

## Remote patient monitoring program

Amerigroup offers a remote patient monitoring (RPM) program, in partnership with **AMC Health**,\* for certain Medicare Advantage members. This telemonitoring program has been designed to improve our collective efforts to manage your patients with congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), diabetes, and hypertension (HTN) using in-home biometric monitoring devices and associated nurse care management services. **Please note, referrals for patients with these conditions can be made now.**

### How to refer:

- Members with CHF, COPD, diabetes, and HTN are eligible for this program, and all that is needed is a referral from you to get them enrolled.
- Call the Provider Services number on the back of your patient's Member ID card to make the referral. You will need to provide the member's name, subscriber ID, date of birth, and condition to be monitored — CHF, COPD, diabetes, and/or HTN.
- You will be notified via eFax when your patient is successfully enrolled and taking readings.

### Program benefits:

- Improve your patients' ability to manage their health, including compliance with your daily treatment plan from the comfort of their homes
- Early intervention of declining patient conditions using a combination of automated interactive voice response (IVR) and AMC's nurse care managers triage
- AMC's Health nurse care managers are managing the initial alerts and sending over to you if warranted
- Communication with PCP upon certain events and clinical conditions
- **No cost to patients or to providers** — program is included as part of the benefit package for these members

### Key program elements:

- Device installation and education provided by AMC Health in partnership with the health plan
- In-home devices to monitor vital signs such as of blood pressure, pulse, body weight, and glucose level
- Patients' health data securely transmitted via cellular and Bluetooth technology to AMC Health's Patient Dashboard
- Biometric data compared against nationally accepted standards with alerts generated when data is out of range or if measurements are missed
- Two-stage intervention: IVR outreach to collect symptom and behavior information followed by AMC Health nurse care manager outreach, if indicated
- Care manager will contact you to provide patient updates and will send a monthly report with updates

\* AMC Health is an independent company providing some telemonitoring services on behalf of Amerigroup.

The RPM program is not intended to replace the routine communication and interactions you have with your patients. Calls from AMC Health's care managers are designed solely to **address alerts** and **educate** patients. If further intervention is necessary, the Care Manager will make the patient's health data available to you and may request the patient contact you. As indicated a monthly report will be sent to you via eFax.

If you have additional questions, please call the Provider Services number on the back of your patient's Member ID card.