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RPM WHAT IS IT AND WHY DO IT ?

WHY: As you are aware, obtaining prescribed medications and supplies is getting harder by the day. Your Insurance Company is requiring detailed documentation to justify your provider's medical decisions for all of these prescriptions. In addition to the script, Insurance Companies are requiring detailed language in our chart notes to demonstrate the need for your supplies, that you are using the technology, and are achieving improvements in your health. Gone are the days when your provider was able to send in a script and your insurance would simply allow that script to be filled.

There are also Third-Party Companies that execute the contracts to fill supplies. These Companies, along with their rules and requirements, seem to change every 6 months. The burden of proof is squarely placed upon your provider's shoulders to unravel, and comply with, each company's different rules and requirements to demonstrate the need for the devices that improve your quality of life.

Given this high burden, we as a practice have decided to implement a **Remote Patient Monitoring Program or RPM.**

WHAT IS RPM: Many modern diabetic monitoring devices are able to share data remotely via the internet cloud. The purpose of our RPM program is to **improve your overall diabetes care** by reviewing your shared data from the cloud on a more consistent basis than is possible with a normal clinic appointment schedule. If we see problems in your control, we will contact you with suggestions or request a sooner appointment. Our contact can be through the portal, so that it does not take up time out of your schedule. In addition, during these remote visits, you will be contacted (by phone or by the portal) to update your insurance company, PBM (Pharmacy Benefit Manager – the company that approves your medications), DME company (a company that dispenses medical devices), to make sure all your scripts are current, and all your supplies are up to date. **For this service your insurance will be billed monthly under the established RPM codes.**

This program will achieve **2 goals**. First, it will satisfy any question of documentation required by your insurance company to justify your scripts or supplies. Second, because our contact will be monthly, you should never find yourself in a situation where you are out of supplies or medication. Too many times, patients are contacting the office desperate for their medication or supplies because something has been held up on the insurance end.

Participation in this program is **voluntary but strongly encouraged**. If you do not want to participate, we will instead schedule an appointment every 6 weeks (this can be a telemed appointment) in which we do essentially the same thing as above. The benefit of Remote Patient Monitoring is that we at the office are doing all the background work to make sure that your care is seamless with little time involved outside of your schedule.

We appreciate you as a patient and are always striving to provide the highest quality care.

Sincerely,

Diabetes and Metabolism Specialists providers and staff