ChronicCareIQ

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Webinar Series: Product Update

October 24, 2024

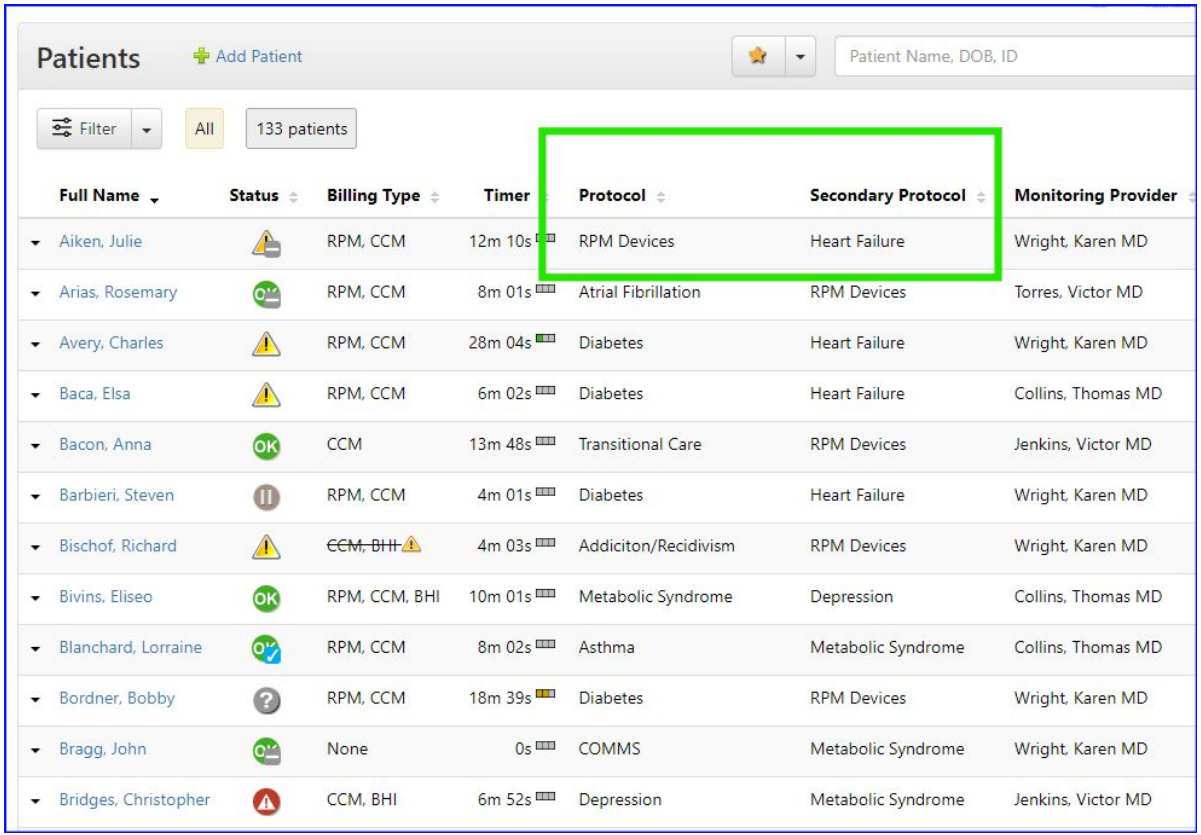
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Agenda:

- Secondary Protocols
- RPM Calls - Connected or Not Connected
- Improvements to the Smart Meter Suspend Functionality
- Consent Download
- UPDATE: 2025 Medicare PFS proposals

Secondary Protocols



Full Name	Status	Billing Type	Timer	Protocol	Secondary Protocol	Monitoring Provider
Aiken, Julie		RPM, CCM	12m 10s	RPM Devices	Heart Failure	Wright, Karen MD
Arias, Rosemary		RPM, CCM	8m 01s	Atrial Fibrillation	RPM Devices	Torres, Victor MD
Avery, Charles		RPM, CCM	28m 04s	Diabetes	Heart Failure	Wright, Karen MD
Baca, Elsa		RPM, CCM	6m 02s	Diabetes	Heart Failure	Collins, Thomas MD
Bacon, Anna		CCM	13m 48s	Transitional Care	RPM Devices	Jenkins, Victor MD
Barbieri, Steven		RPM, CCM	4m 01s	Diabetes	Heart Failure	Wright, Karen MD
Bischof, Richard		~~CCM, BHI~~	4m 03s	Addiciton/Recidivism	RPM Devices	Wright, Karen MD
Bivins, Eliseo		RPM, CCM, BHI	10m 01s	Metabolic Syndrome	Depression	Collins, Thomas MD
Blanchard, Lorraine		RPM, CCM	8m 02s	Asthma	Metabolic Syndrome	Collins, Thomas MD
Bordner, Bobby		RPM, CCM	18m 39s	Diabetes	RPM Devices	Wright, Karen MD
Bragg, John		None	0s	COMMS	Metabolic Syndrome	Wright, Karen MD
Bridges, Christopher		CCM, BHI	6m 52s	Depression	Metabolic Syndrome	Jenkins, Victor MD

HIGHLIGHTS:

- Will not duplicate same questions
- Pin to Start
- Anchor to end
- Combination label
- Bulk assign
- Billing type supported

CMS: RPM “Interaction” Requirements

Codes 99457, 99458 require a **live, interactive communication** with the patient/caregiver. The interactive communication contributes to the total time, but it does not need to represent the entire cumulative reported time of the treatment management service.

CMS 2021 Clarifications of RPM services:

“We clarified that for CPT codes 99457 and 99458, an “interactive communication” is a conversation that occurs in real-time and includes synchronous, two-way interactions that can be enhanced with video or other kinds of data…”

https://www.cms.gov/newsroom/fact-sheets/final-policy-payment-and-quality-provisions-changes-medicare-physician-fee-schedule-calendar-year-1

However - TEXT and EMAIL do NOT count.

RPM Call - Connected or Not Connected



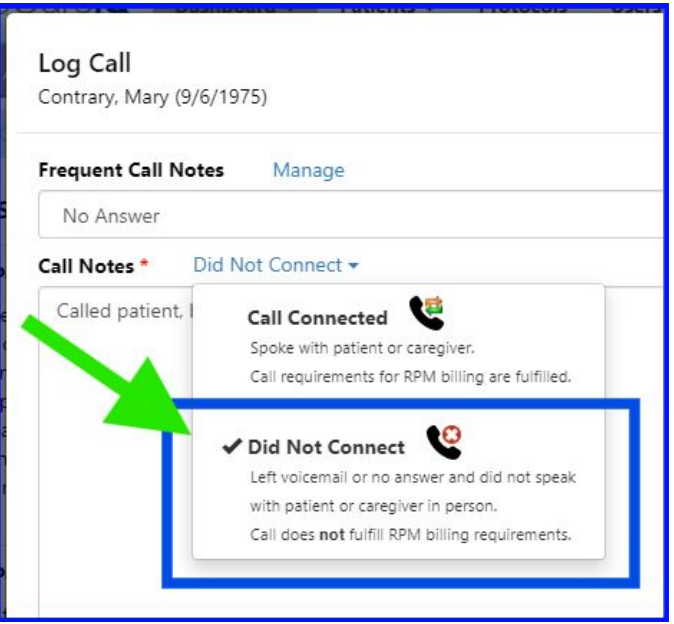


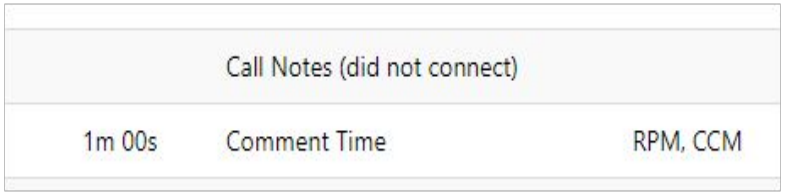
1. Logged as Call in Audit Log
2. Flips the “RPM” call required flag in system
3. Populates the “Last Call Column” on dashboard so staff knows billing eligible call was made

HIGHLIGHTS:

- Connected calls meet RPM requirements and are eligible
- Not-Connected calls do not meet RPM requirements
- Voicemails and No Answer logs will default to “Not-Connected”
- Admins can update parameters

RPM Call - Connected or Not Connected

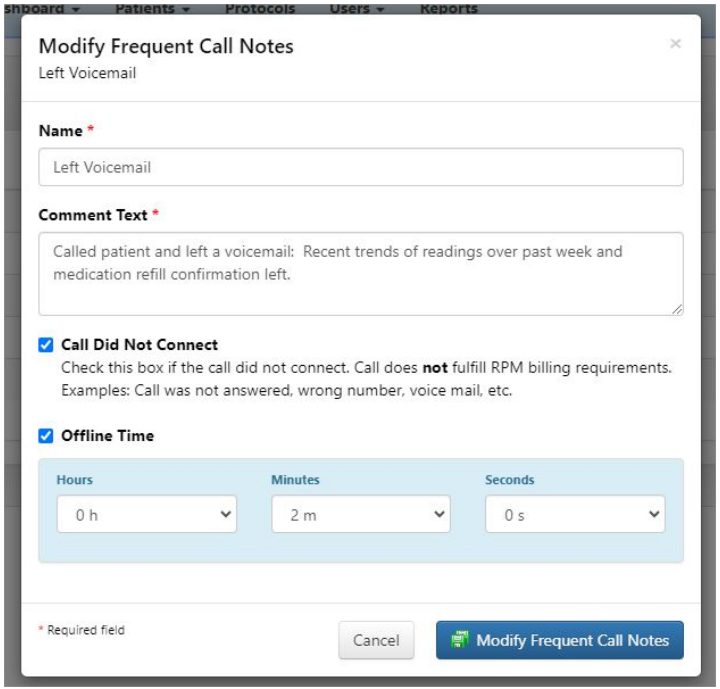




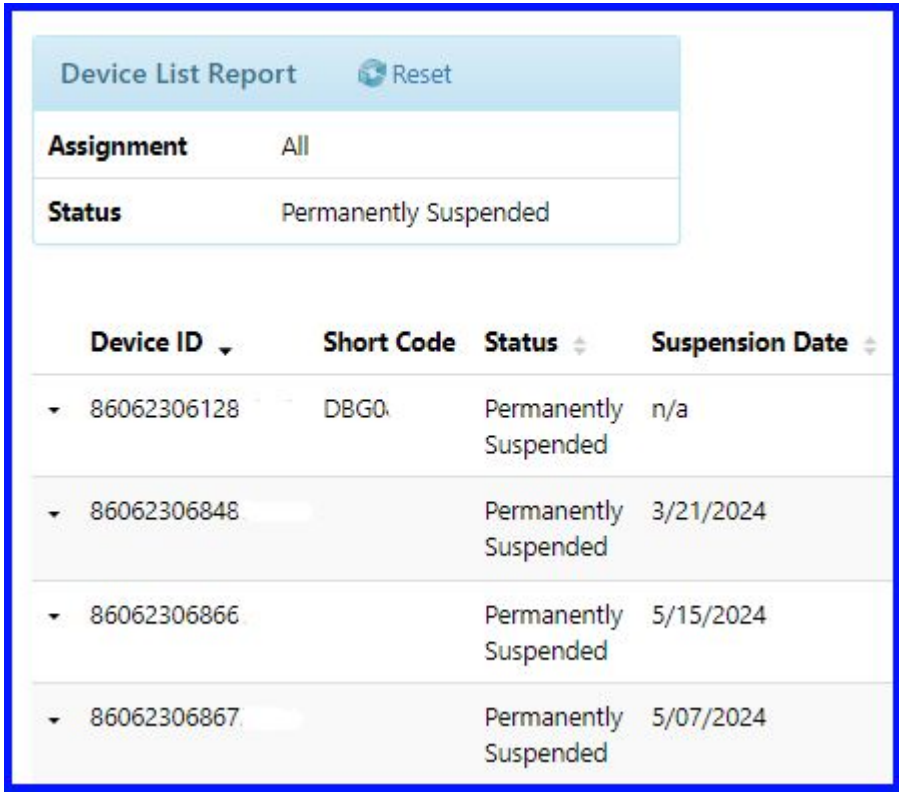
1. DEFAULT for Voicemail or No Answer frequent call notes
2. Converts entry to a Comment
3. Does NOT flip the “RPM” call required flag in system
4. Does NOT populate the non-connected call on the “Last Call Column” on dashboard as it was ineligible
5. Admin can customize this under “Manage” Frequent Call Notes

RPM Call - Connected or Not Connected

Frequent Call Notes can be customized to default entries a specific way:



Smart Meter: Permanently Suspended

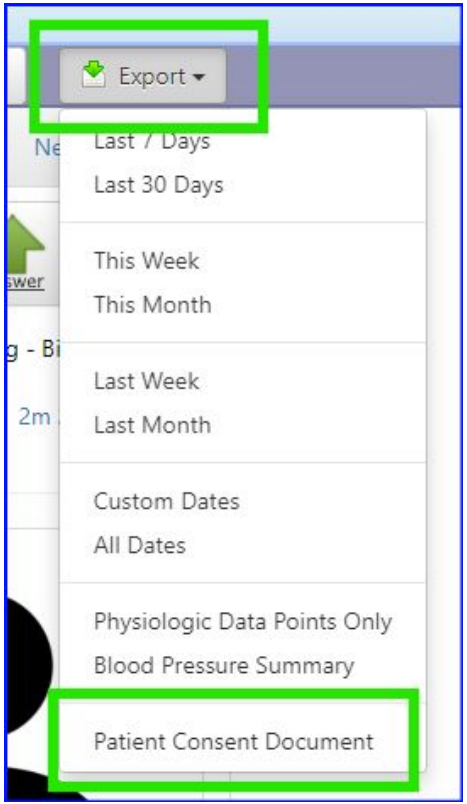


Device List Report Reset

Assignment	All
Status	Permanently Suspended

Device ID	Short Code	Status	Suspension Date
86062306128	DBG0	Permanently Suspended	n/a
86062306848		Permanently Suspended	3/21/2024
86062306866		Permanently Suspended	5/15/2024
86062306867		Permanently Suspended	5/07/2024

Consent Download now Available



Updates: 2025 Medicare PFS Proposed Rule

https://www.cms.gov/newsroom/fact-sheets/calendar-year-cy-2025-medicare-physician-fee-schedule-proposed-rule

Final Rule is expected second week of November 2024

- ChronicCareIQ will develop any needed software changes after Final Rule is published to keep all clients in compliance with CMS and care management rules within our software.
- ChronicCareIQ will host a webinar for finalized changes in December

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