



More than 90% of vision loss caused by chronic conditions including diabetic retinopathy, macular degeneration, glaucoma, and dry eye is preventable. Yet, these conditions remain the leading causes of blindness in the U.S. This is largely due to poor adherence by patients to recommended care. A new wave of innovative telehealth services is greatly improving patient adherence and compliance.

Remote Therapeutic Monitoring (RTM) was introduced by CMS in Jan 2022 to monitor and assess non-physiological data for changes in mood, behavior, mental cognition, and visual acuity. Ophthalmic Technicians and Nursing staff leverage digital tools and mobile apps to monitor medication adherence, cognitive behavioral therapy (CBT) engagement, response to therapy, and patient-reported mental health status. This can lead to improved outcomes for the 58 million U.S. patients with glaucoma, age related macular degeneration (AMD), diabetic retinopathy, and cataracts. This is an important tool to support patients facing mental and behavioral health challenges related to vision loss.

Chronic Care Management (CCM) compliments RTM services and is designed to monitor patients with two or more chronic health conditions that place the patient at significant risk of death, acute exacerbation, or functional decline. The Ophthalmic Technician uses the Physician's care plan as the key instrument to guide patient engagement during monthly check-in calls. They assess and document changes in symptoms, appetite, balance, sleep, stress, mood, SDOH, adherence to medication, and response to therapy.

Key aspects of RTM/CCM in behavioral and cognitive health for Ophthalmology patients include:

Medication Adherence and Therapy Engagement: RTM/CCM tools such as smart pillboxes or digital reminders can help patients adhere to complex medication regimens for eye conditions and related mental health treatments, enhancing overall therapeutic outcomes.

Cognitive Behavioral Therapy (CBT) Support: RTM/CCM has been applied to monitor adherence and response to CBT, a common therapy for depression and anxiety, which can affect patients coping with vision loss from eye diseases. This includes tracking participation in remote therapy exercises and patient-reported symptoms, enabling personalized treatment and early intervention.

Patient-Reported Outcomes & Mood Monitoring: RTM/CCM can collect data on mood, stress, and cognitive function via digital surveys or apps, which is important as vision loss often associates with depression, anxiety, and cognitive decline.

Holistic Monitoring Integration: Combining behavioral RTM/CCM with traditional ophthalmic remote monitoring (e.g., home OCT, vision tests) may enable a more comprehensive approach to patient care by addressing both physical and mental health aspects of chronic ophthalmic conditions.

Our team of **Ophthalmic Technicians** will use our dashboard to monitor the incoming patient data daily. They will also call each enrolled patient once or twice each month. We augment our assessment and monitoring services by escalating to the Ophthalmologist Care Team any immediate issues or concerns.

Efficient claims management for tele-ophthalmology hinges on accurate eligibility checks, proper telehealth coding, use of technology for optimized claim management, and a robust process for managing denials and patient payments. This ensures financial sustainability and better patient care in virtual eye health practices. Key financial support services offered include Patient Eligibility Determination, CPT Coding and Documentation, Claim Submission and Processing, and Denial Management and Reconciliation.