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# Webinar Series:
## Product Updates and Demo
August 28, 2025

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# Agenda:

- **2026 CMS Proposals Overview**
- **CallerIQ Updates**
  - Staff User calls follow billing permissions
  - Call exception for extensions
- **Decline Consent Functionality**
- **Enhanced Search and Filter**
- **COMING SOON:  Dashboard Filter add to Campaign**

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# 2026 CMS PFS Proposals:

## RPM Time and Device Proposals

# 2026 CMS Physician Fee for Service Proposals

## 4 key takeaways from the 2026 Medicare Physician Fee Schedule (PFS) Proposed Rule - ChronicCareIQ

1. RPM Updates - new code proposals for:
    a. 2 to 15 connected device measurements
    b. 10 to 20 minutes of time with two way audio interaction
2. APCM Update - add for BHI services
3. FQHC - Sunset code G0512
4. RTM Updates - new code proposals for
    a. 2 to 15 connected device measurements
    b. 10 to 20 minutes of time with two way audio interaction

https://www.cms.gov/newsroom/fact-sheets/calendar-year-cy-2026-medicare-physician-fee-schedule-pfs-proposed-rule-cms-1832-p
https://www.federalregister.gov/documents/2025/07/16/2025-13271/medicare-and-medicaid-programs-cy-2026-payment-policies-under-the-physician-fee-schedule-and-other#open-comment

# Outstanding Questions: 2026 Proposals

## Clarifications to look for in FINAL Rule (ETA November 2025)

- Are multiple device codes billable?
- Are new time codes co-billable?
- What is the new valuation going to look like?
  - CMS specifically asked for feedback on the “real world” data to support valuation vs expenses
- What type of documentation and valuation for new add-on APCM will be outlined

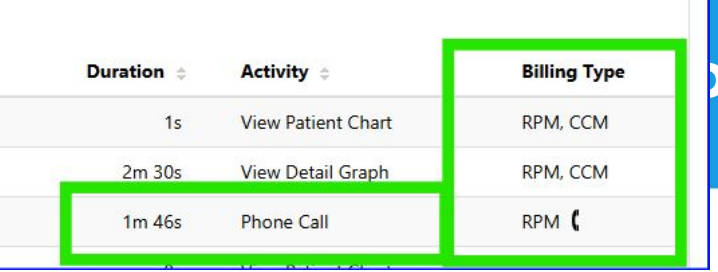
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# CallerIQ:

## Functional Updates

# llows Caller Permissions



| Duration | Activity | Billing Type |
|---|---|---|
| 1s | View Patient Chart | RPM, CCM |
| 2m 30s | View Detail Graph | RPM, CCM |
| 1m 46s | Phone Call | RPM |

CallerIQ calls now track time for billing based on:

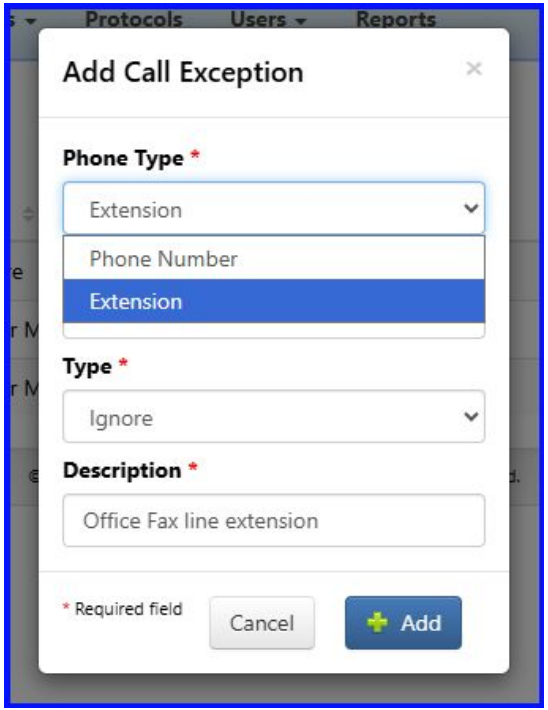
1. Staff user's specific billing type
2. Patient's specific billing type
3. As always - any changes are NOT retroactive

# CallerIQ Billing:  Follows Caller Permissions

**Demo in Product**

**(CallerIQ Enabled Account)**

# CallerIQ Exceptions:  Extensions




**For Clients with Phone Integration**

**(Reports → Call Records → Call Exceptions (tab at top)**

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# Decline Consent:

## New Functionality Available

# Decline Consent Functionality




- New option to “auto-disable” patients who decline consent
- When enabled by CCIQ Support for an account - patients are fully blocked from account access of the CCIQ portal
    - Patient is Disabled from CCIQ portal access
    - Staff can enable patient and request another consent to be done electronically
- Staff will get a decline consent notification on patient chart
- Patient will NOT be billable until consent is acquired

# Decline Consent Functionality

**Demo in Product**

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# Search and Filter:

## New multi-page sorting ability
## Patient Messages without login
## New payor search options

# Search and Filter Options

**Demo in Product**

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# Campaign Patient Search:

## Add directly from Dashboard Filters

# Thank You!

## CONTACT US

If you need product support or help with your account, please contact support

· Email at support@chroniccareiq.com

· Call at (855) 999-8089 option 3