

CCM/RPM Readiness Checklist for Physician Practices

Efficient, compliant Chronic Care Management (CCM) and Remote Patient Monitoring (RPM) programs can unlock new reimbursement, improve outcomes, and strengthen patient loyalty. Use this quick-scan checklist to confirm you have the right foundations in place before you launch or outsource CCM/RPM services.

Clinical Workflow

- Documented Care Plans – Registered clinicians (RN, NP, PA, or PCP) can create and update comprehensive care plans that live in the EMR and are shareable with patients.
- Defined Staff Roles & Licensure – Clinical staff (e.g., MAs, nurses) who will perform monitoring are eligible under CMS "general supervision" rules and scheduled to meet time requirements.
- Single-Provider Billing Safeguards – Process exists to confirm no other provider is billing CCM for the same patient in the same month (common pitfall for multi-specialty panels).

Technology & Integration

- Bi-Directional EMR Integration – Platform can push/pull problem lists, vitals, medications, and encounter notes directly into the practice EMR to avoid double documentation.
- Minimal-Click Workflow – User interface requires only a few steps for physicians, reducing resistance and increasing adoption.
- Device & App Reliability – Cellular or Bluetooth devices are tested to prevent "dark devices," OS update failures, and downstream tech-support burden.

Billing & Compliance

- Current CPT Mapping – Correct use of CCM (99490, 99491, 99437, 99439), RPM (99453, 99454, 99457, 99458), and RHC/FQHC codes like G0511.
- Time & Data Capture Automation – Platform automatically logs minutes and validates vitals to support audit-proof documentation.
- Audit Trail & HIPAA Controls – All patient communications and device data are stored in a HITRUST-certified, HIPAA-compliant system.

Patient Engagement

- Onboarding & Education Plan – Patients receive simple instructions and coaching that improve adherence beyond mere device distribution.
- Multichannel Communication – Care team can reach patients via phone, SMS, and portal messaging to sustain enrollment and collect survey data.

Helpful Resources

- CMS MLN Connects: Chronic Care & Remote Therapeutic Monitoring Code List (Aug 28, 2025).
- LOGIC Integration Guide: Step-by-step EMR connectivity checklist (internal).
- Addison Care "Higher Standard" RPM/CCM Case Study.

What to Do Next

- Share the checklist with your care team and mark any gaps.
- Prioritize fixes in workflow, tech, billing, or engagement.
- Schedule a Readiness Consultation with LOGIC. We'll review your current state, quantify revenue potential, and map a go-live plan—no obligation.

This checklist is an educational aid and not legal or billing advice. Confirm all coding and coverage with your MAC and payer policies.