



6 Reasons Why Telehealth Makes Sense for Payors

Read this eGuide to understand how Telehealth and Remote Patient Monitoring (RPM) tools help payors proactively manage their members across the care continuum and acuity spectrum.



Health
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Introduction

As the healthcare industry shifts from fee for service to value-based care, payors must adapt to meet members' needs. Remote Patient Monitoring (RPM) and telehealth target the full spectrum of acuity—from **low-risk** to **rising-risk** to **high-risk** members. These tools give providers and payors real-time, actionable data they need to deliver proactive, preventative care. RPM and telehealth enable both providers and payors alike to stop members from becoming patients, while managing total cost of care.



1 See improvements in HEDIS measures, star ratings, and member retention

Health plans are measured against HEDIS and star ratings to assess a plan's performance among their member populations. Many of the quality measures evaluate the effectiveness of care delivery, and are used as a benchmark for how a health plan manages care for its members.

Remote Patient Monitoring (RPM) and telehealth enable a payor to:



Better manage complex chronic conditions



Deliver preventive services to decrease unnecessary utilization



Provide high-quality, personalized service to members

This combination yields positive member experiences, which improves satisfaction scores—and ultimately—star ratings. Healthcare is a consumer-centric industry and members choose when and how they elect to engage their care providers. By offering personalized care, convenient access to specialists, and communication tools for seamless care coordination, member satisfaction improves, resulting in increased member retention.

2 Achieve more efficient utilization and care management

Every member's health care journey is unique. Payors are looking to understand each member's longitudinal care journey prior to an acute care episode or the exacerbation of a condition. Payors take a two-pronged approach to care—focusing on population health management, while also delivering individual recommendations to fit a member's health needs and goals.

Remote Patient Monitoring (RPM) and telehealth helps payors:



Give members transparency into their condition and care plan



Promote medication compliance and health literacy



Seamlessly integrate the support of a caregiver

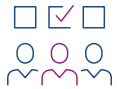
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3 Optimize care coordination between payor and provider

It's critically important to address members' health concerns at the first point of presentation. By doing so, providers can engage members with timely follow-up to offer high-quality and cost-saving interventions.

Remote Patient Monitoring (RPM) and telehealth enable a payor to:



Triage member populations in more effective ways



Coordinate better with providers, so they can offer preventive and proactive interventions to members



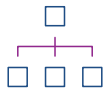
Curb unnecessary costs

RPM has the potential to support successful transitions between inpatient and ambulatory episodes and to provide a more continuous cycle of healthcare for members with chronic conditions. RPM and telehealth can serve to delegate tasks from overstretched providers to care coordinators, supporting both providers and members.

4 Enhance efficiency in care delivery through automation tools

Physician resources have historically been deployed in three main ways: via the emergency department or clinic, in members' homes, and through resource-intensive efforts like telephonic outreach. Digital innovations have paved the way for a more seamless care experience between members and their providers.

Remote Patient Monitoring (RPM) and telehealth provide physicians and payors with:



Risk stratification information, enabling physicians to identify the right level of care and services



Risk alerts tied to populations, helping physicians to direct care and improve overall health outcomes



Ways to modify utilization, introducing new efficiencies in care delivery

With RPM and telehealth, a member's health data can be acquired in real time through peripheral devices and patient-initiated interaction. Pairing real-time data and insights with targeted interventions allows plans to reduce unnecessary costs, manage inappropriate utilization, and, ultimately, deliver better health and quality outcomes.

5 Avoid delays in treatment and increase access to care

A few reasons why members delay participating in in-person appointments that support their own healthcare management include: access to appropriate transportation, available specialists in their location, and long wait times for in-person appointments with the provider they need access to.

Remote Patient Monitoring (RPM) and telehealth can support payors by:



Removing barriers to care for members, such as geographic constraints and transportation challenges



Providing lower-resourced healthcare facilities with the ability to operate at a higher capacity



Offering members convenient, high-quality healthcare experiences virtually to supplement in-person visits

Payors and providers are seeking tools to help manage members with chronic conditions. Whether the member is tackling cardiovascular diseases, cancer, diabetes, weight management, or even sleep disorders, launching RPM and telehealth programs can support long-term, cost-saving care delivery strategies—and help a multitude of patient populations with complicated health issues get access to hospital-level care at home.



6 See a decrease in costs by shifting in-person care to remote care

Over the last few years, RPM and telehealth has been deployed in ICUs to improve patient safety by reducing the number of provider errors. It's been used in nursing homes to ensure adherence to best practices. It's been used in emergency departments during the COVID-19 pandemic to increase bed capacity. By adjusting payment incentives to shift in-person care to remote care, payors who lean in on the RPM and telehealth strategy can reduce readmissions and costs.

Remote Patient Monitoring (RPM) and telehealth can support payors by:



Shifting in-person visits to telehealth—diverting Level 1 & Level 2 acuity care to telehealth



Allowing follow up appointments for members to be conducted virtually, rather than relying solely on in-person visits



Providing specialized services virtually to increase access for rural members

The COVID-19 pandemic may have shined a renewed spotlight on the value of RPM and telehealth, but payors can benefit in the long run if they incorporate RPM and telehealth into their long-term growth and cost-savings strategies. RPM and telehealth can improve convenience and access to care for members across the care continuum, leading to better outcomes and a more efficient health care system.

About Health Recovery Solutions



Health Recovery Solutions (HRS) empowers the nation's largest providers and payors to deliver care to patients across the care continuum—improving patient satisfaction, reducing readmission, decreasing costs, and optimizing clinician workflow. Ranked #1 by KLAS for Remote Patient Monitoring in 2020, 2021, 2022, and 2023, the HRS mission is to create a new standard of care by providing advanced telehealth and remote patient monitoring solutions.

To learn more about HRS, visit us at healthrecoveryolutions.com.

