



Remote monitoring for chronic conditions

FAQ sheet for patients

How does the program work?

Patients with a chronic condition can be enrolled in the home monitoring program. As part of the program, patients will be mailed a device to monitor their conditions at home. The recorded vitals will be sent to your provider and care team, who will monitor your progress and make periodic outreach as needed.

What conditions can be monitored?

High Blood Pressure - BP Monitor
Uncontrolled Diabetes - Glucometer
Obesity - Scale
Congestive Heart Failure - BP Monitor and Scale
COPD - Pulse Ox
COVID - Pulse Ox and Thermometer

How do I enroll in the program?

If your provider has determined that you would benefit from the home monitoring program, they will enroll you at your normal visit. You can also send your provider a message and request enrollment outside of an appointment.

Once enrolled, you'll receive an activation text to your phone inviting you to download our app and create an account. Within two days, a member of our care team will call you to establish your care plan and confirm some information.

Please be sure to answer a call from an unknown number, as this will probably be our care team. We will not mail your device until this meeting has been conducted.

Does home monitoring cost anything?

We will bill your insurance for services; however, patients are not charged any out-of-pocket expenses if insurance does not pay in full.

What if I don't have a provider but want to join the program anyway?

No problem. Give us a call at [504.962.6202](tel:504.962.6202) and our care team will help to get you set up. Please note that this self-enrollment will require an initial video visit so that our provider can confirm which program to enroll you in.

Please note that any balances not covered by insurance for this initial video visit are not waived.

What if I did not get an enrollment text or a phone call from the care team?

You can call your provider's office to have them re-enroll you, or you can call us at [504.962.6202](tel:504.962.6202).

I'm having trouble with the app or device.

For equipment and app troubleshooting, call [866.899.3998](tel:866.899.3998).

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