



Connected Care Partner Evaluation Checklist

Incremental Connected Care services, like RPM and CCM, can add significant workload to a practice if you don't select the right partner.

Some claim to be "patient-first" but provide only a tech platform that your staff and patients must learn to use. Other partners, like Medify, provide the full suite of services that integrate into your platform to become an extension of your staff.

Below is a guide to help you evaluate your choices:

Patient Services

- What kind of services do you provide?
- What kind of human clinical staff support do you have in addition to technology?
- Do you identify eligible patients, recruit them, and train them?
- How personalized is the coaching based on a patient's profile?
- Do you represent yourself as your brand or as my practice?

Technology

- What technology do you use?
- Can you work with my platform without any configuration needed on my end?

Data

- How is the monitor data made actionable for me?
- How do I see the notes of your patient interactions?
- How do I share data with your team as needed?

Revenue and Fees

- Do you process the incremental RCM paperwork produced by your patient services?
- Do you generate revenue from FFS (CPT codes), MSSP reimbursement, or both?
- What is your fee structure and billing approach?
- How much up-front cost should I expect?
- What is the average net profit in year 1 and year 3 from your existing clients with a similar structure to my practice?

Administration

- What kind of commitment do I need to make?
 - Is my practice's liability impacted by your extended clinical staff model?
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