

## 2025 Remote Patient Monitoring (RPM) SSBCI Benefit Frequently Asked Questions (FAQ)

### Background Information

Clever Care Health Plan includes remote patient monitoring (RPM) as a Special Supplemental Benefit for the Chronically Ill (SSBCI) on the following 2025 plans. The member must qualify for the SSBCI benefit. Refer to the Evidence of Coverage (EOC) for details on the specific benefit.

Plan	Benefit Description
Longevity	\$0 copay
Total+	\$0 copay
Value	N/A

- **Who is our vendor?**
  - RPM is only covered through 100Plus, a subsidiary of ConnectAmerica.
- **Do all Clever Care Health Plan members have the benefit?**
  - No, only members in the Longevity and Total+ plans who qualify under the Special Supplemental Benefits for Chronically Ill (SSBCI).
- **How do members request RPM unit?**
  - Members may contact Member Services or their care manager to request an RPM device.
  - They must meet SSBCI criteria including having a qualifying chronic condition and completing a health risk assessment. Utilization management reviews the request to determine eligibility and will notify 100Plus of approvals.

- **What is remote patient monitoring?**

- Remote patient monitoring is the use of information and communication technologies on electronic devices to monitor and transmit items related to a member's health status while the patient is in their home. Devices include:
  - Blood Pressure Monitor
  - Digital Weight Scale
  - Glucometer
  - Pulse Oximeter
- The device operates over a cellular network and does not require a mobile subscription or landline service. The device and cellular service are at a \$0 copay to the member.

- **Does the system work anywhere?**

- Yes, RPM works everywhere there is a cellular signal.

- **How are devices sent to the member?**

- Devices are shipped to the member within 7 business days of 100Plus's receipt of authorization. 100Plus will ship devices and disposables (e.g., batteries) required by the devices at no cost to the member.

- **What happens when a member has a reading that reaches a level of concern or alert?**

- 100Plus will reach out to the member to do an initial screening to ensure it is not a false reading or an issue with the equipment and if the reading persists instruct the member on the next steps.

- **What happens when a member has an inaccurate reading?**

- 100Plus will first coach the member through the process of setting up the equipment while taking a reading to determine if they can get a more accurate reading. Written instructions are included with the devices.

- **What should members do if they have a problem with an RPM unit?**

- The member should call 100Plus's customer service. 100Plus will then arrange for a new device and packaging and label to return the old device. Outreach is also made to members if the old device is not returned.

- **What if the RPM unit loses power?**

- A low battery signal is sent to 100Plus. The devices indicate a low battery warning as well. Once the device loses complete power, the readings cannot be taken or sent.

- **Can members get a new RPM unit every year?**
  - No, unless they have returned the device. The benefit is for the RPM service, which consists of monthly monitoring and testing as well as the RPM hardware. Units will be replaced if they do not function properly but are designed to last for many years.
- **Can two members in the same household each have an RPM unit?**
  - Yes, each individual would need their own device.
- **What are 100Plus's Customer Service Business hours?**
  - The 100Plus's Standard Business Hours are Monday-Friday 6 am – 5 pm PST. Members can contact 100Plus at 844-483-7587 with customer service questions.
  - RPM offers constant and continuous monitoring of patients, but AI takes this monitoring a step further to offer 24/7 support and communication.
- **What happens if the member disenrolls from the plan or no longer needs it?**
  - 100Plus will arrange for return of the device. Outreach is also made to members if the device is not returned.
- **How is billing handled? Do members have to pay anything?**
  - 100plus handles all claims billing directly through Clever Care Health Plan each month. Members do not pay any monthly fees or copayments while enrolled in a Clever Care Health Plan.