JANUARY 2024

EMBODI

Remote Therapeutic Monitoring Guide for Chiropractic Providers

Introduction to the EMBODI Platform

PREPARED BY:

ChiroArmor™

A WORD FROM OUR FOUNDER

Welcome to the EMBODI remote therapeutic monitoring information training. Within this training program, you will find helpful information and instructional guidance related to remote therapeutic monitoring and reimbursement in the use of the EMBODI. References have been documented for your further review.

Kaizenovate is the developer of the EMBODI. Our mission is to empower everyone to make better healthcare choices using technology and behavior change science to remove barriers and foster patient ownership over their health journey.

For questions related to product distribution, please contact Kaizenovate at 240-552-9887

Thank you!

Jay Greenstein

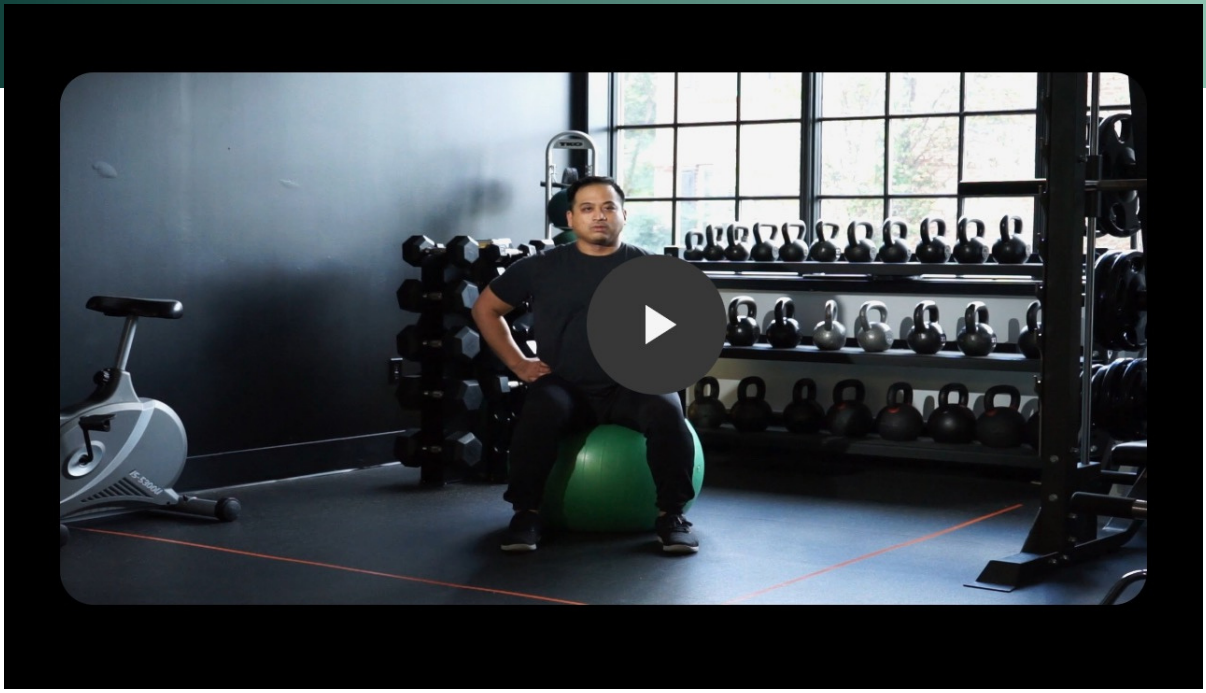
DR. JAY GREENSTEIN

DISCLAIMER:

Company's following EMBODI educational materials provided herein are guidance, examples, and samples supplied for educational and informational purposes only and represent no statement, promise, or guarantee by the Company that these materials will result in reimbursement for EMBODI. The decision to use EMBODI and the determination that they are medically necessary for a patient is ultimately the health care provider's responsibility. The decision on how to create and complete all documentation for the use of and reimbursement for EMBODI is exclusively the responsibility of the health care provider.

EMBODI

2024



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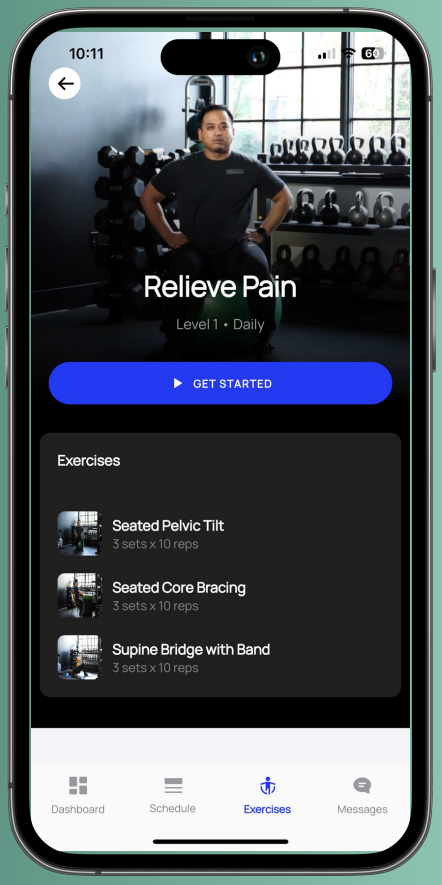
INTRODUCTION

We are excited you have chosen EMBODI to assist you in caring for your patient's rehabilitation, scheduling, and home exercise program needs. EMBODI is a remote therapeutic monitoring application. It is a digital care coordination and monitoring between the patient and provider, allowing both to see the whole picture of a patient's journey and care. There is accountability and transparency for the provider to see that the patient is performing their home exercises, and there are behavior change elements built into it to engage the patient in taking part in their own health journey.



WHAT IS REMOTE THERAPEUTIC MONITORING?

Remote Therapeutic Monitoring (RTM) services monitor health conditions, including musculoskeletal system status, and are intended for the management of patients utilizing medical devices that collect non-physiological data (i.e., patient-reported outcomes, etc.). RTM allows providers to monitor and remotely manage their patients with neuromusculoskeletal conditions and the patient's adherence to their prescribed home exercise program. In addition, RTM allows the provider to obtain pain levels and the ability to interact with patients between sessions to monitor and encourage adherence to their home exercise program.

With the new CPT codes now available, providers can now be reimbursed for collecting therapeutic data using RTM – which enhances overall patient recovery and brings an additional revenue stream to the practice. The device (application) must be a medical device as defined by the Food and Drug Administration (FDA).

EMBODI OVERVIEW

EMBODI is a patient-centered mHealth platform, which includes integration of clinical data collection and clinical treatment management. This patient centered remote therapeutic monitoring (RTM) platform for chiropractic and physical therapy practices uses behavior change science, artificial intelligence, data science and gamification engagement techniques to help patients adhere to their care plans and get better outcomes.

Through RTM, the platform helps providers generate more income. In addition to improving patient adherence and outcomes, and provider income, there are features which create convenience for both provider and patient and strengthen the doctor-patient relationship. These features include scheduling, messaging, automated home exercise progressions, and gamification of the patient journey.

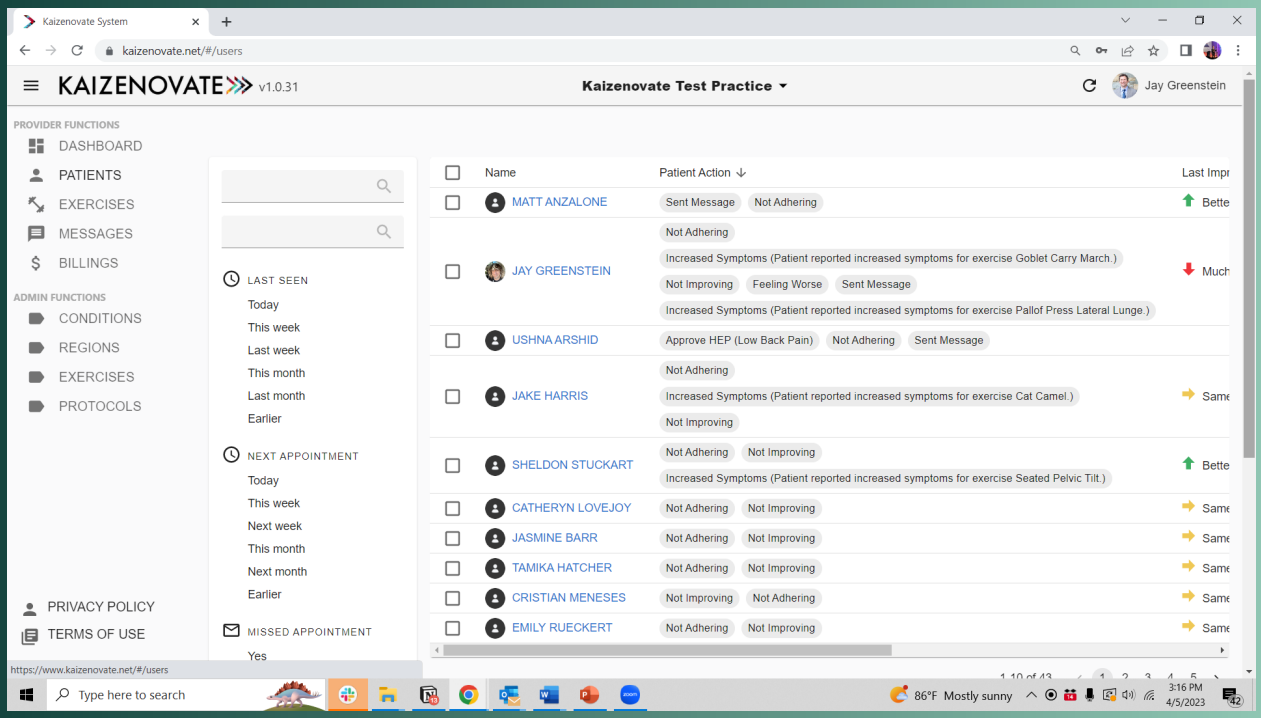
INDICATIONS FOR USE

The EMBODI remote therapeutic monitoring (RTM) app is recommended based upon the indications presented within the patient's examination findings, diagnosis, and treatment plan. Patient was instructed on the initial setup of the EMBODI app and educated on the proper use of the device. The EMBODI app will provide useful therapeutic data collection for the purpose of monitoring the patient's home exercise treatment program. The data collected (i.e., patient's signs, symptoms, response to home exercise program, etc.) will be reviewed on an ongoing basis throughout the course of the treatment program, inclusive of in-clinic care delivery and patient response to care.

PROCEDURE CODING

CPT® IS A REGISTERED TRADEMARK OF THE AMERICAN MEDICAL ASSOCIATION

DISCLAIMER: The information provided is general coding information only: it is not advice about how to code, complete, or submit any particular claim for payment. The information described herein is subject to change without notice as a result of complex and frequently changing laws, regulations, rules, and policies. This information should not replace current Medicare of specific payer policies and/or state or federal laws and regulations. It is always the provider's responsibility to determine medical necessity and to submit appropriate codes, charges, and modifiers for services that are rendered. Although we supply the information to the best of our knowledge, it is always the provider's responsibility to determine and submit appropriate codes, charges, modifiers, and bills for the services that were rendered. Payers or their local branches may have their own coding and reimbursement requirements. Before filing any claims, providers should verify these requirements with the payer.



CPT CODE 98975

Initial set-up and patient education on the use of equipment.

CPT CODE	98975
Description	Remote therapeutic monitoring
Medicare Reimbursement Rate Look-Up	https://www.cms.gov/medicare/physician-fee-schedule/search?Y=0&T=4&HT=2&CT=1&H1=98940&H2=98942&C=40&M=5

Initial Visit: 98975 (Remote therapeutic monitoring (e.g., therapy adherence, therapy response); initial set-up and patient education on the use of equipment).

When the RTM service is ordered, the provider performs the initial setup of equipment used for remote therapeutic monitoring (RTM) and educates the patient on the proper use of the device (app). The provider reports 98975 once per episode of care, which begins when when the RTM is initiated and ends when the treatment goals for the patient are achieved. Documentation of the patient's treatment plan should be included in the patient's record. RTM includes reviewing and monitoring data regarding the patient's response to their treatment and home exercise program and providing vital information about the patient's status.

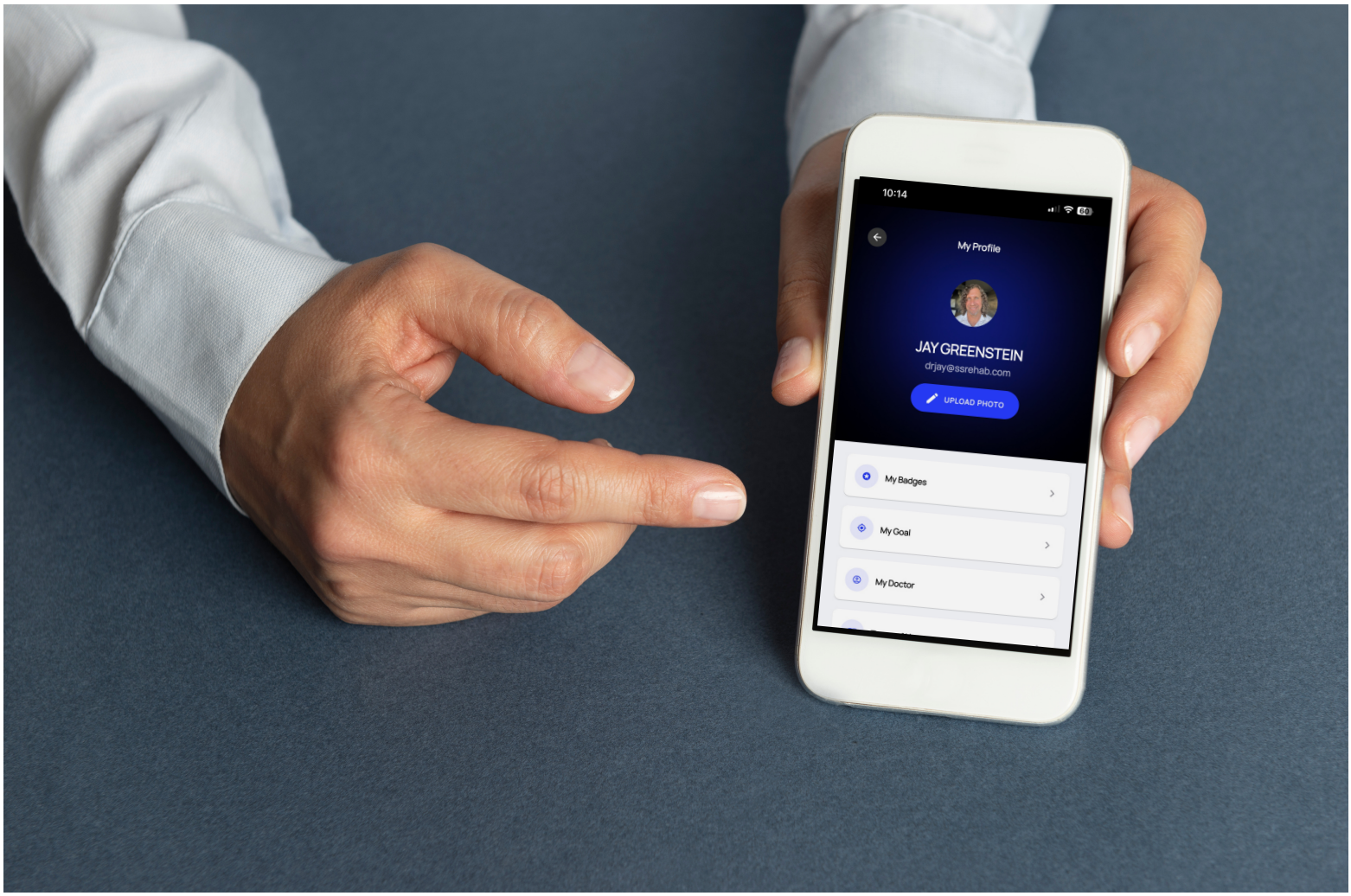
Billing for 98975 can only be performed when the requirements have been met for 98977 (see below for details).

Clinical Vignette:
A patient comes into your clinic for an initial evaluation following a jet ski accident. During that evaluation, the therapist determines that the patient has suffered a shoulder injury and creates a plan of care for the patient, including a home exercise program (HEP). The therapist then has the patient download an app that will track their progress at home and allow them to answer surveys on outcomes and pain levels.

How do we explain this to the patient?
"We are both high tech and high touch; This is for the work being done on the back end to personalize and customize the care being delivered, your HEP, and ensuring you understand the accountability score so you and we can keep track of our progress; Someone has to do all the work to connect the provider to you."

How is this documented?

“The home exercise program remote therapeutic monitoring (RTM) device is ordered based upon the indications presented within the patient’s examination findings, diagnosis, and treatment plan. Patient was instructed on the initial setup of the home exercise program RTM device and educated on the proper use of the device. The home exercise program RTM device will provide useful therapeutic data collection for the purpose of monitoring the patient’s home exercise program treatment program. The data collected (i.e., patient’s signs, symptoms, response to home exercise program, etc.) will be reviewed on an ongoing basis throughout the course of the treatment program.”



CPT CODE 98977

CPT CODE	**98977**
Description	Remote therapeutic monitoring
Medicare Reimbursement Rate Look-Up	https://www.cms.gov/medicare/physician-fee-schedule/search?Y=0&T=4&HT=2&CT=1&H1=98940&H2=98942&C=40&M=5

CPT code 98977: (device(s) supply with scheduled (e.g., daily) recording(s) and/or programmed alert(s) transmission to monitor musculoskeletal system, each 30 days)

This code is specific to the device/application which provides recordings and/or alerts with transmission for RTM of the patient's current musculoskeletal system status. The provider reports this code once per 30 days, with a minimum of 16 days of monitoring. This RTM service includes the provider reviewing and monitoring data regarding the patient's response to their treatment and home exercise program, providing vital information about the patient's status, including a patient's subjective interaction and feedback.

Clinical Vignette:
The patient has access to the app and is transmitting patient-reported outcomes and feedback at least 16 times in a 30-day period.

How do we explain this to the patient?
"Built an app that acknowledges your humanness and combines with ours to ensure you are progressing. Triggers a member of our team to respond to you if and when you are not progressing."

How is this documented?
"The home exercise program remote therapeutic monitoring (RTM) device provided useful therapeutic data collection for the purpose of monitoring the patient's home exercise program treatment program. The data collected (i.e., patient's signs, symptoms, response to the home exercise program, etc.) were reviewed on _____ to monitor the patient's adherence and response to the home exercise program. Recommendations were provided and documented."

Once 98977 requirements have been met, you may bill for both 98975 and 98977. The billing date should be the day the 98977 requirements (i.e., 16 days of patient-reported data) were met. In addition, if the patient attended an in-clinic visit that particular day, you would bill in addition to the services provided in-clinic. If the patient did not have an in-clinic visit for the day, you would document the service in a non-visit chart entry and bill it through the digital travel card.

CPT CODE 98980

CPT CODE	98980
Description	Remote therapeutic monitoring
Medicare Reimbursement Rate Look-Up	https://www.cms.gov/medicare/physician-fee-schedule/search?Y=0&T=4&HT=2&CT=1&H1=98940&H2=98942&C=40&M=5

CPT code 98980: (Remote therapeutic monitoring treatment management services, physician/ other qualified health care professional time in a calendar month requiring at least one interactive communication (i.e., phone call or telehealth visit) with the patient/caregiver during the calendar month the period from a day of one month to the corresponding day of the next month if such exists or if not to the last day of the next month (as from January 3 to February 3 or from January 31 to February 29); first 20 minutes).

The provider completes a full 20 minutes in a calendar month of remote therapeutic monitoring (RTM) for treatment management of the patient. That 20 minutes includes at least one interactive communication with the patient or a caregiver of the patient. RTM is ordered by the provider and includes the provider reviewing and monitoring data regarding the patient's response to their treatment and home exercise program, providing vital information about the patient's status, including a patient's subjective interaction and feedback.

Clinical Vignette:
The provider is reviewing all of the data and makes adjustments to the care plan, providing clinical feedback to the patient and monitoring their overall progress remotely. The provider calls the patient for a check-in within the calendar month after the patient has been onboarded fully into the app to address any challenges and questions the patient has.

How do we explain this to the patient?
“Based on the monitoring that you’ve been doing, you’ve been getting a higher level of care, so
• When you reach these milestones, the monitoring services will be billed
• As we monitor you at home and progress you and we may impact the total cost of your care, but we expect that any additional cost from remote monitoring will be offset by less in clinic care (present as heightened level of care and desired outcome).”

How is this documented?
“The patient was contacted by the provider to follow-up one on one with the patient regarding any questions the patient may have encountered. The HEP remote therapeutic monitoring (RTM) device provided useful therapeutic data collection for the purpose of monitoring the patient’s HEP treatment program. The data collected (i.e., patient’s signs, symptoms, response to HEP, etc.) were reviewed with the patient on _____ to monitor the patient’s adherence and response to the HEP program. Recommendations were provided and documented. Total time for service: ___ minutes.”

CPT CODE 98981

CPT CODE	98981
Description	Remote therapeutic monitoring
Medicare Reimbursement Rate Look-Up	https://www.cms.gov/medicare/physician-fee-schedule/search?Y=0&T=4&HT=2&CT=1&H1=98940&H2=98942&C=40&M=5

CPT code 98981: (Remote therapeutic monitoring treatment management services, physician/other qualified health care professional time in a calendar month requiring at least one interactive communication with the patient/caregiver during the calendar month; each additional 20 minutes)

After completing an initial 20 minutes of remote therapeutic monitoring (RTM) treatment management in a calendar month, the provider completes an additional 20 minutes of treatment management. The total must include at least one interactive communication with the patient or caregiver of the patient. RTM is ordered by the provider and includes the provider reviewing and monitoring data regarding the patient's response to their treatment and home exercise program, providing vital information about the patient's status, including a patient's subjective interaction and feedback.

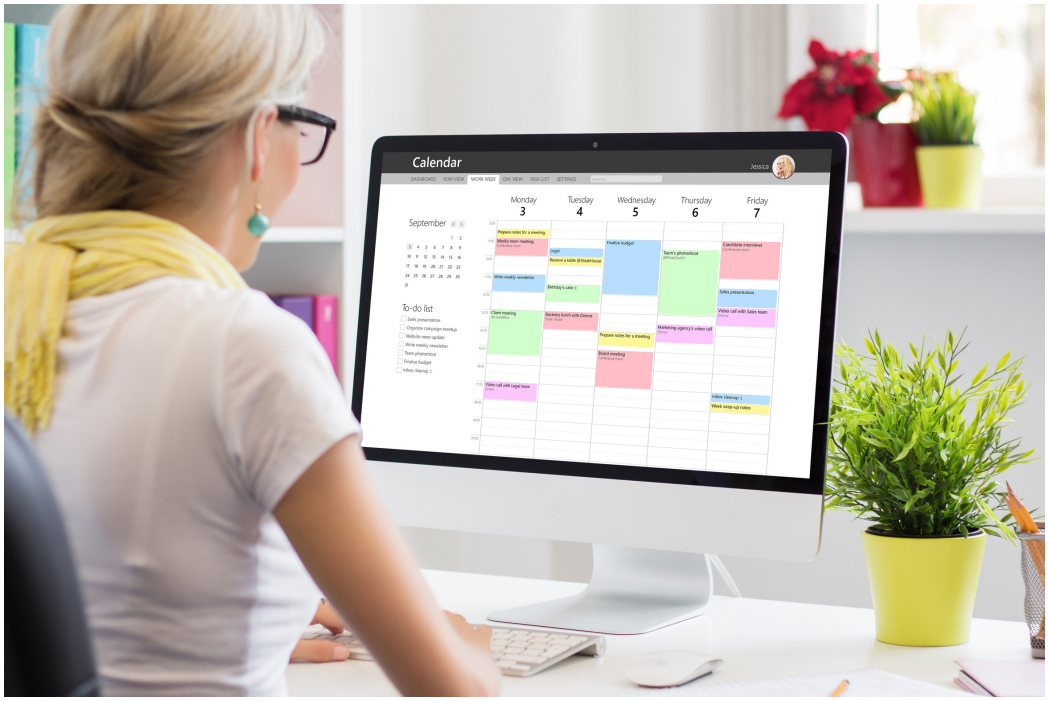
Clinical Vignette:
The provider is reviewing all of the data and makes adjustments to the care plan, provides clinical feedback to the patient, and monitoring their overall progress remotely. The total time accrued by the provider is 40 minutes in a calendar month. In addition to the call to check in with the patient within the calendar month after the patient has been onboarded fully into the app to address any challenges and questions the patient has, they also call on the 29th day to check in again.

How do we explain this to the patient?
"Based on the monitoring that you've been doing, you've been getting a higher level of care, so

- When you reach these milestones, the monitoring services will be billed
- As we monitor you at home and progress you and we may impact the total cost of your care, but we expect that any additional cost from remote monitoring will be offset by less in clinic care (present as heightened level of care and desired outcome)."

How is this documented?
"The patient was contacted by the provider to follow-up one on one with the patient regarding any questions the patient may have encountered. The HEP remote therapeutic monitoring (RTM) device provided useful therapeutic data collection for the purpose of monitoring the patient's HEP treatment program. The data collected (i.e., patient's signs, symptoms, response to HEP, etc.) were reviewed with the patient on _____ to monitor the patient's adherence and response to the HEP program. Recommendations were provided and documented. Total time for service: ___ minutes."

The Medicare national average payment rates are provided in this document as a frame of reference for customers. Medicare rates are publically posted rates and many other payers use the Medicare payment levels to set their own rates. The identification of payment rates is not a guarantee of coverage by Medicare or other payers, as there may be non-coverage policies related to the EMBODI. Each provider is responsible for verifying coverage with the patient's insurance carrier, including the applicability of any non-coverage decision that may exist for the EMBODI. Moreover, the identification of codes in this document should not be construed as providing clinical advice, dictating reimbursement policy, or substituting the judgment of a practitioner. It is always the Provider's responsibility to determine and submit appropriate codes, charges, and modifiers for services that are rendered.



EMBODI CLINICAL PROTOCOL

Our patented Home Exercise Program (HEP) within EMBODI is based on evidence-based functional rehab principles. Because of the integration with the EHR, EMBODI knows the diagnoses of the patient and appropriately maps the exercise progressions for the patients automatically. In addition, as patients provide feedback to their app, the progressions become hyper-personalized to their needs. Patient-reported outcomes can be seen within the provider portal and are used to document the medical necessity of RTM.

FREQUENTLY ASKED QUESTIONS

1. What is the primary indication for the use of EMBODI?
Any patient 18 years or older with a smartphone can use the patient-facing app portion of the platform.

2. Will prior authorization be needed before the use of EMBODI is reimbursed?
Possibly. Please check with the patient's health plan for more details regarding their prior authorization process. This product may require the use of a Certificate of Medical Need or a payer-specific Prior Authorization form.

3. How will the patient be instructed on the use of EMBODI?
The provider instructs the patient on use. There are also video instructions accessible to the provider and staff in the training environment and in the provider portal.

4. Who should we contact if we have questions regarding the use of EMBODI?
You can reach our team at support@kaizenovate.com.

5. Who should we contact if we have more questions on billing compliance?
If you'd like someone to ensure you are billing RTM correctly and assist in compliance, we recommend taking advantage of a free note review from ChiroArmor:
https://chiroarmor.com/free-note-review/

6. How should we code our procedures which may be involved in the use of EMBODI?
Procedure coding should be based on medical necessity, procedures, and supplies provided to the patient. Providers should report all surgical and medical services performed and are responsible for determining which CPT code most appropriately describes the work performed. See further details in the procedure section of this guide.