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Webinar Series:
Product Updates and Demo
February 27, 2025

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Agenda:

- Device Reporting Updates
- Additional Late Patient Filter Options
- Athena Claims Addition: Referring Provider
- **NEW** Veradigm EHR - Integration Now Available
- Industry updates: OIG, CMS announcements, AI usage....

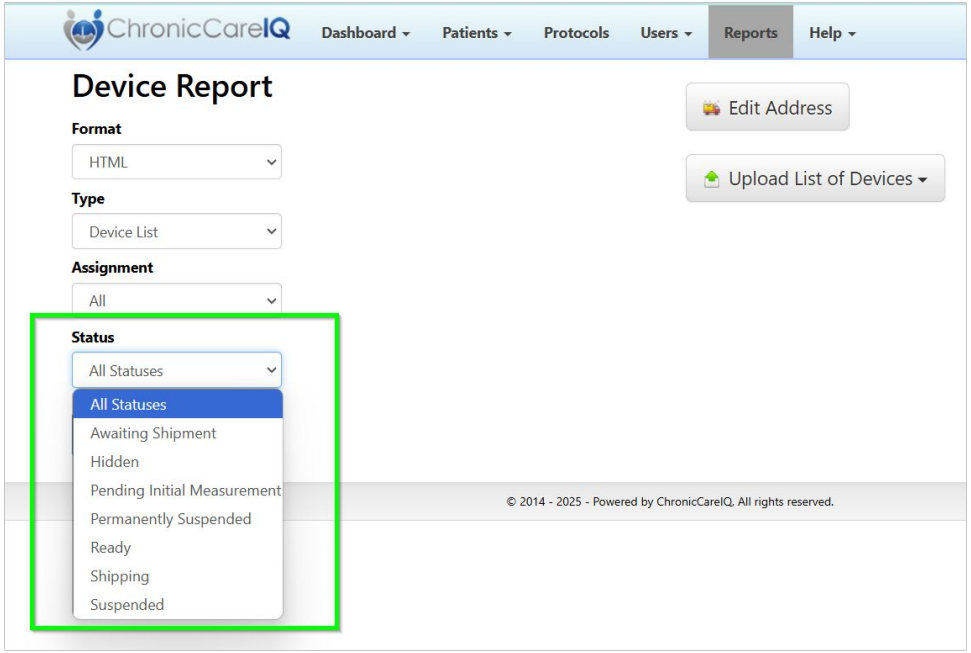
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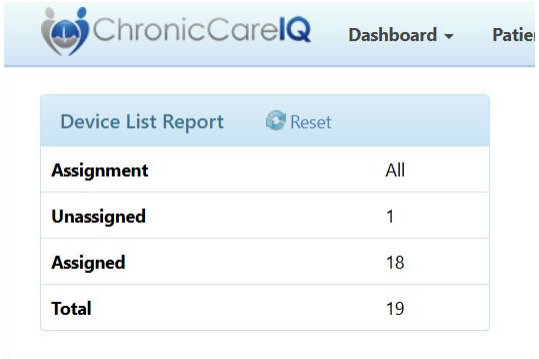
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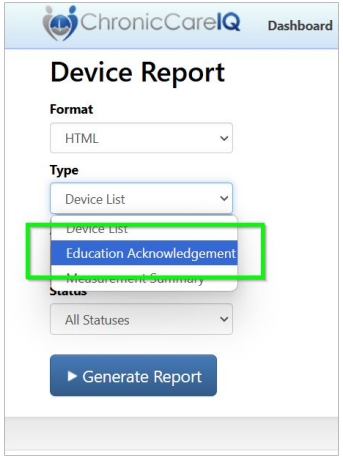
Devices:

Device Status Options
List Report Counts Added
Device Education Report Updates

Device Updates







Device - Acknowledgement Summary

Demo in Product

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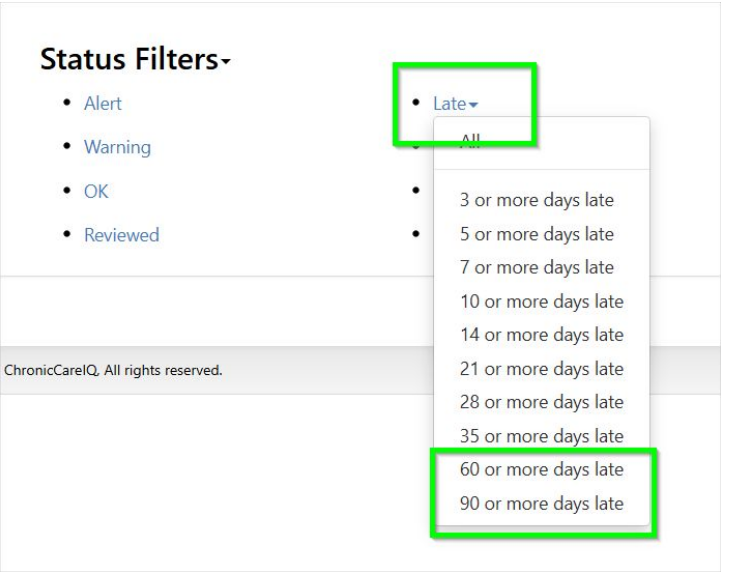
Late Patient Filter:

Additional time frames added

Late Patient Filter Options

Late Filter Options:

- Patients who are more than 2 monitoring periods behind
- Now filter on more options for evaluation purposes



Filtering Options for Workflow Management

Demo in Product

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Athena Integration:

Send Referring Provider on claims

Athena Claims: Added Referring Provider

- Athena clients can now label a “Referring Provider” that will attach to claims processing
- Referring Provider in CCIQ can be unclaimed - needs the Referring Provider EMR ID
- This referring provider will now transmit automatically on claims sent via the Athena API



Use case: for claims/insurances that REQUIRE a referring provider before processing is allowed in Athena.

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NEW Integration Option:

Veradigm EHR

Veradigm EHR Integration Overview

INTEGRATION	USAGE	DIRECTION	NOTES
Demographics	CallerIQ Enrollments	Veradigm → CCIQ	Pulls patient information into CCIQ: Name (First & Last), MRN, DOB, Provider, Address, Email Address, Race / Ethnicity, Gender, Primary Insurance
Billing	CCM Time	CCIQ → Veradigm	Creates claims in Veradigm from the CCIQ Billing Dashboard.
Providers	Compliance	Veradigm → CCIQ	Pulls provider information into CCIQ: Name (First & Last), EMR ID(s), EMR Username, NPI, Primary Specialty
Prescription Refills/Medications	CCM Time	Veradigm → CCIQ	CCIQ will capture time spent when providers submit a new prescription and prescription refill order. ** Note the patient cannot have an office visit on the same date the order is placed.*
Allergies	CCM Time	Veradigm → CCIQ	Pulled into the Care Plan Builder with manual click of the button.
Encounters (Historical Appointments)	Compliance	Veradigm → CCIQ	Encounter data is pulled in to get various patient data such as location (required for posting claims).
Appointments	Compliance	Veradigm → CCIQ	Pulled into the Care Plan Builder with manual click of the button. It will pull last 30 days and next 30 days of appointments.
Lab and Radiology	CCM Time	Veradigm → CCIQ	Comes over as comments. CCIQ uses the lab and imaging results to determine if billable time can be added for a patient, and captures time that was spent reviewing the results by a provider.
Monthly Audit Log	Compliance	CCIQ → Veradigm	Pushed monthly on the 1st of the month to the patient's chart.

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Industry Updates:

Care Management Information

Industry - Wide Notices

- Office of Inspector General (OIG) - Recommended Oversight of RPM in Medicare: https://oig.hhs.gov/documents/evaluation/10001/OEI-02-23-00260.pdf
  - Increase in RPM claims paired with enrolls that do not receive ALL components was concerning
  - CMS agreed and announced in Dec 2024 intentions to audit RPM services through 2025: https://oig.hhs.gov/documents/evaluation/10001/OEI-02-23-00260.pdf
- APCM - new codes for 2025
  - Clearly moves into value based care
  - No EOB's yet - waiting on industry data for acceptance
- AI in healthcare - *HOT BUTTON TOPIC!*
  - CMS addressed AI for CLERICAL input is OK in 2024
  - While extremely powerful and beneficial, CMS is proposing GUARDRAILS on use for 2026: https://www.cms.gov/newsroom/fact-sheets/contract-year-2026-policy-and-technical-changes-medicare-advantage-program-medicare-prescription

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