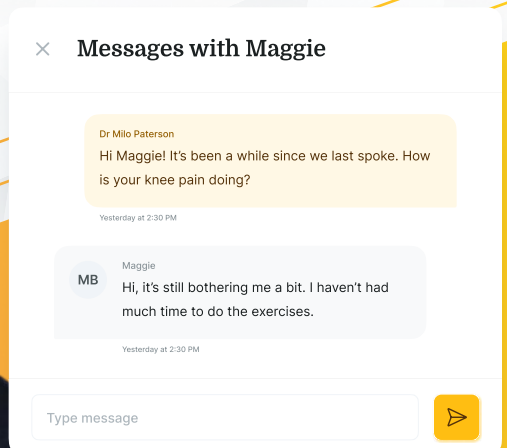
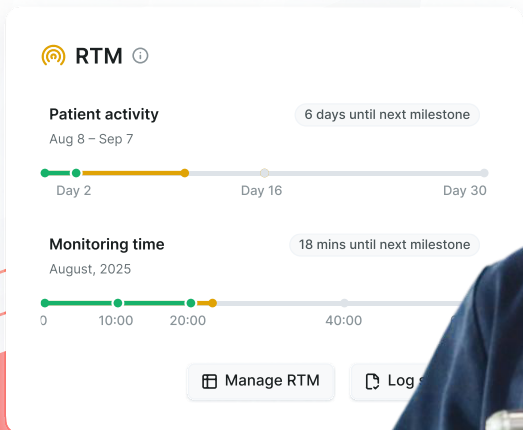


## GUIDE

# Remote Therapeutic Monitoring: An Operational Playbook

By Medbridge



Messages with Maggie

Dr Milo Paterson  
Hi Maggie! It's been a while since we last spoke. How is your knee pain doing?  
Yesterday at 2:30 PM

MB Maggie  
Hi, it's still bothering me a bit. I haven't had much time to do the exercises.  
Yesterday at 2:30 PM

Type message

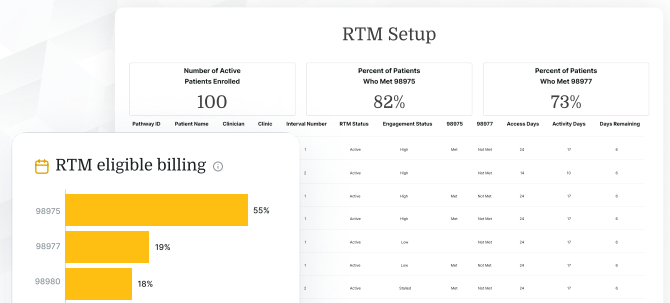
# Overview

Remote Therapeutic Monitoring (RTM) is quickly becoming essential as clinicians need more efficient ways to engage and care for patients, and organizations look to improve access, outcomes, and revenue. In this guide, you'll get a step-by-step operational playbook that explains the basics of RTM, how to achieve clinician buy-in, the role of the care coordinator, and how to set up a successful rollout strategy that will help support strong patient engagement and efficiently capture billing-ready activity.

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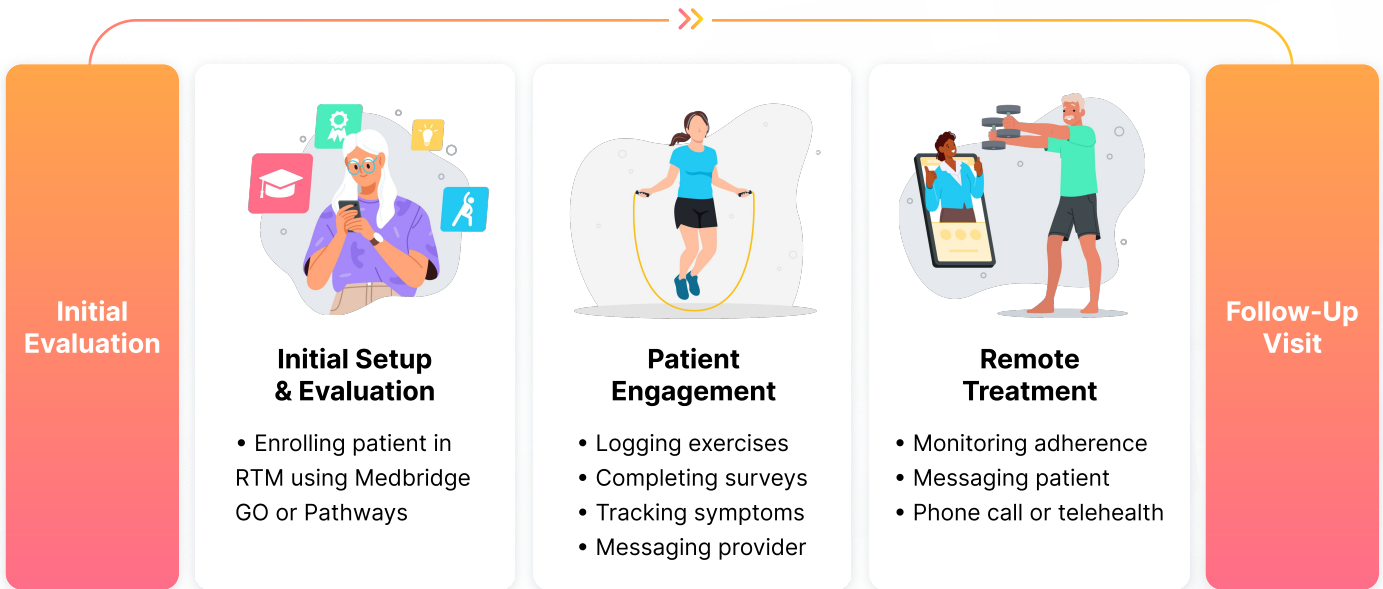
# RTM fundamentals and goal-setting



## Introduction: The case for hybrid care + RTM

- Hybrid care extends your reach beyond the clinic, improving engagement and outcomes.
- RTM reimbursement codes unlock new revenue for this ongoing care model.
- And by meeting patients where they are with continuous, between-visit guidance, you deliver the experience they expect.

## Understanding the RTM model



## 2026 RTM codes

New codes offer a much simpler route to **implement, operationalize, and see ROI with RTM.**

Code	Description	Finalized 2026 Reimbursement	Notes
98975	Setup	\$21.71	1x per episode of care
98985 (NEW!)	Device supply 2-15 days	\$51.44	Select 98985 or 98977 for every 30-day period based on treatment days completed in the calendar month.
98977	Device supply 16-30 days	\$51.44	
98979 (NEW!)	RTM treatment 10-19 minutes	\$26.39	Select 98979 or 98980 based on treatment minutes met in the calendar month. Add on 98981 for additional 20-minute intervals in that month.  Each code requires one interactive communication.
98980	RTM treatment 20-39 minutes	\$54.11	
98981	RTM treatment + 20 minutes	\$41.42	

This reimbursement information is for educational purposes only, not billing or legal advice. For more information please consult the [2026 AMA CPT Manual, Professional Edition](#).

Additional information can also be found in Medbridge’s course by Rick Gawenda: [Remote Therapeutic Monitoring for Outpatient PT and OT](#).

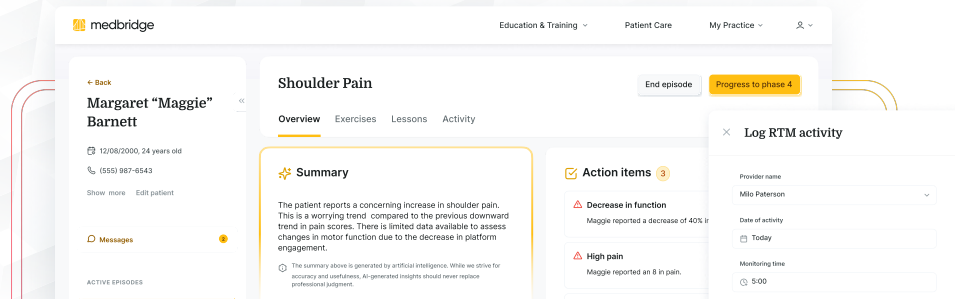
## Aligning RTM with organizational goals

It’s important to align organizational strategic goals with value to patient and the clinician.

<p><b>Clinical Value</b></p> <ul style="list-style-type: none"> <li>Improved clinical decision making</li> <li>Enhanced patient adherence and outcomes</li> <li>Improved completion of care by promoting accountability and coaching</li> </ul>	<p><b>Patient Value</b></p> <ul style="list-style-type: none"> <li>Increased access to care and convenience</li> <li>Personalized and timely intervention</li> <li>Greater motivation and accountability</li> </ul>	<p><b>Strategic Value</b></p> <ul style="list-style-type: none"> <li>Incremental revenue</li> <li>Strengthened patient satisfaction and loyalty</li> <li>Increased patient completion of plan of care</li> <li>Improved access by offering remote options</li> </ul>
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**IMPROVE CLINICAL OUTCOMES**

# Aligning operational models with roles and responsibilities



## Defining RTM operational models

### Clinician-Driven

- Each clinician provides remote treatment for their own patients
- In-person clinician enrolls patient
- In-person clinician remotely monitors patients either during scheduled time or unscheduled time due to cancellations/no-shows

### Care Coordinator-Driven

- Centralized care coordinator(s) assist in-clinic clinicians by managing patients remotely and digitally
- Centralized coordinator can provide assistance across multiple clinics depending on volume and allotted time per patient

## Picking an RTM operational model

### Clinician-Driven

**Why:** If you are optimizing for patients working with the same clinician throughout their plan of care

**Pros:** Therapeutic alliance, continuity of care, good for small clinics

**Cons:** Clinician bandwidth and training new workflows

#### Operational Notes

- Requires clinicians to follow up with patients during no-shows / cancellations or dedicated documentation time.
- Consider setting aside remote monitoring time for patients as RTM patient volume increases.

### Care Coordinator-Driven

**Why:** If your priority is clinical efficiency and scalable remote engagement

**Pros:** More efficient for single coordinator to be trained and frees up clinician time in larger clinics

**Cons:** Introducing new clinician to care plan, not practical for smaller clinics with fewer employees

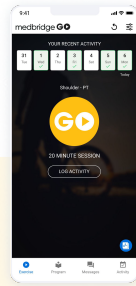
#### Operational Notes

- Requires effective handoffs between in-person clinician and care coordinator.
- Care coordinator can manage estimated 150 to 250 patients at any given time. Role can start part-time and expand.

## Clinician-Driven

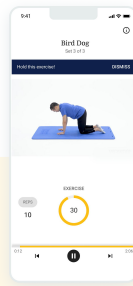


### Initial Evaluation



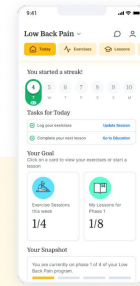
### Patient Onboarding

- Enrolling patient in Medbridge GO or Pathways



### Patient Engagement

- Logging exercises
- Completing surveys
- Tracking symptoms
- Messaging provider



### Collaborative Communication

- Monitoring
- Messaging
- Synchronus phone call or telehealth



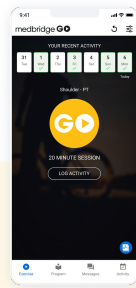
### Follow-Up Visit

The primary clinician is responsible for all of the steps in this operating model.

## Care Coordinator-Driven

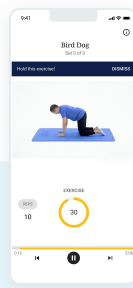


### Initial Evaluation



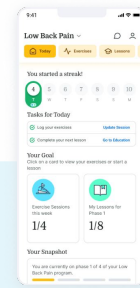
### Patient Onboarding

- Enrolling patient in Medbridge GO or Pathways



### Patient Engagement

- Logging exercises
- Completing surveys
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- Messaging provider



### Collaborative Communication

- Monitoring
- Messaging
- Synchronus phone call or telehealth



### Follow-Up Visit

Primary Clinician

Care Coordinator

Primary Clinician

In this model, the primary clinician is freed up to focus on patient care, rather than RTM tasks.

## Operationalize in the clinic

Workstream	Who	RTM Responsibilities	Best Practices
<b>In-Person Care</b>	Clinician	<ul style="list-style-type: none"> <li>Evaluate and treat</li> <li>Create home program</li> <li>Enable and consent to RTM</li> </ul>	<ul style="list-style-type: none"> <li>Treat RTM as a standard part of care delivery for driving best care</li> </ul>
<b>Care Coordination</b>	Clinician or Care Coordinator	<ul style="list-style-type: none"> <li>Remotely monitor patient activity</li> <li>Reinforce patient activity with messages and calls</li> <li>Adjust care plans between visits</li> </ul>	<ul style="list-style-type: none"> <li>Contact patients within first 3 days to build remote connection and drive engagement</li> <li>Review adherence and message patients at least 1x per week</li> </ul>
<b>Downloading App &amp; Tech Support</b>	Clinician or Support Staff	<ul style="list-style-type: none"> <li>Ensure access to mobile app</li> <li>Provide <a href="#">RTM</a> and <a href="#">Medbridge GO</a> flyers</li> </ul>	<ul style="list-style-type: none"> <li>Ensure patient is logged into account prior to leaving first appointment</li> <li>Build page on your website with information about Medbridge and RTM</li> </ul>
<b>Patient Financial Responsibility &amp; Reimbursement</b>	Clinician or Front Office	<ul style="list-style-type: none"> <li>Answer patient questions or concerns about about copays, deductible, or coinsurance</li> <li>Check with insurance about RTM coverage</li> </ul>	<ul style="list-style-type: none"> <li>Assign this to an office manager, administrator, or clinical manager to offload the clinician</li> </ul>
<b>Billing</b>	Clinician or Administrator	<ul style="list-style-type: none"> <li>Download billing activity and milestone achievements from Medbridge</li> <li>Copy activity records to EMR for billing</li> </ul>	<ul style="list-style-type: none"> <li>Establish monthly process to copy RTM data to EMR</li> <li>Work with EMR to ensure effective setup</li> </ul>

## Set up RTM enrollment criteria

**Step 1:** Understand your payer mix

**Step 2:** Understand payer stance on RTM\*

**Step 3:** Decide framework for RTM enablement (enroll all patients or enroll a subset of patients based on RTM-eligibility)

\*For more information on billing payers, please see Rick Gawenda's [Remote Therapeutic Monitoring for Outpatient Physical Therapy and Occupational Therapy](#) course. Please consult your payer before taking any RTM action for the most up-to-date information.

### Enroll All Patients (Default Enrollment Model)

**Description:** Every patient receiving therapy services is enrolled in RTM unless they opt out.

**Pros**

- Simplified guidance for clinicians
- More patients will get offered RTM and the clinical benefit

**Cons**

- Requires careful payer-specific claims monitoring
- Some RTM claims may not get reimbursed depending on insurance mix

Note: Billing can decide whether to actually drop charge

### Enroll a Subset of Patients (Selective Enrollment Model)

**Description:** Only patients with known RTM coverage are enrolled.

**Pros**

- Minimizes denied claims
- Reduces operational complexity for billing teams

**Cons**

- Adds workflow friction (eligibility checks prior to assignment)
- Patients who would benefit may be overlooked

Note: Make payer-specific RTM rules visible in your EMR (e.g., coverage matrix)

## Remote Monitoring Made Easy

**RTM settings**

Enable RTM

Enable reporting

**RTM**

Patient activity: Aug 8 - Sep 7, 6 days until next milestone

Monitoring time: 18 mins until next milestone

**Log RTM activity**

Message RTM - Low Back Pain

RTM activity log table with columns: Date, Time, Type, Milestones

**RTM Care Management & RTM Billing**

Monthly monitoring and treatment bar chart

RTM billing detail table

**Set Up**  
Code: 98975

Build, assign, and monitor patients for any episode of care, built into their existing workflow

**Device Supply**  
Code: 98985 (2-15 days)  
Code: 98977 (16-30 days)

Automatically track patient activity with clear visual identifiers when milestones are reached

**RTM Treatment + 20 minutes**  
Code: 98979 (10-19 min)    Code: 98981  
Code: 98980 (20-39 min)

Automated timer for provider remote monitoring for easier documentation

**Organization-level Reporting**

Real-time billing and RTM analytics dashboards across clinicians and clinics

# Building a successful rollout strategy



To ensure clinician adoption, focus on three key behaviors:



## Identify Workflows

Collaborative workflow design with clinical leaders and clinician champions.

- Who enrolls the patient in RTM?
- Who monitors the patient's data between visits?
- Who is documenting and billing for RTM activity in the EMR?



## Start Small

Launch with 3–5 RTM early adopter champions to refine workflows and get quick wins.

- Train the pilot team on the clinical workflows and how to do RTM with Medbridge
- Refine the workflows and gather feedback from the pilot team
- Support the team with job aides and patient flyers about RTM



## Scale to Full Organization

Roll out the optimized model to the rest of the organization.

- Turn your pilot team into superusers & RTM champions
- Train the rest of the team on clinical workflows and how to do RTM with Medbridge
- Monitor and share KPIs and hold clinicians accountable

# How to drive clinician adoption



## Making RTM simple

To ensure clinician adoption, focus on three key behaviors:



### Offer Digital Program

Every patient is offered a digital program (Medbridge GO or Pathways) at evaluation



### Enable RTM

Every eligible patient is recommended for RTM



### Check Dashboard Daily

Check the RTM dashboard/messages for 5 minutes daily (or hand off to Care Coordinator)

## Train and Enable Clinicians

### Lead with patient benefits and clinical excellence

- Improved adherence and clinical outcomes
- Improved patient experience

### Leverage storytelling

- Provide success stories from your innovators and patient testimonials

### Set and communicate clear KPIs

- Communicate them and review them regularly at team meetings and/or via email

### Make it simple and easy

- Print and share job aides (post in break room)
- Focus on the three key behaviors

Anticipate and plan for handling objections and slow-adopters.

# RTM Training Resource Center

Everything you need to deliver RTM with confidence:

- ✓ Understanding RTM
- ✓ Coding & Billing
- ✓ Getting Started
- ✓ Set Up & Launch
- ✓ Scaling & Business Impact
- ✓ Medbridge Platform

Get started: [RTM Resource Center](#)

The collage features three main components:
 

- 2026 RTM Cheat Sheet for PT and OT Clinicians:** A document defining RTM as a patient monitoring intervention and providing a QR code to learn more.
- RTM Example Workflow:** A three-step process:
  - Obtain consent from your patient to receive RTM services (document in their record).
  - Set up your patient with the Medbridge RTM platform and educate them on how to use it, when to use it, and what data they should record.
  - The patient goes home, performs the exercises in their MEP or Pathway, and records the data as requested.
- Remote Therapeutic Monitoring for Outpatient PT and OT:** A presentation slide titled 'This results in three separate interactive sessions' presented by Rick Gawenda.

## Addressing clinician concerns

RTM requires new habits, which is hard. To be successful, acknowledge clinicians’ concerns and work with them to learn the steps to do RTM well.

Concern	Response
“It takes too much time, and I’m already too busy.”	<ul style="list-style-type: none"> <li>Start with the key behaviors (digital sharing, RTM enablement, patient call/message).</li> <li>Walk through their current workflow and plan together how they can integrate the key behaviors into their day.</li> </ul>
“My patients prefer paper.”	<ul style="list-style-type: none"> <li>Have the clinician lead with the digital program option first, not offering paper unless the patient asks for it.</li> <li>Lead with data from your innovators, showing them that most patients will engage digitally.</li> </ul>
“I’m concerned about the patient’s financial responsibility for this.”	<ul style="list-style-type: none"> <li>Reinforce that RTM is a skilled treatment that enables therapists to provide feedback, modify exercise plans, or respond to patient questions outside of a visit.</li> <li>Have a plan in place for how your organization will handle patient concerns.</li> </ul>

# Conclusion



Ultimately, remote therapeutic monitoring offers a way to help extend care beyond in-person visits, enabling providers to stay connected with patients throughout their recovery. After successfully operationalizing an RTM program, clinicians are empowered to reinforce adherence, identify issues earlier, and support better outcomes.

With Medbridge RTM, organizations can move beyond episodic care and deliver a model that improves patient experience while strengthening performance across the board. By connecting the moments between visits, providers can create a more complete picture of patient recovery, intervene earlier when needed, and support better long-term outcomes.

## About medbridge

Combining powerful digital patient care with the highest quality content, Medbridge builds exceptional education and care experiences. Expert-led, dynamic education ensures compliance, boosts clinical productivity, and uplevels the practice of every provider. Pre-built and custom digital care integrated into workflows expands access to care, improves engagement, and delivers better outcomes. With products that leverage over a decade of insight from more than 350,000 clinicians and 25 million patients, Medbridge helps organizations across the continuum provide better care. [Learn more.](#)