Remote Therapeutic Monitoring Solution

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

www.medbridge.com/rtm

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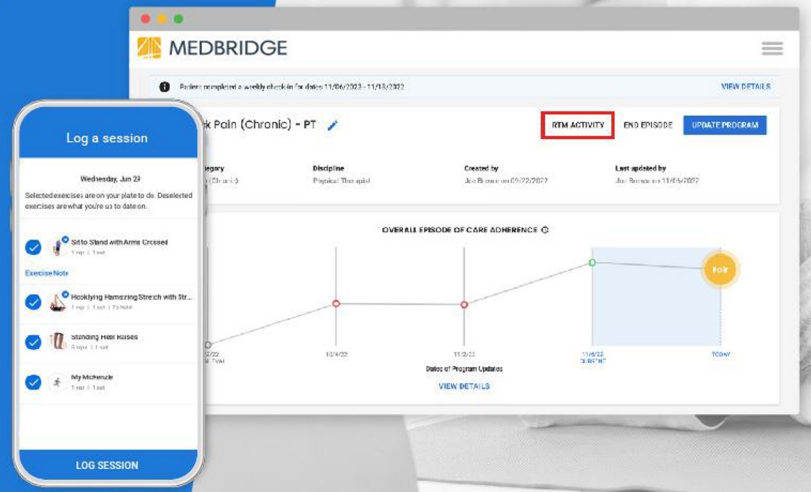

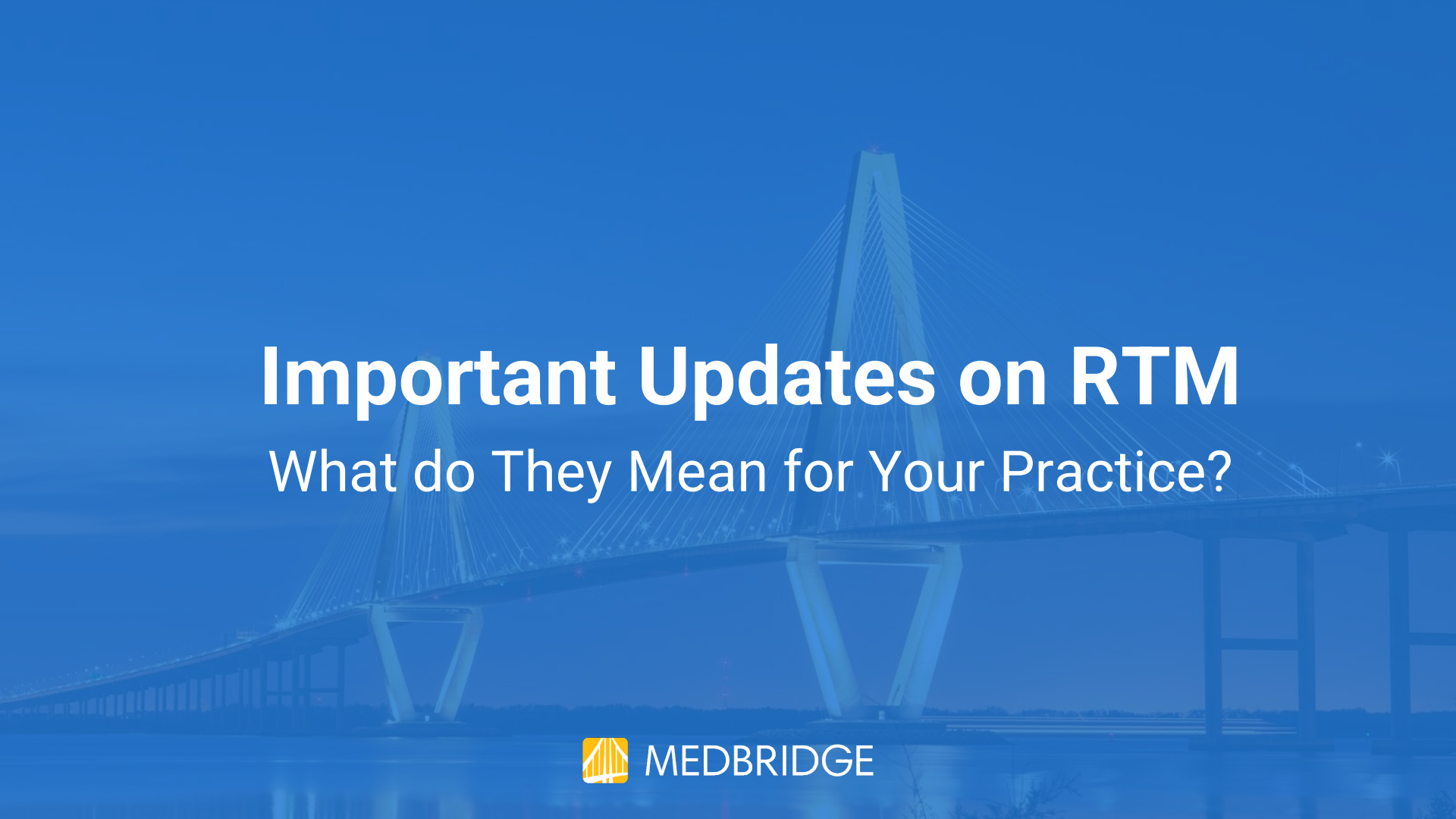
Important Updates on RTM
What do They Mean for Your Practice?
MEDBRIDGE

Participants

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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 it's remote monitoring capabilities to drive seamless RTM reimbursement.

Section 1:

RTM and Hybrid Care

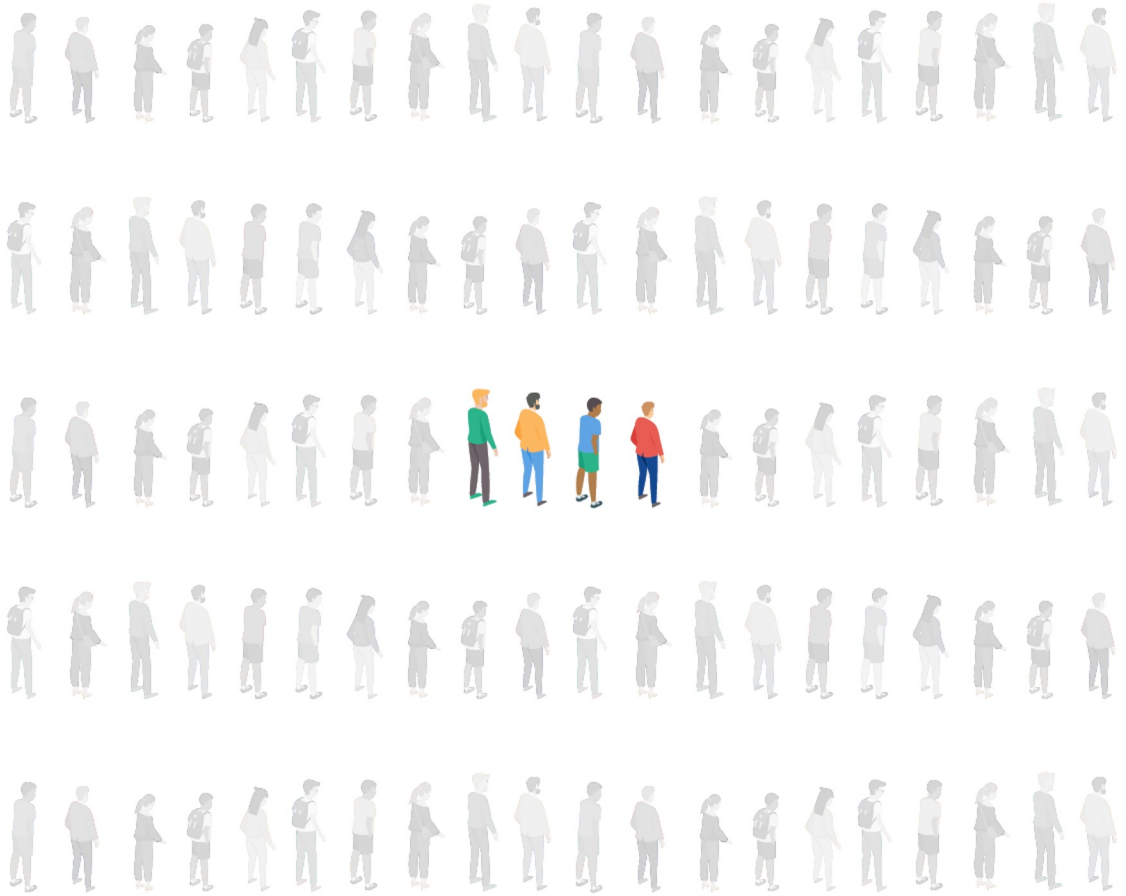
More than 1 in 2

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

Evernorth Research Institute

4 out of 100

patients actually get physical therapy



Sharpe et al., 2021

Benefits of Early PT Access:

Early PT reduces cost 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

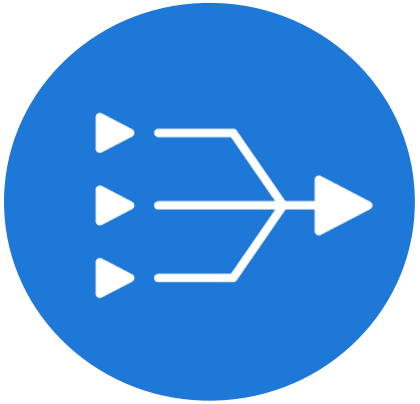
10% reduction in long-term opioid usage

36% reduction in overall cost

Sources:
https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9250203/
https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6324326/

The Way Patients Access MSK Care Is Changing

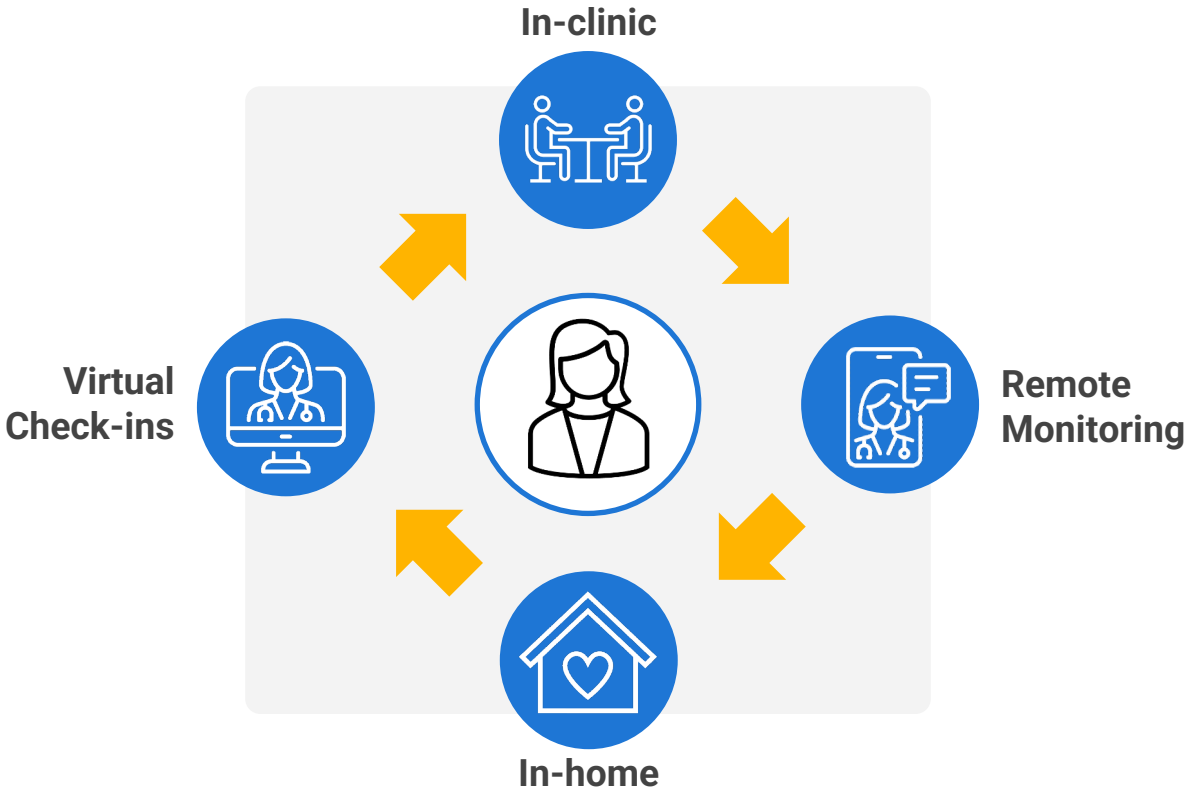
Patients expect a digital healthcare experience that they can access at their convenience, on their terms.



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

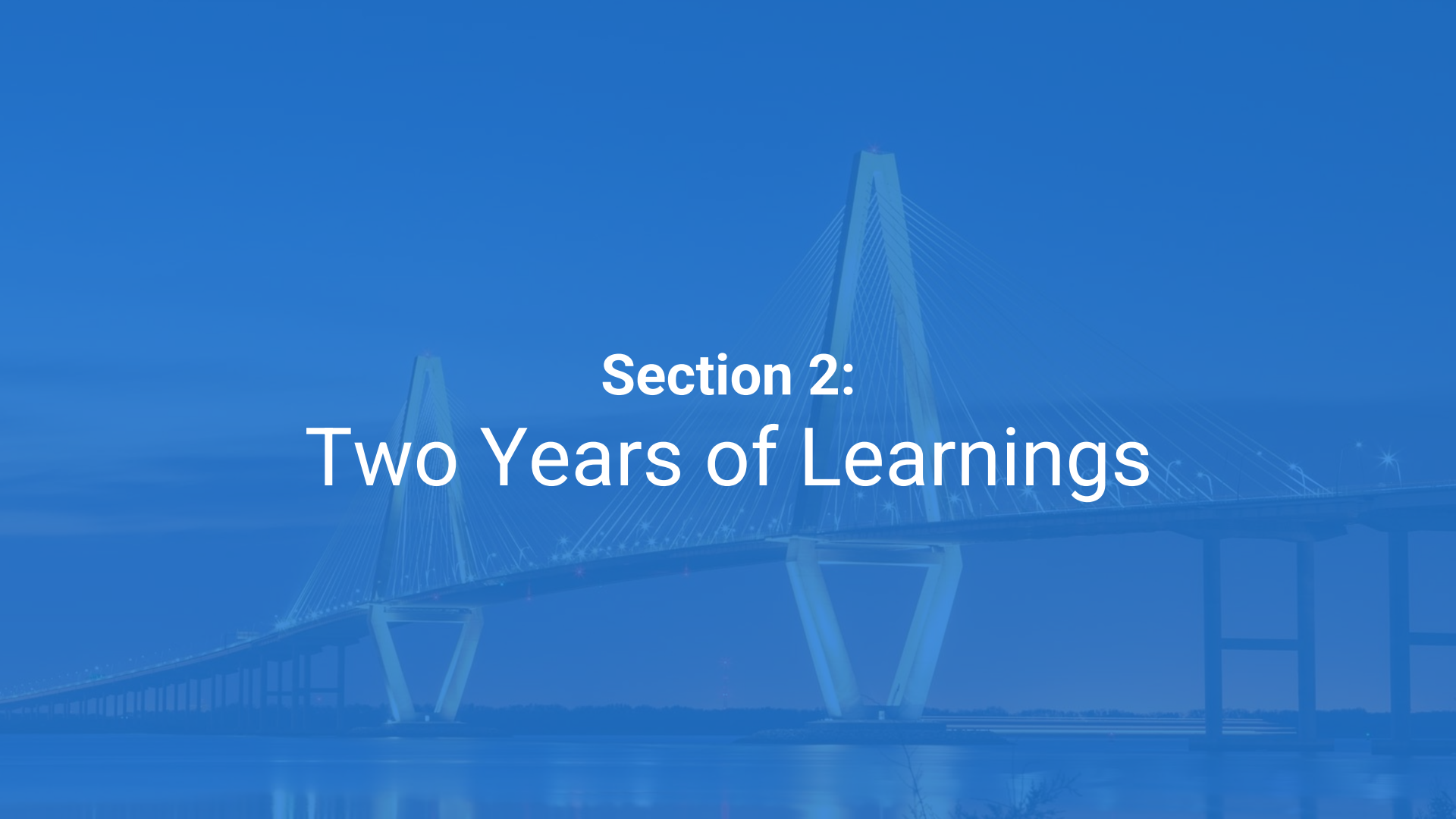
Effectively engage patients and drive optimal outcomes

- 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.

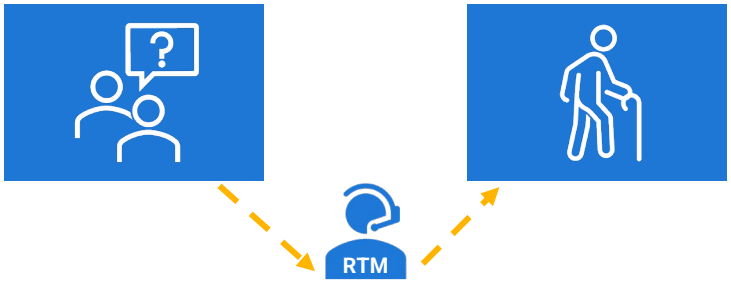
How Organizations Start

Initial evaluation → **In-clinic visit**

Same Clinician

Where They End Up

Initial evaluation → **In-clinic visit**

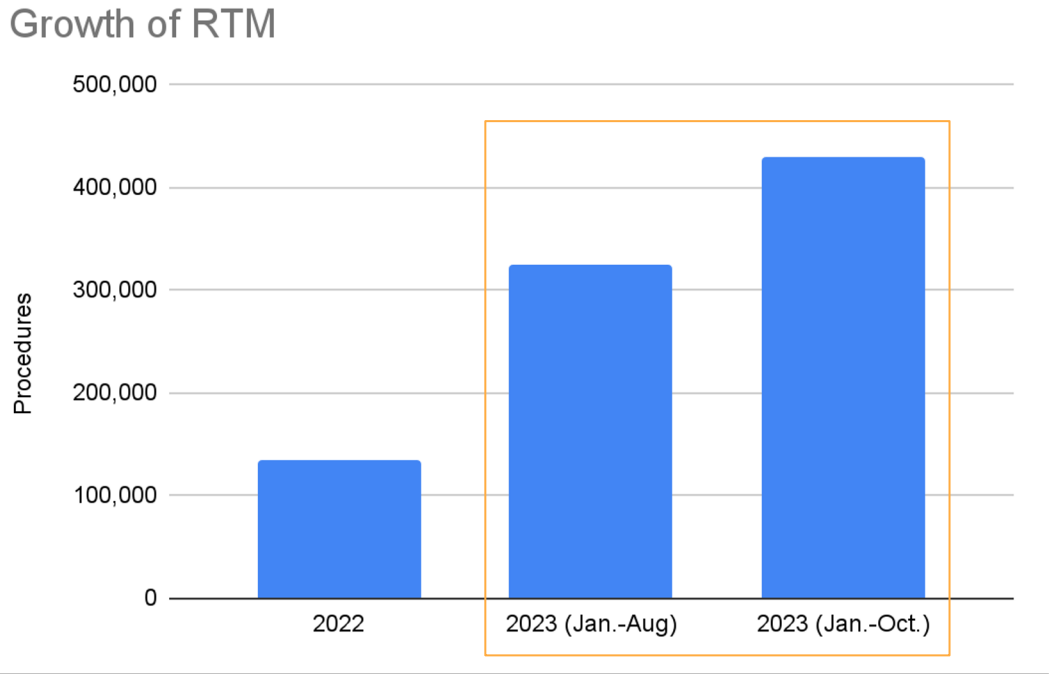


RTM Case Manager

Download MedBridge's white-paper: **Centralized Digital Case Management: A New Model to Boost Therapeutic Alliance**

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.



*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.

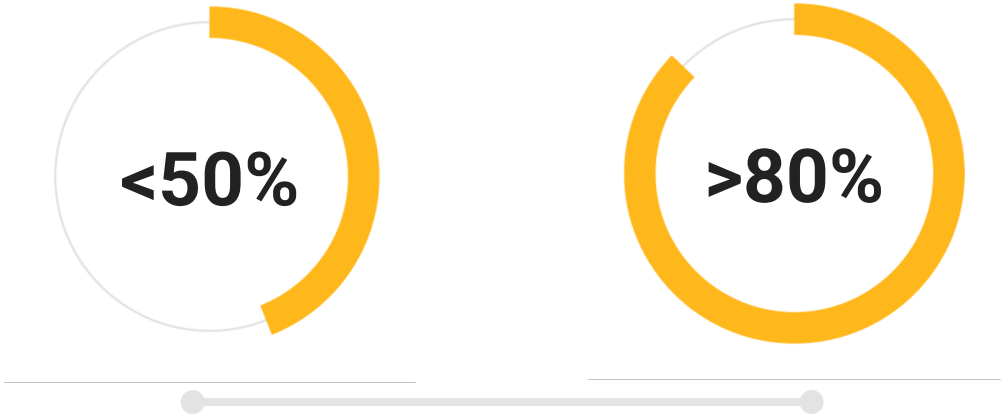
RTM

Virtual Evaluations

Employer-based Contracts

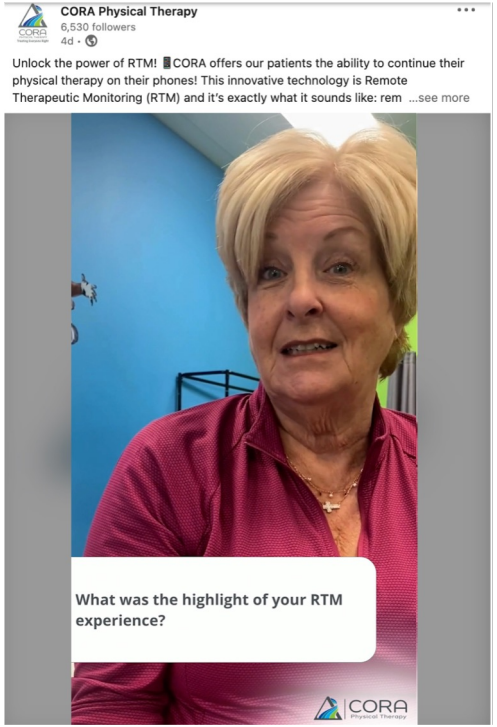
VBC Agreements

Patients Like It



Patient Preference of Digital Tools

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%**

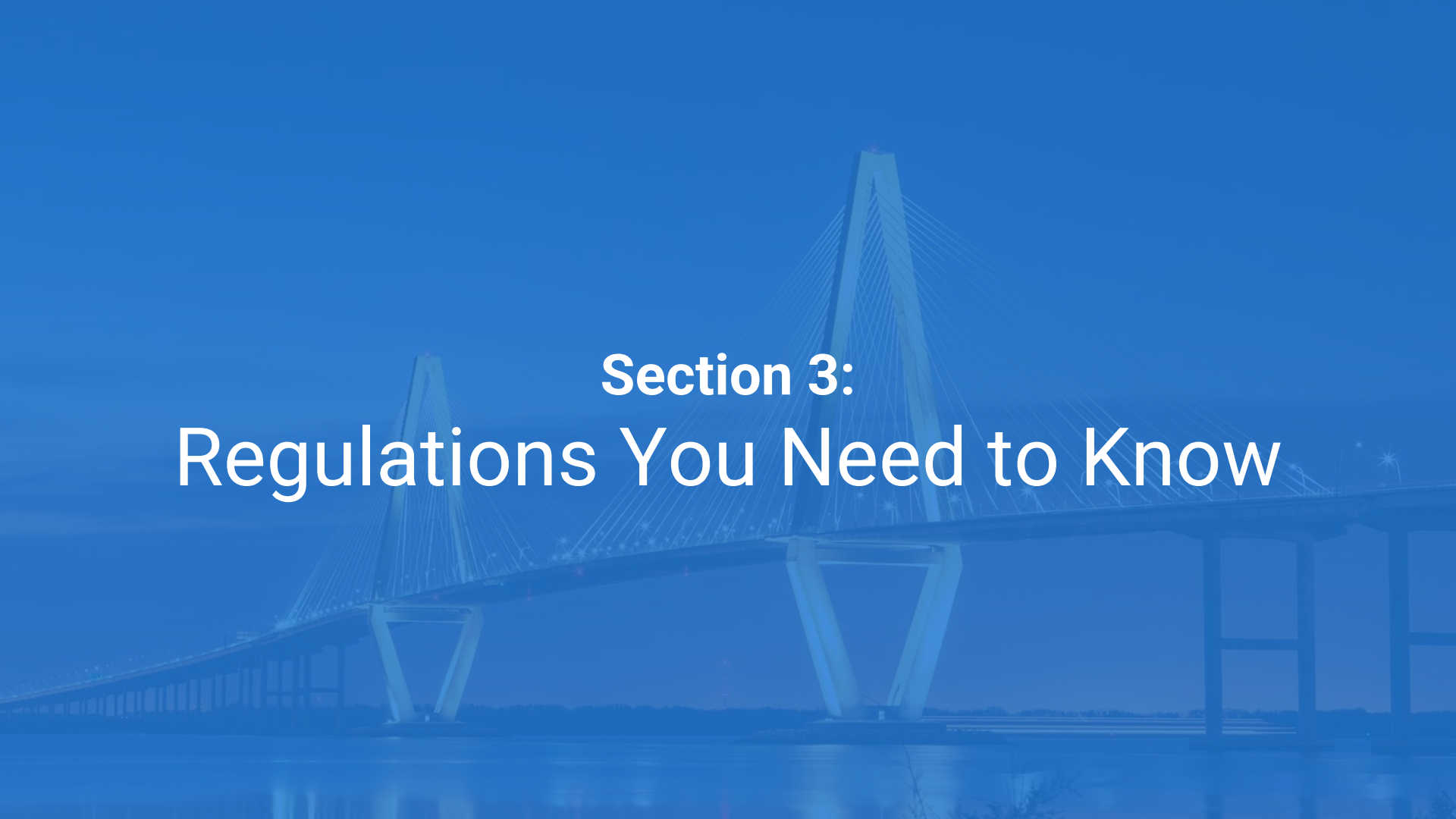
More patients completed 2+ in-person visits per week

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

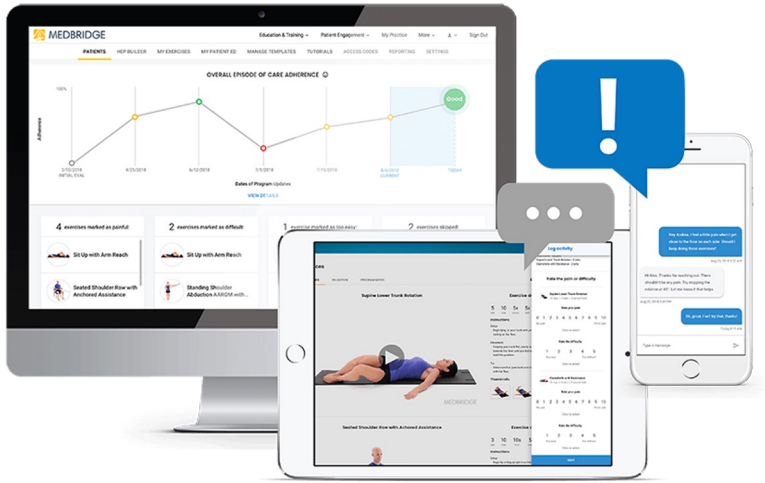
Key Takeaway: *CMS is supporting the shift to hybrid care*

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.**



All information is provided "as is" without warranty of any kind and is not guaranteed to be complete, accurate, or up to date. CMS codes and guidance are subject to change, and nothing in this material is intended as legal, billing, or regulatory advice. Responsibility for proper billing remains with the licensed practitioner and their advisors.

Established Patients

Remote Patient Monitoring (RPM)	Remote Therapeutic Monitoring (RTM)
● This monitoring of **physiologic** variables **requires** an established patient-provider relationship.	● This monitoring of **non-physiologic** variables **does not require** an established patient-provider relationship. ● But, **CMS expects** that RTM will provided by PT and OT as part of a plan of care and will clarify further in future rulemaking.

Citation: 2024 Physician fee schedule final rule pg 184-185

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

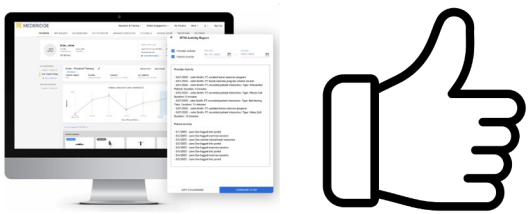
Concurrent Monitoring and Billing

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

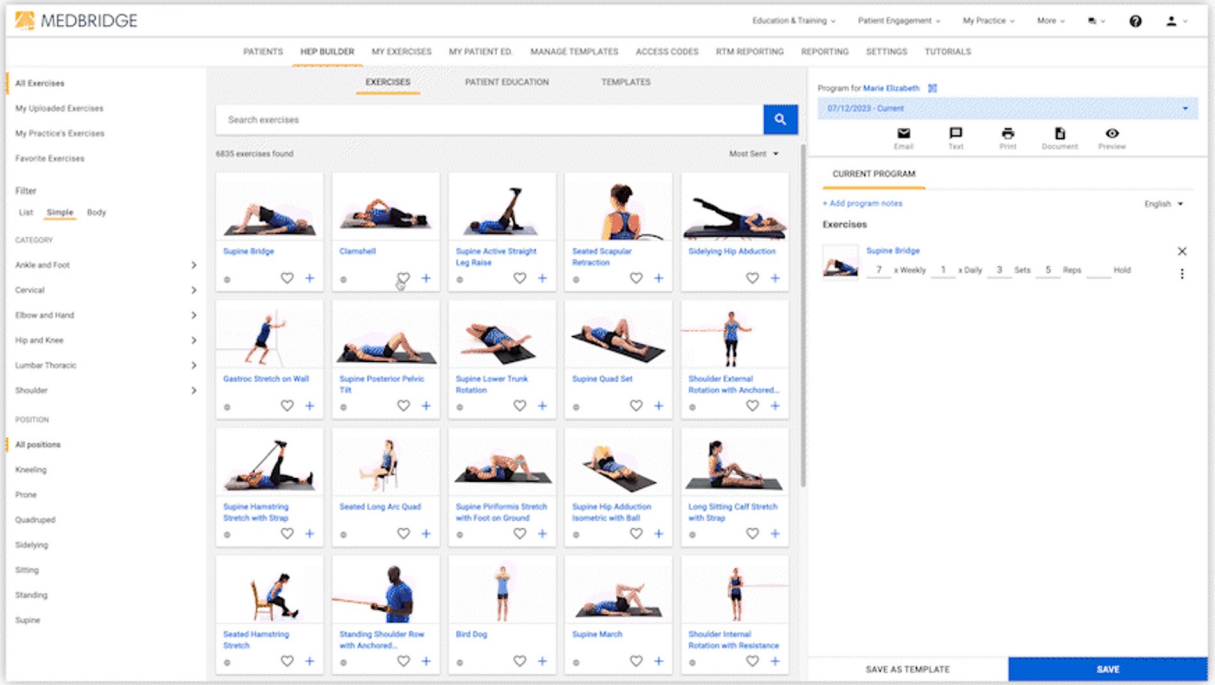
Easier to Track

- RTM Survey Summary
- Program Feedback
- RTM Milestones

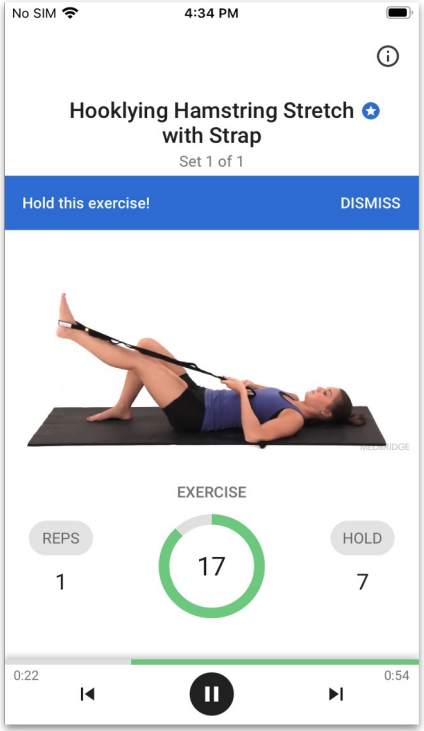
Easier to Manage

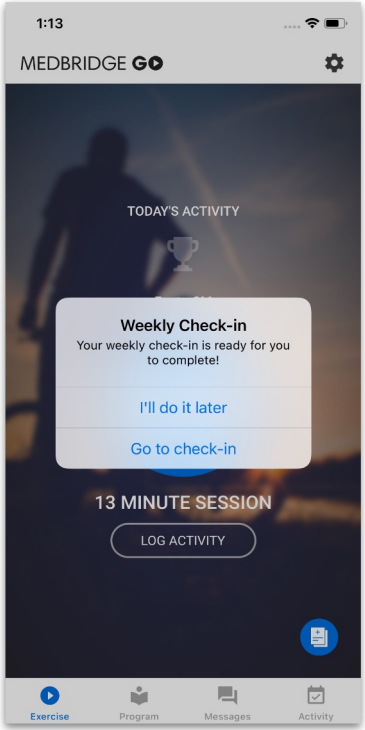
- RTM enabled at clinic level
- Disable Future RTM Episodes While Still Allowing Existing to Complete
- Improved RTM data storage

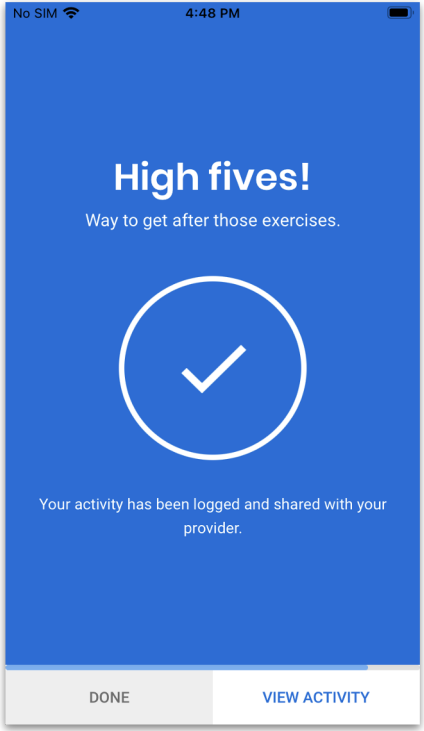
MedBridge RTM: Enrolling Patients



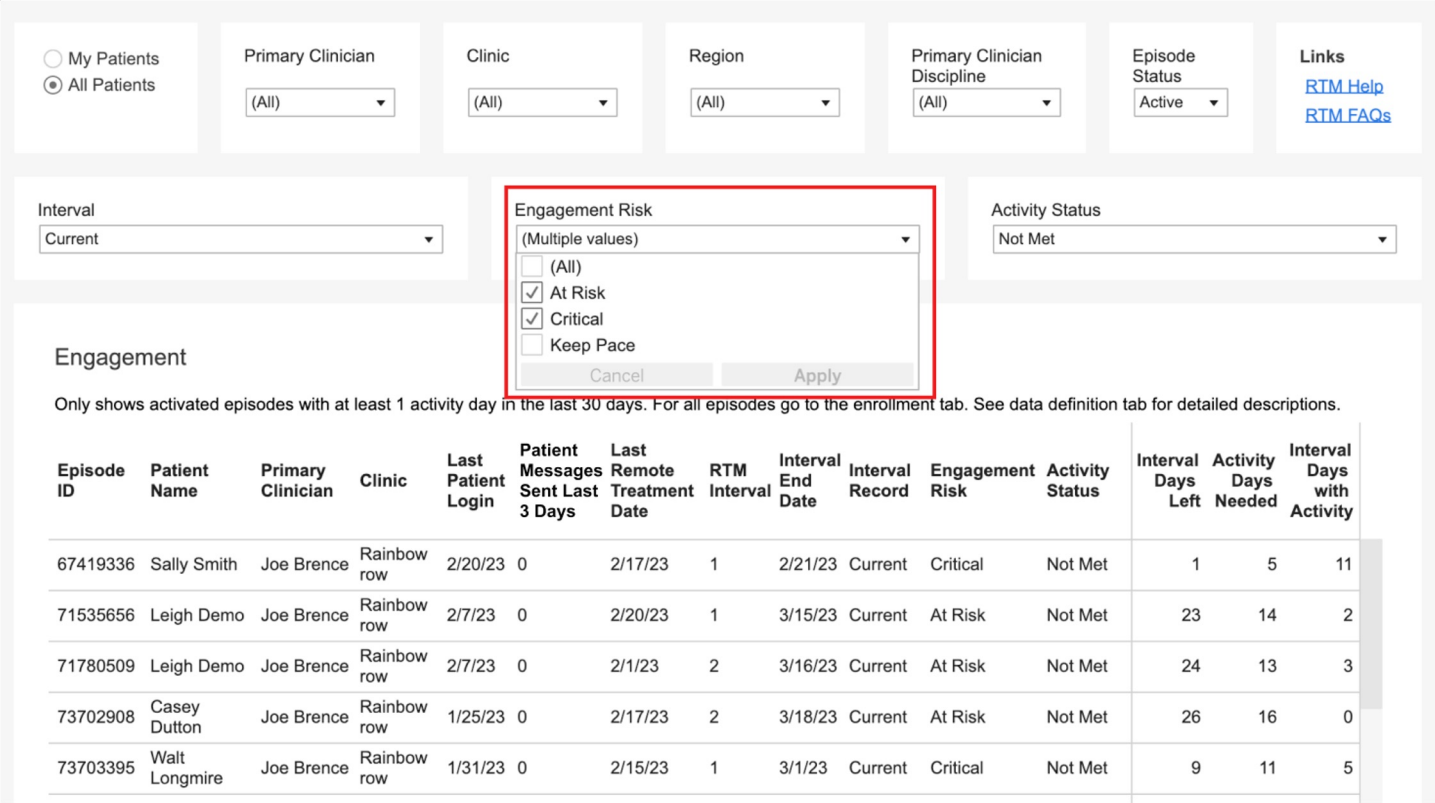
MedBridge RTM: Patient Engagement







MedBridge RTM: Treatment

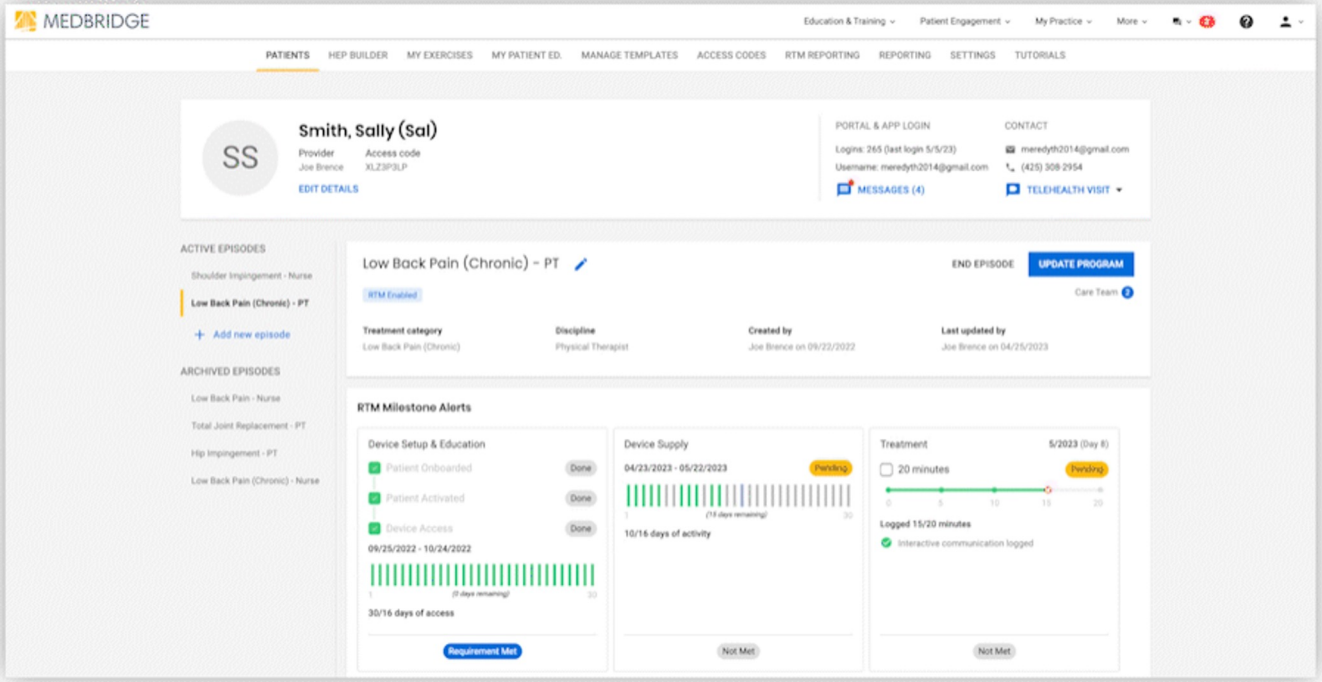


Engagement

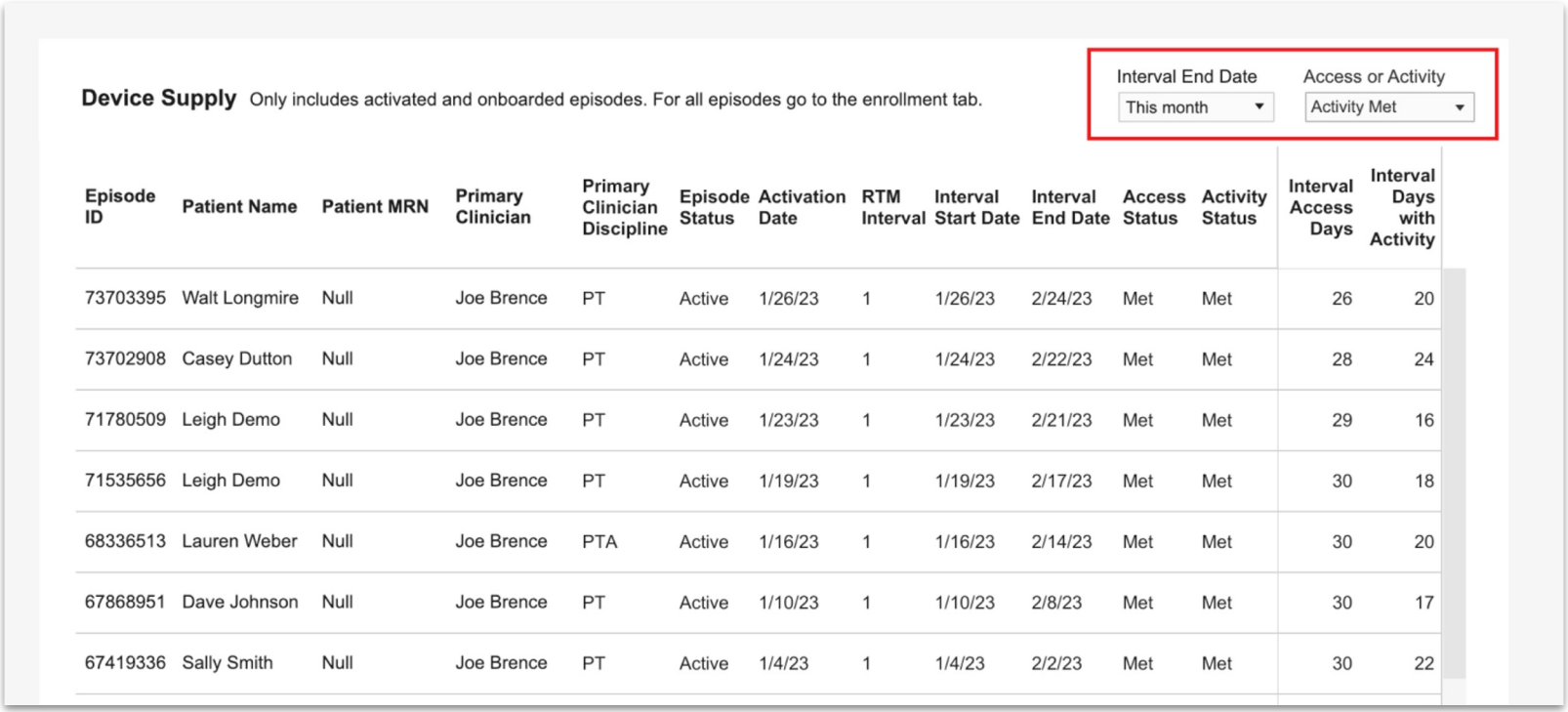
Only shows activated episodes with at least 1 activity day in the last 30 days. For all episodes go to the enrollment tab. See data definition tab for detailed descriptions.

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



MedBridge RTM: Reimbursement



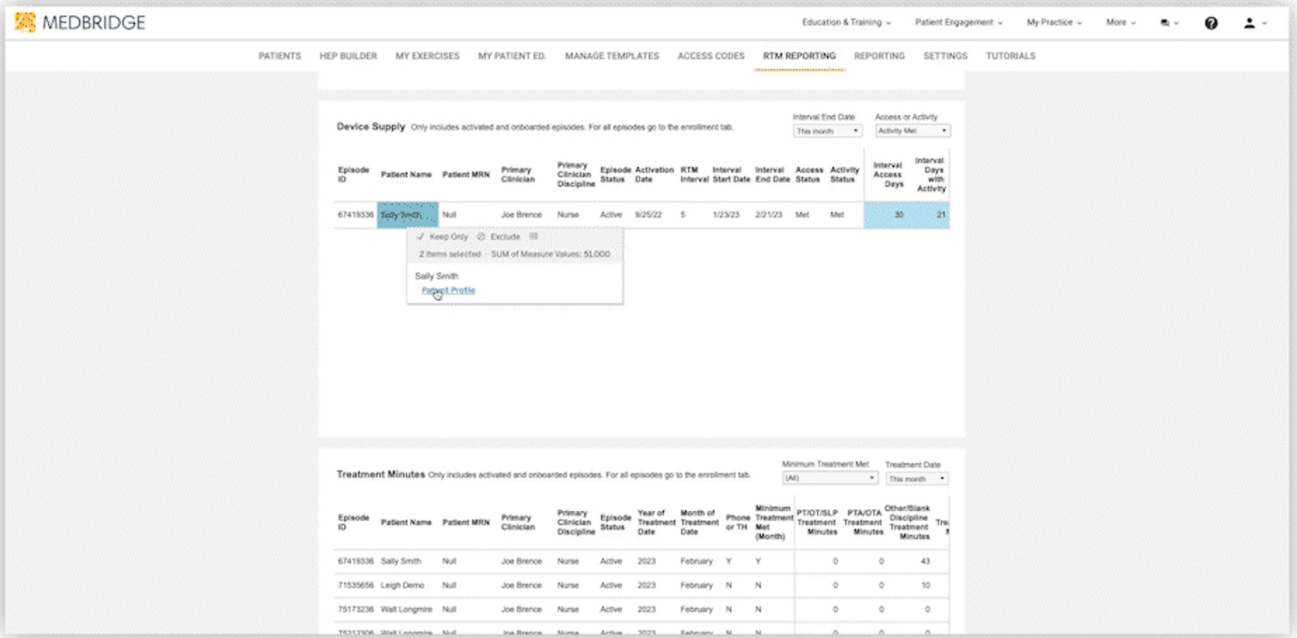
Device Supply Only includes activated and onboarded episodes. For all episodes go to the enrollment tab.

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



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

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