

# Remote Patient Monitoring

## How to Choose Vendor



When meeting with vendors, provide a [vendor intake form](#) to obtain pertinent vendor information and build a Request for Proposal (RFP) that outlines your practice's goals in utilizing RPM to send to vendors that most closely align to your goals. Additional items to ask a vendor include, case studies and referrals, scheduling live demos, and performing vendor evaluations using AMA's [evaluation vendors form](#), and make the decision on a vendor with your core and advisory team prior to pitching the top vendors to your leadership team.

### Medical Group Management Association (MGMA) Checklist for Choosing a Vendor

- How long have they been doing this?
- How many patients do they have on RPM?
- What do you want to measure?
- Do they offer devices and monitoring?
- Are there warranties on devices?
- Are they HIPAA compliant?
- Do they offer help with patient device issues and offer customer service?
- Does the platform allow for tracking time spent monitoring?
- Can you run a report on patients who have 20 or more minutes tracked that can be billed?
- Does the platform interface with your practice management system or do you have to manually enter charges each month?
- Are the terms of the agreement specified?
- Do they provide reference checks for other clients?

### Additional Questions to Consider When Choosing a Vendor

- How will patients get the device?
- Will there be Vendor training/educational guidance over device set-up and usage?
- What will happen if the device breaks or has problems?
- How will information from the device be sent to the clinician and where will it be stored?
- What do patients need to receive RPM services?

### Top RPM Companies

As providers increasingly turn to RPM technology to improve patient outcomes, limit costs, and cut down on using more expensive services, healthcare industry newcomers and legacy players alike are vying for a piece of this growing market.

- Dexcom
- Honeywell Life Sciences
- Medtronic
- Philips Healthcare
- ResMed
- Senseonics

### What type of RPM devices qualify for Medicare purposes?

- Meet the definition of “medical device” stated in section 201(h) of the Federal Food, Drug and Cosmetic Act
- The RPM device must digitally (i.e., automatically) upload patient physiologic data
- Data cannot be self-recorded or self-reported by the patient.
- RPM device must be used to collect and transmit reliable and valid physiologic data that allow understanding of the patient’s health status to develop and manage a plan of treatment.
- RPM Billing by One Practitioner, Per Patient, Per Period
- Only one practitioner can bill CPT codes 99453 and 99454 during a 30-day period and only when at least 16 days of data have been collected on at least one medical device.