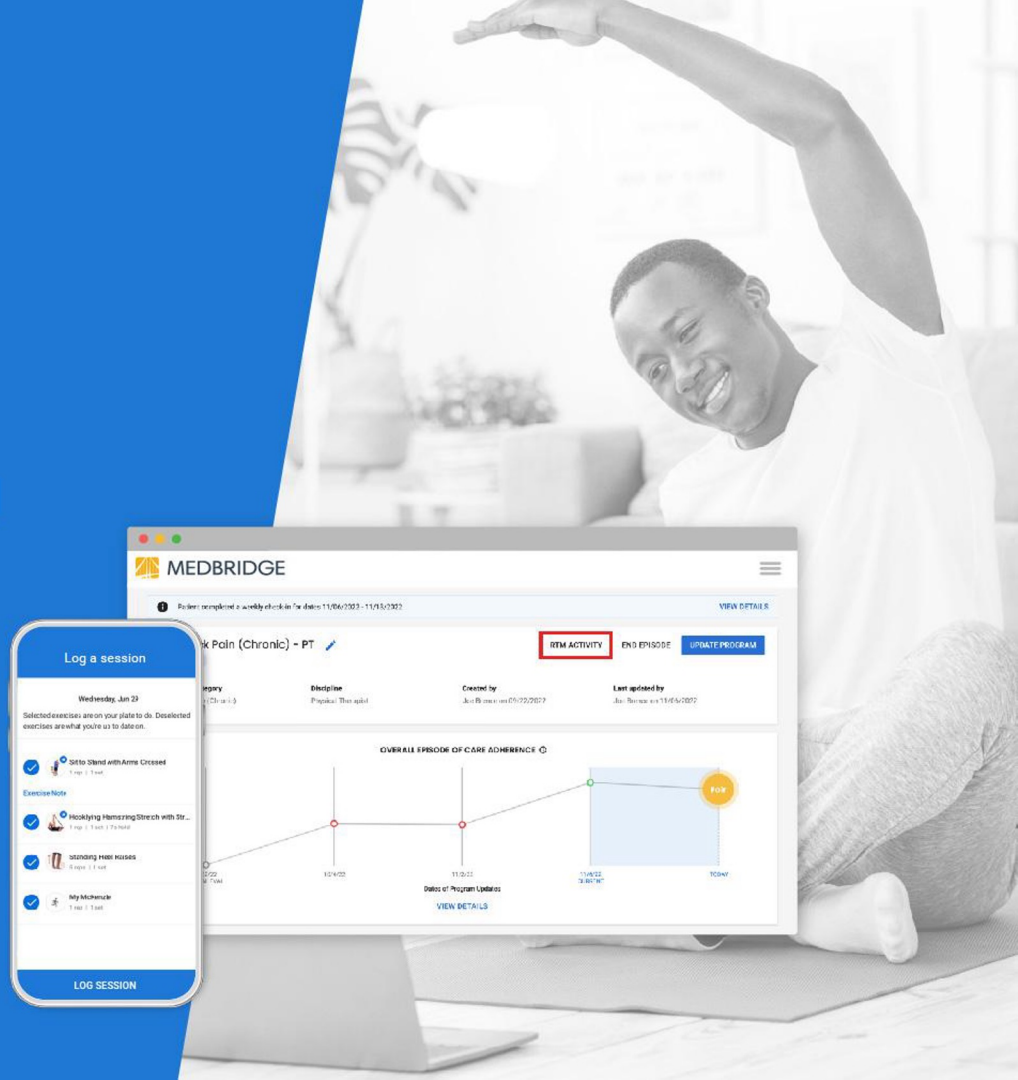


Remote Therapeutic Monitoring Solution

Activate patients, build a powerful therapeutic alliance, and achieve better outcomes.

www.medbridge.com/rtm



The screenshot shows the MedBridge RTM interface. At the top, it says "MEDBRIDGE" and "VIEW DETAILS". Below that, there's a notification: "Patient completed a weekly exercise for dates 11/06/2023 - 11/13/2023". The main heading is "Knee Pain (Chronic) - PT". There are buttons for "RTM ACTIVITY", "END EPISODE", and "UPDATE PROGRAM". Below this, there's a table with columns for "Program", "Discipline", "Created by", and "Last updated by". The "Program" column shows "Knee Pain (Chronic) - PT". The "Discipline" column shows "Physical Therapist". The "Created by" column shows "John Brown on 07/22/2023". The "Last updated by" column shows "John Brown on 11/06/2023". Below the table, there's a line graph titled "OVERALL EPISODE OF CARE ADHERENCE". The graph shows adherence over time, with a peak at 11/06/23 and a dip at 11/13/23. A yellow circle with "100%" is next to the peak. Below the graph, it says "Date of Program Update" and "VIEW DETAILS".

Important Updates on RTM

What do They Mean for Your Practice?



MEDBRIDGE

Participants



Mitch Comstock

Product Marketing



Joseph Brence

Head of Clinical Strategy
MedBridge



Leigh Wager

SVP of Product, GTM
MedBridge

Discussion Topics

- Understand the evolving industry trends shaping digital care strategies.
- Learn best practices around hybrid care and RTM adoption.
- Understand the impact of the 2024 Final Rule updates.
- Identify how hybrid care can impact provider effectiveness, patient care, and your bottom line.
- See how MedBridge has expanded its remote monitoring capabilities to drive seamless RTM reimbursement.

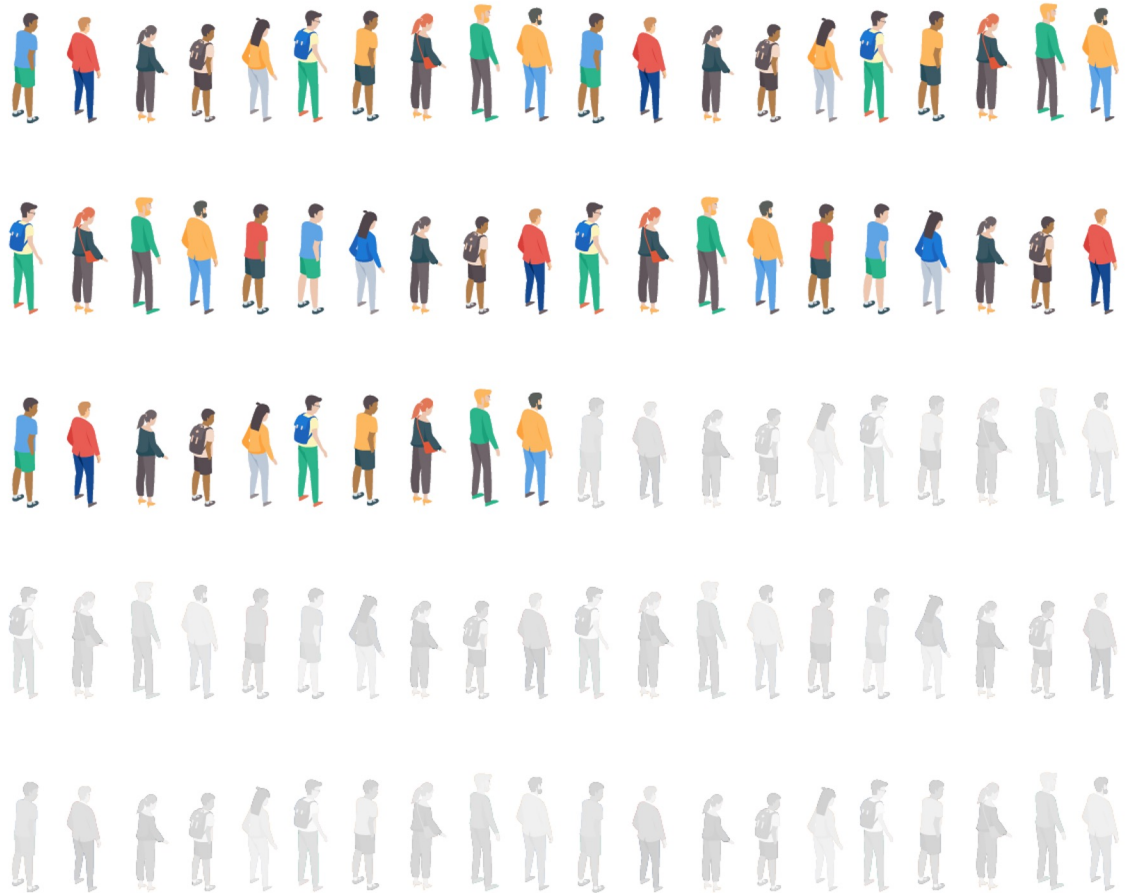




Section 1: RTM and Hybrid Care

More than 1 in 2

American adults
have an MSK
condition **every**
year.



4 out of 100

patients actually
get physical
therapy

[Sharpe et al., 2021](#)



Benefits of Early PT Access:

Early PT reduces overall cost of care by 36%



58% reduction
in imaging
utilization



46% reduction
in
spine surgeries



48% reduction
in
spine injections



50% lower emergency
room utilization for
acute low back pain



10% reduction in long-
term opioid usage

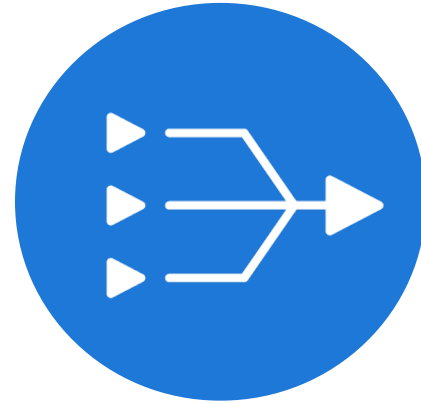


36% reduction in
overall cost

The Way Patients Access MSK Care Is Changing



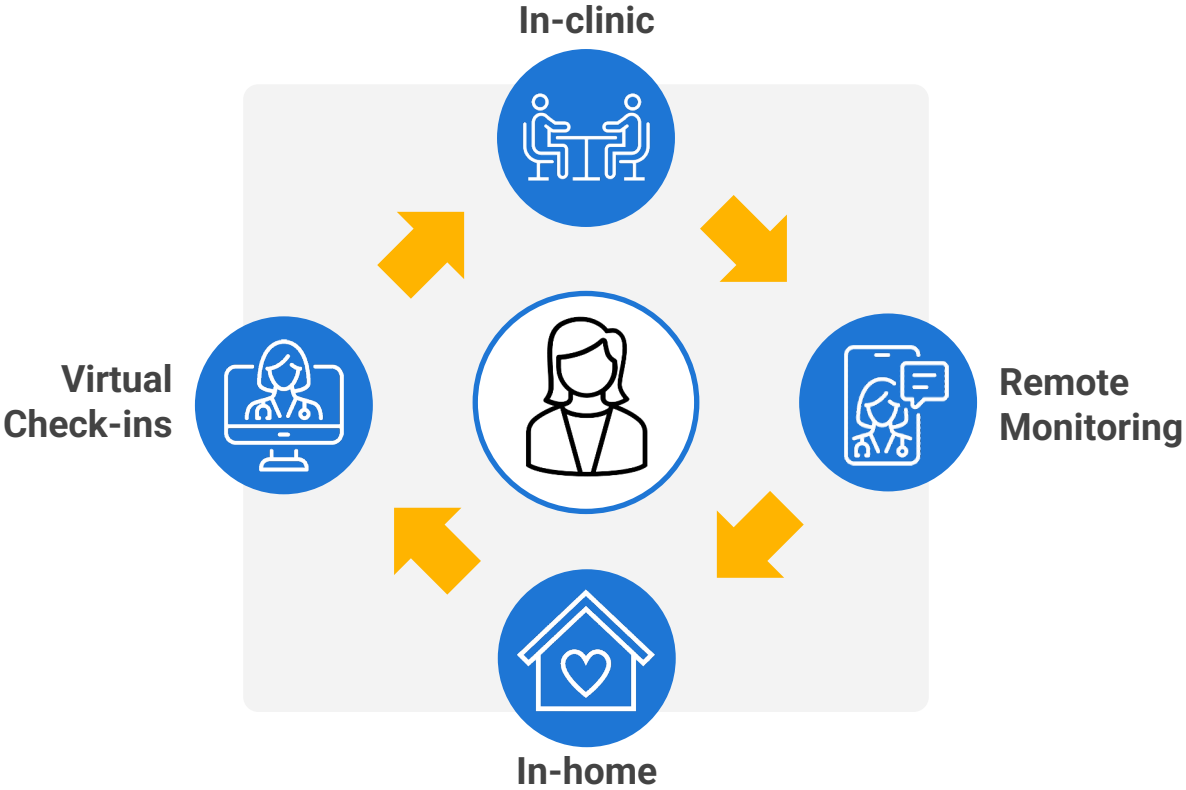
Patients expect a digital healthcare experience that they can access at their convenience, on their terms.



Virtual-first therapy options are spending millions to reach patients directly, pulling them into alternative pathways.

Since 2018, \$25+ billion has flowed into digital health, funding over 2,000 companies

Better connection with patients to drive engagement & outcomes, both **inside and outside the clinic**



The Intent of Hybrid Care Is to Create An Engaging Experience



That will encourage communication, progress and self-efficacy of the patient to improve current symptoms, improve function, and mitigate future episodes of musculoskeletal pain.

Value of Hybrid Care

To the Patient



**More convenient
access
to personalized care**

- Flexibility based on preference and schedule
- Personalized care based on real-time data
- Direct communication between visits
- Cost savings

To the Clinician



**Effectively engage
patients and drive
optimal outcomes**

- Expanded reach
- Data-driven insights to support effective care decisions
- Stronger therapeutic alliance
- More flexible work options

To the Organization



**Drive new business
opportunity**

- Market differentiation through modern, consumer-first care
- New revenue opportunities
- Improved provider satisfaction
- Increase care completion and LOS



Section 2:
Two Years of Learnings

Top 5 Learnings in Past 2 Years...

What we have learned at MedBridge about RTM:



5. Care will be hybrid



4. It's not too late



3. New hybrid care use-cases



2. Patients like it



1. It works

Care Will Be Hybrid

The AMA and CMS continue to support growth of hybrid and digital care through improved payment and regulatory guidance.

How Organizations Start

Initial evaluation



In-clinic visit



Same Clinician

Where They End Up

Initial evaluation



In-clinic visit

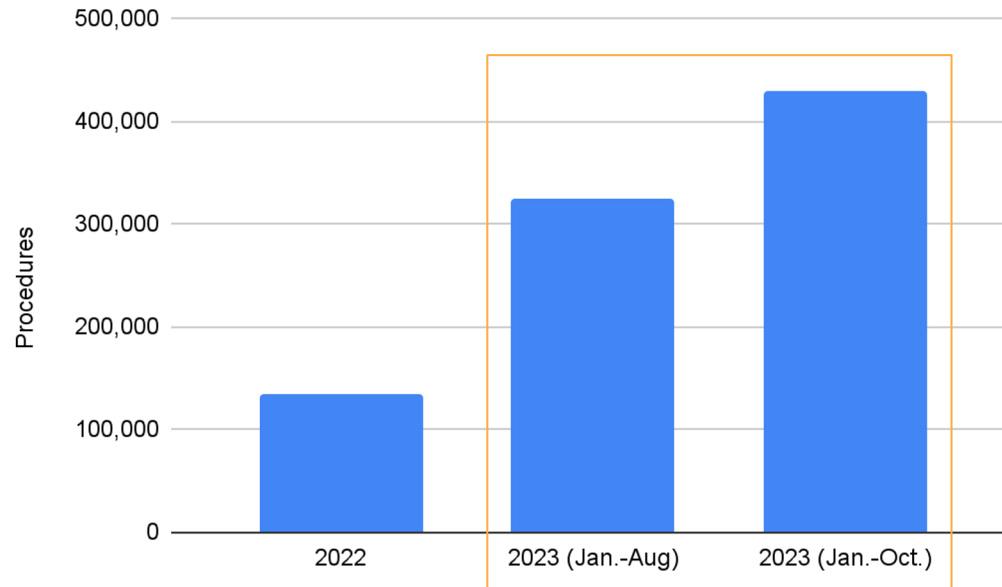


RTM Case Manager

It's Not Too Late. RTM Growth

The AMA and CMS continue to support growth of hybrid and digital care through improved payment and regulatory guidance.

Growth of RTM



*Data is limited to claims reported through data clearinghouses representing 70% of total Medicare.

Hybrid Care Use-Cases

By increasing engagement and activation of patients via hybrid care, organizations are able to open up a myriad of new business opportunities.



RTM



**Virtual
Evaluations**

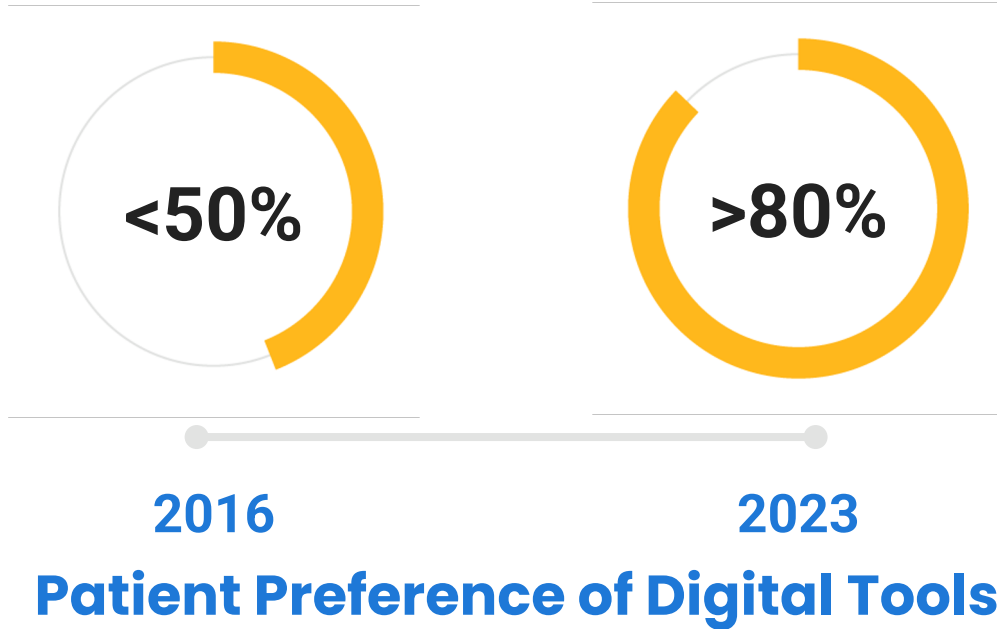


**Employer-based
Contracts**

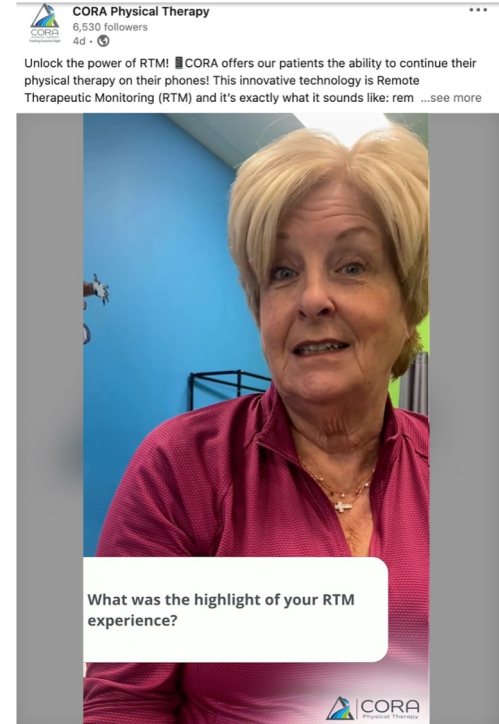


**VBC
Agreements**

Patients Like It



RockHealth & McKinsey



It Works: CORA Physical Therapy

For many outpatient rehab organizations across the U.S., low patient engagement and high patient drop off are ongoing challenges, leading to poor outcomes and lost revenue.

Patient Retention

+69%

Improvement
in patients receiving
>6 visits

Patient Activation

+243%

Improvement in
patients logging in
and using device

Patient Outcomes

+27%

Improvement in
FOTO Effectiveness
scores

Patient Satisfaction

+98%

Patients were
satisfied when
RTM included in
treatment plan

CORA also saw an increase in reimbursement of \$152.51/episode

It Works: Ivy Rehab*

Data supports improvement in patient experience and outcomes

Patient Outcomes

+13.3%**

More patients
achieve their
patient-reported
outcome goal

Care Completion

+15%

Fewer patients
decided to end care
in five visits or less

Patient Engagement

+40%**

More patients
completed 2+ in-
person visits
per week

Episode Revenue

+7%**

Higher average
revenue per
patient episode

Notes:

* Data collection is still in process

** Denotes statistical significance



Section 3:
Regulations You Need to Know

Regulations... What to Know

Key indicators in 2024 Physician Fee Schedule final rule indicate it will be easier than ever to begin performing remote monitoring.

Clarity on monitoring requirements

Changes to general supervision

Clarity of concurrent billing

New caregiver codes

General telehealth



Key Takeaway: *CMS is supporting the shift to hybrid care*

Remote Therapeutic Monitoring

New Billing Codes for Monitoring MSK Conditions

How it works:

- Step 1: Enroll patients in RTM and digitally assign home programs.**
CPT Code 98975.
Fee Schedule: \$19.58
- Step 2: Monitor and transmit patient progress.**
CPT Code 98976 and 98977.
Fee Schedule: \$57.11
- Step 3: Remotely communicate and update patient programs.**
CPT Codes 98980 and 98981.
Fee Schedule: \$49.66, \$39.90
- Step 4: Report, document, and bill for RTM.**



Established Patients

Remote Patient Monitoring (RPM)

- This monitoring of **physiologic** variables **requires** an established patient-provider relationship.

Remote Therapeutic Monitoring (RTM)

- This monitoring of **non-physiologic** variables **does not require** an established patient-provider relationship.
- But, **CMS expects** that RTM will be provided by PT and OT as part of a plan of care and will clarify further in future rulemaking.

16 Days of Monitoring Every 30 Days

Codes Which Require:

Device/Monitoring Codes

98975*

98976

98977

Tx Management Codes

Codes Not Requiring

98980

98981

*Code only billed once per episode

Concurrent Monitoring and Billing

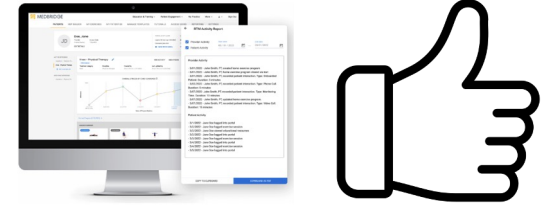
CMS is recognizing the shift to hybrid care across care settings. Because of this, they clarified concurrent billing practices for non-F2F Codes.

RTM + RPM



Not Permitted

RTM + CCM, TCM, CPM



Permitted

Assistant Supervision

PT and OTs enrolled in Medicare can provide **general supervision** to PTAs and OTAs performing RTM services, regardless of setting

“We believe this proposal will increase access to these remotely provided services performed by PTAs and OTAs under the general supervision furnished by PTPPs and OTPPs”

CMS in the 2024 Physician Fee Schedule Final Rule

What Else to Know

New: Caregiving Codes

- Three new time-based codes:
 - 97550, 97551, 97552
- These are face-to-face codes and are unrelated to RTM (but still an exciting focus area for 2024)

Telehealth

- Can continue to bill through end of CY 2024
- Therapy codes did not make the final “permanent telehealth” list this year



Section 4: Product Evolution

RTM Improvements Since May

Easier to Use

- ***Coming Soon***
Historical Program View and Retro-Logging
- 14 Days to Disable RTM Enabled Episodes

Easier to Track

- RTM Survey Summary
- Program Feedback
- RTM Milestones

Easier to Manage

- RTM enabled at clinic level
- Disable Future RTM Episodes While Still Allowing Existing to Complete
- Improved RTM data storage

MedBridge RTM: Enrolling Patients

The screenshot displays the MedBridge RTM interface. At the top, the MedBridge logo is on the left, and navigation links for 'Education & Training', 'Patient Engagement', 'My Practice', and 'More' are on the right. Below this is a horizontal menu with 'PATIENTS', 'HEP BUILDER', 'MY EXERCISES', 'MY PATIENT ED', 'MANAGE TEMPLATES', 'ACCESS CODES', 'RTM REPORTING', 'REPORTING', 'SETTINGS', and 'TUTORIALS'. The 'EXERCISES' tab is selected.

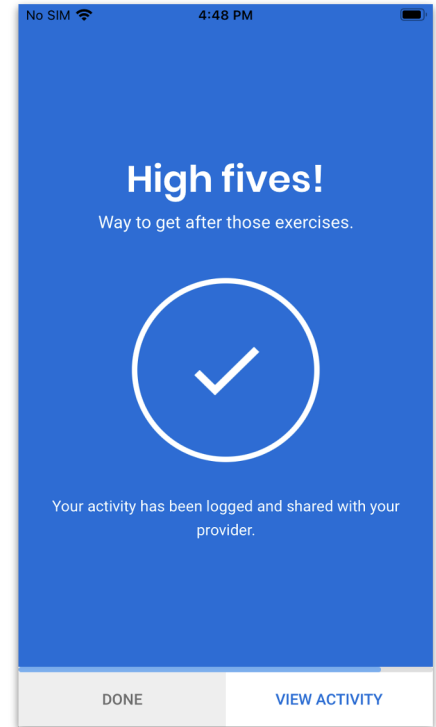
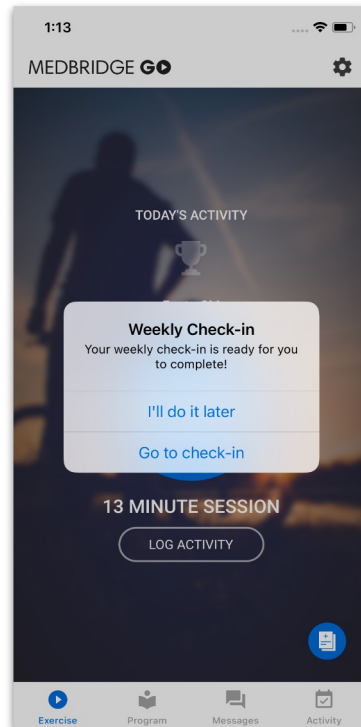
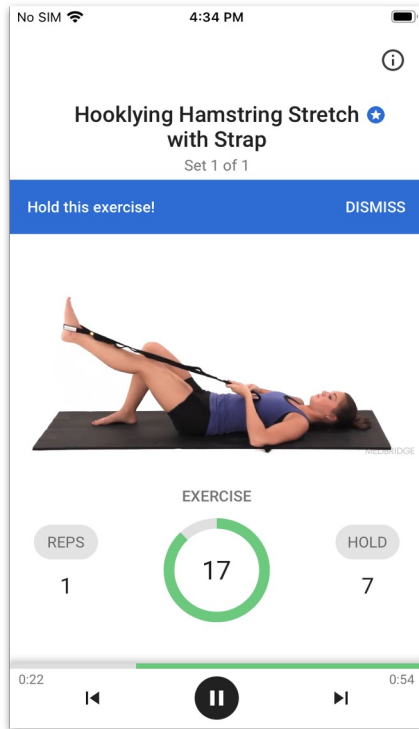
On the left side, there is a sidebar with 'All Exercises' and a search bar. Below the search bar, it says '6835 exercises found'. A filter section includes 'Filter' with options for 'List', 'Simple', and 'Body'. Under 'CATEGORY', there are expandable sections for 'Ankle and Foot', 'Cervical', 'Elbow and Hand', 'Hip and Knee', 'Lumbar Thoracic', and 'Shoulder'. Under 'POSITION', there are expandable sections for 'All positions', 'Knelling', 'Prone', 'Quadruped', 'Sidelying', 'Sitting', 'Standing', and 'Supine'.

The main area shows a grid of 25 exercise cards. Each card features a thumbnail image, the exercise name, and a heart icon with a plus sign. The exercises shown are: Supine Bridge, Clamshell, Supine Active Straight Leg Raise, Seated Scapular Retraction, Sidelying Hip Abduction, Gastroc Stretch on Wall, Supine Posterior Pelvic Tilt, Supine Lower Trunk Rotation, Supine Quad Set, Shoulder External Rotation with Anchored..., Supine Hamstring Stretch with Strap, Seated Long Arc Quad, Supine Piriformis Stretch with Foot on Ground, Supine Hip Adduction Isometric with Ball, Long Sitting Calf Stretch with Strap, Seated Hamstring Stretch, Standing Shoulder Row with Anchored..., Bird Dog, Supine March, and Shoulder Internal Rotation with Resistance.

On the right side, the 'Program for Marie Elizabeth' is displayed for the date '07/12/2023 - Current'. There are icons for 'Email', 'Text', 'Print', 'Document', and 'Preview'. Below this is the 'CURRENT PROGRAM' section with an 'Add program notes' button and a language dropdown set to 'English'. Under 'Exercises', the 'Supine Bridge' exercise is selected, and its frequency is set to '7 x Weekly', '1 x Daily', '3 Sets', '5 Reps', and 'Hold'.

At the bottom right, there are two buttons: 'SAVE AS TEMPLATE' and 'SAVE'.

MedBridge RTM: Patient Engagement



MedBridge RTM: Treatment

My Patients

All Patients

Primary Clinician

(All) ▾

Clinic

(All) ▾

Region

(All) ▾

Primary Clinician Discipline

(All) ▾

Episode Status

Active ▾

Links

[RTM Help](#)

[RTM FAQs](#)

Interval

Current ▾

Engagement Risk

(Multiple values) ▾

(All)

At Risk

Critical

Keep Pace

Cancel Apply

Activity Status

Not Met ▾

Engagement

Only shows activated episodes with at least 1 activity day in the last 30 days. For all episodes go to the enrollment tab. See data definition tab for detailed descriptions.

Episode ID	Patient Name	Primary Clinician	Clinic	Last Patient Login	Patient Messages Sent Last 3 Days	Last Remote Treatment Date	RTM Interval	Interval End Date	Interval Record	Engagement Risk	Activity Status	Interval Days Left	Activity Days Needed	Interval Days with Activity
67419336	Sally Smith	Joe Brence	Rainbow row	2/20/23	0	2/17/23	1	2/21/23	Current	Critical	Not Met	1	5	11
71535656	Leigh Demo	Joe Brence	Rainbow row	2/7/23	0	2/20/23	1	3/15/23	Current	At Risk	Not Met	23	14	2
71780509	Leigh Demo	Joe Brence	Rainbow row	2/7/23	0	2/1/23	2	3/16/23	Current	At Risk	Not Met	24	13	3
73702908	Casey Dutton	Joe Brence	Rainbow row	1/25/23	0	2/17/23	2	3/18/23	Current	At Risk	Not Met	26	16	0
73703395	Walt Longmire	Joe Brence	Rainbow row	1/31/23	0	2/15/23	1	3/1/23	Current	Critical	Not Met	9	11	5

MedBridge RTM: Treatment

The screenshot displays the MedBridge RTM interface. At the top, the MedBridge logo is on the left, and navigation links for 'Education & Training', 'Patient Engagement', 'My Practice', and 'More' are on the right. Below this is a main navigation bar with categories like 'PATIENTS', 'HEP BUILDER', 'MY EXERCISES', 'MY PATIENT ED.', 'MANAGE TEMPLATES', 'ACCESS CODES', 'RTM REPORTING', 'REPORTING', 'SETTINGS', and 'TUTORIALS'. The 'PATIENTS' category is selected.

The main content area features a patient profile for 'Smith, Sally (Sai)'. The profile includes a circular avatar with the initials 'SS', the provider name 'Smith, Sally (Sai)', and contact information: 'Provider: Joe Brence', 'Access code: XLZ3P3LP', 'Portal & App Login: Logins: 265 (last login 5/5/23), Username: meredyth2014@gmail.com', and 'Contact: meredyth2014@gmail.com, (425) 308 2954'. There are buttons for 'EDIT DETAILS', 'MESSAGES (4)', and 'TELEHEALTH VISIT'.

Below the profile, there are sections for 'ACTIVE EPISODES' and 'ARCHIVED EPISODES'. The 'ACTIVE EPISODES' section shows a list of episodes, with 'Low Back Pain (Chronic) - PT' selected. This episode is marked as 'RTM Enabled' and has an 'UPDATE PROGRAM' button. The episode details include: 'Treatment category: Low Back Pain (Chronic)', 'Discipline: Physical Therapist', 'Created by: Joe Brence on 09/22/2022', and 'Last updated by: Joe Brence on 04/25/2023'.

The 'RTM Milestone Alerts' section contains three cards:

- Device Setup & Education:** Shows 'Patient Onboarded', 'Patient Activated', and 'Device Access' as 'Done'. It includes a progress bar for '09/25/2022 - 10/24/2022' with 30/16 days of access and a 'Requirement Met' button.
- Device Supply:** Shows a progress bar for '04/23/2023 - 05/22/2023' with 10/16 days of activity and a 'Not Met' button.
- Treatment:** Shows a progress bar for '5/2023 (Day 8)' with 15/20 minutes logged and a 'Not Met' button.

MedBridge RTM: Reimbursement

Device Supply Only includes activated and onboarded episodes. For all episodes go to the enrollment tab.

Interval End Date

This month

Access or Activity

Activity Met

Episode ID	Patient Name	Patient MRN	Primary Clinician	Primary Clinician Discipline	Episode Status	Activation Date	RTM Interval	Interval Start Date	Interval End Date	Access Status	Activity Status	Interval Access Days	Interval Days with Activity
73703395	Walt Longmire	Null	Joe Brence	PT	Active	1/26/23	1	1/26/23	2/24/23	Met	Met	26	20
73702908	Casey Dutton	Null	Joe Brence	PT	Active	1/24/23	1	1/24/23	2/22/23	Met	Met	28	24
71780509	Leigh Demo	Null	Joe Brence	PT	Active	1/23/23	1	1/23/23	2/21/23	Met	Met	29	16
71535656	Leigh Demo	Null	Joe Brence	PT	Active	1/19/23	1	1/19/23	2/17/23	Met	Met	30	18
68336513	Lauren Weber	Null	Joe Brence	PTA	Active	1/16/23	1	1/16/23	2/14/23	Met	Met	30	20
67868951	Dave Johnson	Null	Joe Brence	PT	Active	1/10/23	1	1/10/23	2/8/23	Met	Met	30	17
67419336	Sally Smith	Null	Joe Brence	PT	Active	1/4/23	1	1/4/23	2/2/23	Met	Met	30	22

MedBridge RTM: Reimbursement

The screenshot displays the MedBridge RTM Reporting interface. The top navigation bar includes 'MEDBRIDGE' and various menu items like 'PATIENTS', 'HEP BUILDER', 'MY EXERCISES', 'MY PATIENT ED.', 'MANAGE TEMPLATES', 'ACCESS CODES', 'RTM REPORTING', 'REPORTING', 'SETTINGS', and 'TUTORIALS'. The 'RTM REPORTING' section is active, showing two main data tables.

Device Supply Only includes activated and onboarded episodes. For all episodes go to the enrollment tab.

Interval End Date: This month | Access or Activity: Activity Met

Episode ID	Patient Name	Patient MRN	Primary Clinician	Primary Clinician Discipline	Episode Status	Activation Date	RTM Interval	Interval Start Date	Interval End Date	Access Status	Activity Status	Interval Access Days	Interval Days with Activity
67419336	Sally Smith	Null	Joe Brence	Nurse	Active	9/25/22	5	1/29/23	2/2/23	Met	Met	30	21

Actions: Keep Only, Exclude, 2 items selected - SUM of Measure Values: \$1,000
User: Sally Smith, Page 1 of 1

Treatment Minutes Only includes activated and onboarded episodes. For all episodes go to the enrollment tab.

Minimum Treatment Met: (All) | Treatment Date: This month

Episode ID	Patient Name	Patient MRN	Primary Clinician	Primary Clinician Discipline	Episode Status	Year of Treatment Date	Month of Treatment Date	Minimum Treatment Met (Month)	PT/OT/SLP Treatment Minutes	PTA/OTA Treatment Minutes	Other/Blank Discipline Treatment Minutes	
67419336	Sally Smith	Null	Joe Brence	Nurse	Active	2023	February	Y	Y	0	0	43
71536656	Lugh Demo	Null	Joe Brence	Nurse	Active	2023	February	N	N	0	0	10
75173236	Walt Longstre	Null	Joe Brence	Nurse	Active	2023	February	N	N	0	0	0
75317306	Walt Longstre	Null	Joe Brence	Nurse	Active	2023	February	N	N	0	0	0

Future of RTM and MedBridge

MedBridge is here to support you with RTM capabilities that allow you to take advantage of this opportunity



Easier to Use



Easier to Track



Easier to Manage



MEDBRIDGE

PRIVATE PRACTICE

Patient Engagement Solution

Improve patient retention and satisfaction while reducing no-shows with quality home exercise programs, patient education, and virtual visits.

www.medbridge.com/private-practice-engagement

