



Three secret patient engagement strategies that maximize practice CCM & RPM reimbursements

Doctor's & Healthcare Administrator's Series
for Medicare Chronic Care Management and
Remote Physiological Management

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Hello! We are Vital Health Links, a doctor-led provider of dedicated coordinated care.

We partner with practices across the country, but credit out midwestern diligence and care to our home-base, among the shores of 10,000 lakes, in Minnesota.

In other words, we are friendly and would love to connect with you.

Say 'hello'

CARE @VITALHEALTHLINKS.COM
1-888-515-VHL-0 (8450)

A tipping point occurred

Telehealth and remote ambulatory care use finally tipped into mainstream use in 2020; non-facility care became a valuable and necessary complement to face-to-face care. Medicare care management services programs like Remote Physiological Monitoring and Chronic Care Management have gained momentum since 2016. But they were thrust to "new normal" heights in 2020 because of the international healthcare crisis. These services have proven to compensate providers and overcome barriers for more consistent preventative, chronic illness treatment. They have worked so well that reimbursements for CCM have steadily increased and broadened since the introduction of CPT 99490 in 2015.

+300%

23 M Americans used RPM in 2020, up 7M from 2016+

50%

of Americans supplemented care with telehealth visits in 2020+

↓29%

Reduction in heart failure-related hospitalizations (NCBI)⁺⁺

24%

of practices have RPM technology (American College of Physicians)



43%

of patients listed "greater convenience" as top benefit (MSI, June '21)

⁺<https://www.mobihealthnews.com/content/remote-patient-monitoring-market-grew-44-percent-2016-report-says>

⁺⁺<https://pubmed.ncbi.nlm.nih.gov/26517969/>

It Wasn't Enough: Before 2020

Despite the revenue gains from Medicare non-facility reimbursements year after year, not all practices, clinics and health systems have begun complimentary RPM or CCM programs. Still more are hesitant to rely on a 3rd party to facilitate care.

This is understandable. Whatever the precise reason for non-participation, it is true that adding layers to practice operations can feel like risk to the things that healthcare professionals have worked their whole lives to build. Money is only one of them. Here are a few risks that may leave healthcare providers wary of Medicare CMS programs:

- Watered down quality-care
- Diminished reputation
- Fragmented care
- Strained personnel & increased burnout
- Investment required to develop technology

But partnering with a coordinated care provider has its own set of risks.

- Care coordinators might lack clinical training
- Outpatient care provider might conflict with doctor's directives
- Diminished patient engagement & participation

If you're a healthcare provider, doctor or administrator who has been curious about how to provide ambulatory care and overcome all of these risks, our simple guidelines are a prescription to a successful program that is optimized for

1. Increased bottom-line revenue
2. Improved patient compliance
3. Less burnout.



Keeping the doctor's touch

For some, Ambulatory care like Chronic Care Management or Remote Physiological Monitoring is nothing more than a revenue stream. But the hidden key to maximizing revenue is solid patient care.

“Ask: What is the decision making process for your care coordinators?”

Healthcare leaders looking to maximize the value of non-facility care need a partner that adds:

- Continuity of your quality-care standards
- Defragmented care & communication
- **Clinical methodology** and responsiveness
- Continuous patient engagement & participation

When considering coordinated care providers, this one question will tell you everything you need to know about the provider and how they'll protect your investment in the **chronic care patient**: Ask them: What is the decision-making process for your **care coordinators**?

If the answer does not start with: "the doctor's directives and clinical methodology," you may be in for a lot more work than you're looking for.

Remember, patients trust their doctors and their assistants. Therefore, coordinated care that feels like part of their doctors' care will **increase patient compliance**. Compliance maximizes your investment: better care plan connection, improved healthcare outcomes, fewer ER visits.

Non-facility CCM & RPM extends the doctor's touch and extends their directives, helping your practices care smarter, not harder.



Vital Health Links was founded by a working physician who oversees our Care Coordinators' clinical training...

Learn more about the financial benefits of coordinated care with a doctor's touch.

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Seamless dedication

Ambulatory care solutions should be adaptable to your systems and pathways; that goes without saying. But maximizing value means CCM and RPM that fits your needs like a glove.

“...Robust patient engagement, increased compliance, and extended program enrollment.”

An unseen force in CCM & RPM support that enhances your patients' clinic visits is Care Coordinators with training and tools to provide care to your patient panels' unique needs with integrity, diligence, and clinical methodology-based care.

Successful CCM & RPM care feels consistent and personalized, resulting in more robust patient engagement, increased compliance, and extended program enrollment.

Automation doesn't have to feel cheap. The right coordinated care adds value and consistency to the patient experience. Care Coordinators' dedication to physicians' directives and standardized, evidence-based guidelines of the American

Medical Association and American Heart Association add continuous value and increase patient compliance.

Seamless dedication means complete, end-to-end coordinated care that maximizes your benefits: added revenue, extended patient care, and decreased burnout in your team of providers.



Vital Health Links' dedicated Care Coordinators are clinically trained by physicians.

Learn more about adding \$155 per patient, each month with end-to-end RPM support care.

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Turn-key; complete

Each of the 3 hidden CCM & RPM revenue and care maximizers is critical. But when considering ambulatory care providers, a turn-key system is most invested in your success from the start.

Their complete offering should be ready to implement end-to-end care without upfront infrastructure, personnel, or technology investment.

Nothing maximizes a bottom-line like virtually no upfront cost.



Vital Health Links is like a power adapter for chronic healthcare...

CCM or RPM care optimized to extend your directives. Just plug it in to connect anywhere.

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