

What is interaction?

CPT code 99457 specifies: "Remote physiologic monitoring treatment management services, 20 minutes or more of clinical staff/physician/other qualified healthcare professional time in a calendar month requiring interactive communication with the patient/caregiver during the month." Note this is an aggregate of time clinical staff spend on behalf of the patient to create and deliver interactive communications.

CPT Code 99457 is fulfilled when measured clinical staff time, in a calendar month, meets or exceeds 20 minutes and includes interactive communication with the patient. We believe this component is the most important service within RPM and approach it in a novel and unique way. The goal is to help patients engage successfully with our team and their provider and stay within the program as long as possible.

Our coaches have access to an arsenal of specific material from the most reputable sources. Coaches are taught our typical demographic can be tired, despondent, depressed, anxious, lonely and often hiding their true symptoms. They listen carefully, without prying, responding directly to matters important to members.

The high level of engagement we instill accrues a deeper relationship with providers and significantly strengthens patient retention in both the practice and the program.

MotiSparks

We offer innovative content such as MotiSparks, an interactive video program developed by Stanford University backed by an Artificial Intelligence (AI) engine. It delivers highly customized, effect contextual 'nudges' proven to help direct behavior changes in positive direction.

Tools

Other tools include special online 'games' proven to sharpen fading memory. Caregiver support that includes worksheets and information developed by clinical psychologists to help identify and deal with behavioral issues. Video libraries that include disease-specific cooking shows, travel, and a host of other topics developed specifically for aging-in-place seniors.

Custom Messaging

We make 'custom messaging' available to all participating Practices. By this we mean you can advise us at any time of an outbound message and we will deliver it personally for you. For example, new hours of operations and rules of visits post-CoVid 19; messages regarding the safety of your office; and in more normal times a call to schedule physicals, wellness exams, inoculations, tests, etc. Patient appreciate and enjoy this personal level of service provided on behalf of their physician.

