HRS | Health Recovery Solutions

The People Behind HRS Products

Meet the HRS teams supporting long-lasting success with HRS products

Introduction

At Health Recovery Solutions (HRS), our goals are to provide best-in-KLAS remote patient monitoring (RPM) solutions to our partners, while also giving clients the expert insight they need to consistently and confidently design, launch, and scale successful RPM and telehealth programs.

Behind HRS' award winning products are support teams across Client Services, Logistics, Technical Support, and Marketing that give clients the strategic, clinical, operational, and technical support they are looking for. These teams support HRS partners to sustain existing telehealth and RPM programs, and to drive long-term, positive outcomes for the organization.

So, who are the people behind HRS products—and how do they help HRS partners achieve success?

Keep reading to find out!

> **"Two factors that have been very important throughout the entire program development process have been the collaboration between us, HRS, and the clinical team, as well as the continuous process improvement."**
>
> **Chad Thury**
> **Medical Director, Avera Health**

Client Services

The HRS Client Services team includes groups dedicated to implementation, Client Success, Reimbursement, and Clinical Services. These teams support client programs from a strategic perspective, evaluating program goals, outlining key program activities, and building the internal capabilities necessary to help every client achieve long-term telehealth and RPM program success.

Implementation

From the day a new client joins the HRS family, they are assigned an implementation Manager who is responsible for managing the project scope, resources, tasks, timeline, and deliverables of the program's launch. This individual helps program stakeholders build their internal telehealth team, set strategic priorities, understand the ins and outs of HRS products, and establish expectations and success metrics for the telehealth program.

> "On the implementation team, we strive to set our partners up for success from the very beginning. As experts in the HRS product suite, we help key stakeholders **develop and launch sustainable and successful programs**."
>
> **— Kaleb Arnold**
> Implementation Manager

The HRS Implementation Team on average launches new programs within 40 days, often sooner.

Client Services cont.

Client Success

During the implementation process, each client is assigned a Client Success Manager (CSM). The CSM is a long-term consultative resource, responsible for the client relationship throughout the tenure of the telehealth partnership.

Each CSM is an expert on telehealth best practices, and has a remarkable understanding of how the HRS product has been used across a variety of settings and patient populations. Serving as a strategic sounding board throughout the telehealth program, the dedicated CSM is responsible for the active and ongoing tracking of program success, ensuring patient population and ROI metrics are achieved. This mix of expertise, guidance, and proactive communication with clinical and executive teams is the foundational relationship on which successful telehealth programs are built.

> "Our Client Success Team focuses on building successful remote patient monitoring programs. Each Client Success Manager is responsible for **understanding our customer's goals** and leveraging all HRS resources available to drive growth and ensure long-term viability for telehealth programs."
>
> **— Nolan Santosa**
> Vice President of Client Strategy

Clinical Services

The Clinical Services team is responsible for providing clinical guidance to support the partner's telehealth program. The Clinical Consultant offers recommendations for successful adoption and guides the client with industry knowledge and clinical best practices. Every member of the Clinical Services team is an experienced RN who has worked very closely with telehealth and RPM in previous roles. They are clinical best practice experts, and have a close understanding of the many patient populations **HRS partners serve**.

> "The Clinical Services team provides clinical guidance and support to our clients. Disease-specific care plans, patient education, clinical workflows, and best practice interventions begin with the patient at the center. Initial and ongoing clinical education helps our clients deliver the highest quality of care to their patients."
>
> **— Patty Upham**
> Vice President of Clinical Services

Reimbursement and Grant Writing

In the ever-changing landscape of reimbursement, expert reimbursement advisors are essential. HRS' dedicated reimbursement team works with partners during the implementation phase and throughout the telehealth program to identify and pursue reimbursement opportunities. They help HRS partners pursue reimbursement with CMS and commercial payers and establish private pay programs. Additionally, the Reimbursement team helps partners stay up to date on the reimbursement landscape, and understand the evolving landscape of CMS.

The Grant Consultant provides HRS partners with grant information for federal and state opportunities. Serving as a sounding board to partners looking to pursue grant funding, the Grant Consultant is an expert in identifying, researching, and applying for grant opportunities.

"The Reimbursement Team assists partners with understanding **options available to them for RPM and telehealth reimbursement**. We provide partners with ROI information, templates and pathways for physician practice, and private pay contract agreements. We also provide consultations on contracting with commercial insurance carriers and information on CMS rules and regulations."

— Gerald Buggs
Vice President of Reimbursement

The HRS Client Success Team has supported over 300 unique telehealth programs across the country

Support

HRS Call Center and Technical Support

The HRS Call Center serves as the front line for any issue that a clinician, patient, caregiver, or program stakeholder experiences. Available 24 hours a day, 7 days a week, 365 days a year, the HRS Call Center representatives go the extra mile to help patients, caregivers, and clinicians using HRS solutions. From troubleshooting connectivity issues to helping with Bluetooth pairing, the Call Center is responsible for helping resolve any issues an individual may have while using the HRS solution. The HRS Call Center is just one phone call or email away, and can be contacted directly through every patient facing product as well as the clinical dashboard.

"As a team, we are primarily responsible for **troubleshooting any technical difficulties** that may arise with patients and clinicians over phone or email. This may include assisting with Bluetooth pairing of peripheral devices, testing video call functionality, or answering general questions about how devices function. We also assist partners by creating or removing individual users, assisting new patients or clinicians with setting up a patient for the first time, and escalating tickets to appropriate teams, such as Product Support, PatientDirect/Logistics, and Client Success."

— Pragya Mathur
Client Operations Associate

Product Support

The Technical Support team tracks trends on an ongoing basis to understand whether an issue is a one-off challenge or is more widespread. If the Technical Support team finds that an issue is trending, the ticket is escalated to the Product Support team, who works directly with HRS' Product Management and Development teams to reach a long-term resolution. These individuals are product experts—they understand the product inside and out.

"The Product Support team assesses, investigates, and tickets high-level issues to ensure a reliable experience for our users. We use our client-facing support experience to collaborate with other Product and Development teams. Our goal is to **always put HRS clients first** throughout their experience with our products."

— Nicole Cunha
Product Support Team Lead

Technical Services

The Technical Services team works closely with the client's information technology (IT) stakeholders to set up integrations and enhance product workflows. Often brought in during the implementation process, this team is responsible for building out EMR integrations with HRS partners. Examples of Technical Services projects include: helping partners implement custom education, incorporating care plans, and building the client's unique telehealth environment during implementation.

"The Technical Services team at HRS is responsible for **aiding and implementing integration and infrastructure solutions** for our partners that result in efficient onboarding and maintenance of their platform, EMR interface, and custom content."

— Drew Quinto
Senior Business Systems Analyst

Marketing

The HRS Marketing team works hand in hand with the marketing teams' of HRS partners to increase visibility and showcase program successes. The Marketing team provides custom collateral and helps develop educational materials for clinicians, patients, and caregivers.

Through press releases, webinars, conference opportunities, and other promotional channels, the Marketing team works to increase visibility into the incredible work of HRS partners.

"Through HRS Academy, our Marketing team helps **educate HRS partners on telehealth best practices**. Additionally, we help promote program successes in the media and to partnering organizations, and help with patient-facing materials and other unique marketing needs."

— Tess Meehan
Customer Marketing Manager

Logistics

HRS offers partners two options for device and inventory management throughout their program: inventory self-management or HRS PatientDirect inventory management.

Inventory self-management: The inventory self-management service allows partners to manage their own inventory throughout the program. Inventory is detailed on the equipment order form, submitted by the implementation Manager during the implementation process. Devices are shipped directly to the location that the client provides, and the ongoing distribution and sanitization of devices are exclusively managed by the client. Should there be technical difficulties with devices, HRS Technical Support can be contracted for assistance.

HRS PatientDirect inventory management: For partners who do not want to manage inventory, HRS offers a complete inventory management service called PatientDirect. HRS handles all shipping, retrieval, sanitization, maintenance, and upgrades of HRS equipment. Through PatientDirect, the HRS telehealth solution is delivered directly to the patient's home, relieving partners of the delivery responsibility and the added expenses associated with storing and shipping devices.

Using the HRS inventory management website, the PatientDirect service allows partners to dispatch individual shipments to and from patient/member homes with the click of a button. The HRS logistics team takes care of the rest, like organizing outbound delivery of each customized kit from our warehouse and coordinating pick up if (or when) a patient/member's telehealth enrollment concludes.
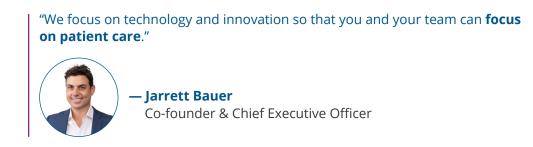
> "Our Logistics team is responsible for ensuring that HRS equipment gets to our partners seamlessly. Whether it's a full telehealth kit or one-off peripherals, we work to supply our partners with everything they need. Providing **top-quality equipment efficiently, effectively, and in a timely manner** is at the core of what we do."

— Nikki Priece
Director of Logistics and Supply Chain

Conclusion

HRS' RPM and telehealth solutions are innovative and efficacious, but they are only as strong as the people who support them. What makes a telehealth program achieve outcomes and ROI are the people behind it—both the healthcare organization's motivated telehealth team and the vendor team responsible for supporting the program.

> "We focus on technology and innovation so that you and your team can **focus on patient care**."

— Jarrett Bauer
Co-founder & Chief Executive Officer

It's the people behind HRS products that enable telehealth teams at partner organizations to do what they do best—**deliver exceptional patient care**. Telehealth is a skill—it requires patience, focus, and ongoing nurturing. HRS' Client Services, Support, Marketing, and Logistics teams are committed to helping clients achieve telehealth as a core competency, to ultimately reach the goal of more engaged, happy, and healthy patients.

About Health Recovery Solutions

Health Recovery Solutions (HRS) empowers the nation's largest providers and payers to deliver care to patients across the care continuum—improving patient satisfaction, reducing readmissions, decreasing costs, and optimizing clinician workflow. Ranked #1 by KLAS for Remote Patient Monitoring in 2020 and 2021, 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 healthrecoverysolutions.com