

Dear Provider:

We are pleased to announce an exciting new telemonitoring program to help you care for Amerigroup* Amerivantage (Medicare Advantage) plan members with certain chronic conditions.

We are working with Critical Signal Technologies (CST) to provide you with essential information about Amerivantage members between office visits through special equipment and 24-hour, 7 day-a-week monitoring services. In the first phase of the program, the member will receive a weight scale to transmit his or her weight daily. CST will monitor the member's weight every day based on your orders and report readings outside the parameters you set. In the second phase, members will receive a blood pressure cuff to monitor the parameters you set.

We will identify members who can benefit from this program in three ways:

- Direct referrals from you, the member's managing provider(s)
- Internal referrals from Amerivantage case management
- Reviews of member claims data

Our criteria for referrals include a diagnosis of diabetes, congestive heart failure (CHF), hypertension, and two or more hospitalizations or emergency room visits related to CHF in the last six months.

When a member is identified, CST will work with you to try to enroll the member in the program. Once the member is enrolled, you will be required to take the following steps:

1. Schedule an office visit with the member to explain the telemonitoring program and obtain the member's consent for monitoring.
2. Document parameters for the member's vital signs based on his or her health history and have the member sign the **Telemonitoring Authorization Form**. For a copy of the form:
 - Log in to providers.amerigroup.com:
 - Click Office Support at the top of the page
 - Choose Downloadable forms
 - Under Office Support Forms, select Medicare
 - Call CST at 1-800-553-4047
3. Fax the completed Telemonitoring Authorization Form with both your signature and the member's signature to CST at 1-800-325-5145.
4. Review weekly reports from CST and respond to CST calls regarding alerts triggered by the parameters you have indicated for the member.



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When CST receives the Telemonitoring Authorization Form, they will make a home visit to deliver a weight scale and train the member to use the equipment and transmit his or her daily weight. CST will monitor the results and alert your office after the third time the member's vital signs exceed the parameters you set. You will receive weekly reports for all members on your Amerigroup panel who are enrolled in the program.

Telemonitoring programs have shown promise in reducing emergency room visits and hospitalizations. They allow providers to adjust medication or treatment between visits and to call a member before his or her condition deteriorates. Most important, we believe telemonitoring leads to better understanding and self-management by patients. We hope you will see the value of this and encourage your patients to participate. If you have questions about this program, please call CST at 1-800-553-4047.

Sincerely,

Amerigroup

*In New Mexico, Amerigroup Community Care of New Mexico, Inc.