PREMIER WIRELESS™

T-MOBILE FOR BUSINESS
REGISTERED PARTNER

The Physician's Guide to Scalable RPM & Connected Care

How to Launch a Remote Patient Monitoring Program Without Increasing Staff Burden

Introduction

Remote Patient Monitoring (RPM) has enormous potential to improve chronic disease management, reduce hospitalizations, and expand patient visibility beyond the clinic.

The Centers for Medicare & Medicaid Services (CMS) continues to incentivize proactive remote monitoring because earlier intervention improves outcomes and reduces overall healthcare costs. Yet despite growing physician interest, RPM adoption remains surprisingly difficult to scale consistently.

The challenge is not clinical value. It is operational complexity.

Many healthcare organizations continue struggling with:

- Difficult patient onboarding
- Home Wi-Fi and connectivity issues
- Low adherence rates
- Disconnected readings
- Staffing and patient engagement limitations
- Billing and documentation complexity
- Fragmented systems that fail operationally at scale

For elderly and Medicare populations especially, even onboarding can become a barrier to care.

At the same time, physician groups and healthcare organizations are under increasing pressure to improve outcomes, maintain continuity between visits, support reimbursement workflows, and manage growing chronic care populations — often without additional staffing resources.

As a result, healthcare organizations are increasingly looking for RPM models that improve both operational scalability and long-term patient outcomes.

Organizations deploying simplified, cellular-connected RPM environments are beginning to see measurable improvements in both patient engagement and clinical monitoring consistency.

Across monitored patient populations using cellular-connected RPM environments:

Blood pressure readings within goal range improved within
90 days

High-critical systolic readings declined by more than
23%

Active RPM participants remained enrolled for an average of
17.6 months

These trends highlight an important shift: successful RPM programs are no longer defined simply by collecting readings, but by sustaining patient engagement and improving clinical visibility between visits.

This guide explores how healthcare organizations are simplifying RPM deployment through connected care infrastructure built around cellular connectivity, scalable workflows, and operational simplicity.

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

Contents

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

Why Most RPM Programs Fail to Scale

Remote Patient Monitoring has traditionally been positioned as a software problem. But in reality, it is an operational infrastructure problem.

Most RPM programs struggle because too many systems must work together perfectly:

- Devices
- Connectivity
- Patient onboarding
- Data transmission
- Clinical review workflows
- Documentation
- Reimbursement tracking
- Patient engagement

When any part of that workflow breaks down, providers lose visibility and staff burden increases.

The Biggest RPM Failure Point: Connectivity

Many RPM programs rely on:

- Patient-managed device setup
- Mobile apps and logins
- Patient-owned smartphones
- Home Wi-Fi networks
- Multiple connectivity workflows

Common issues include:

- Devices disconnecting
- Wi-Fi outages
- App confusion
- Incomplete readings
- Failed synchronization
- Missed patient engagement requirements
- Inconsistent documentation workflows

The result:

- Lower patient adherence
- More troubleshooting
- Increased staff workload
- Inconsistent patient monitoring
- Delayed intervention opportunities
- Reimbursement challenges
- Operational strain on already stretched clinical teams

But the challenge extends beyond connectivity alone.

Many physician groups quickly discover that scaling RPM programs requires significant ongoing patient management. Clinical staff and nurses are often responsible for monitoring patient compliance, coordinating follow-ups, documenting engagement time, tracking readings, and helping support reimbursement workflows — all while continuing to manage day-to-day patient care responsibilities.

For organizations without dedicated RPM staff, the administrative burden can become difficult to sustain.
On top of that, many practices struggle to fully understand evolving RPM reimbursement requirements, CPT billing codes, documentation standards, and submission workflows needed to support long-term program success under Centers for Medicare & Medicaid Services (CMS) guidelines.

Many RPM programs struggle because they rely too heavily on fragmented technology workflows and operational processes that create friction for both patients and providers. This becomes an even greater adoption barrier for Medicare populations and already overextended care teams.

The truth is, RPM adoption has not stalled because physicians do not believe in proactive care. It has stalled because implementation, patient engagement, reimbursement management, and operational scalability became too difficult to sustain consistently without the right infrastructure and support model in place.

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

What Connected Care Actually Means

Connected care is not simply remote monitoring. It is the ability to maintain continuous patient visibility beyond the clinic without creating operational overload for staff or patients.

Modern connected care environments are built around:

- Cellular-connected monitoring devices
- Automated data transmission
- Continuous patient monitoring
- Clinical prioritization workflows
- Audit-ready documentation
- Reimbursement-ready reporting
- Reliable nationwide connectivity

The goal is simple: Reduce friction for both patients and providers.

Connected Care at Scale

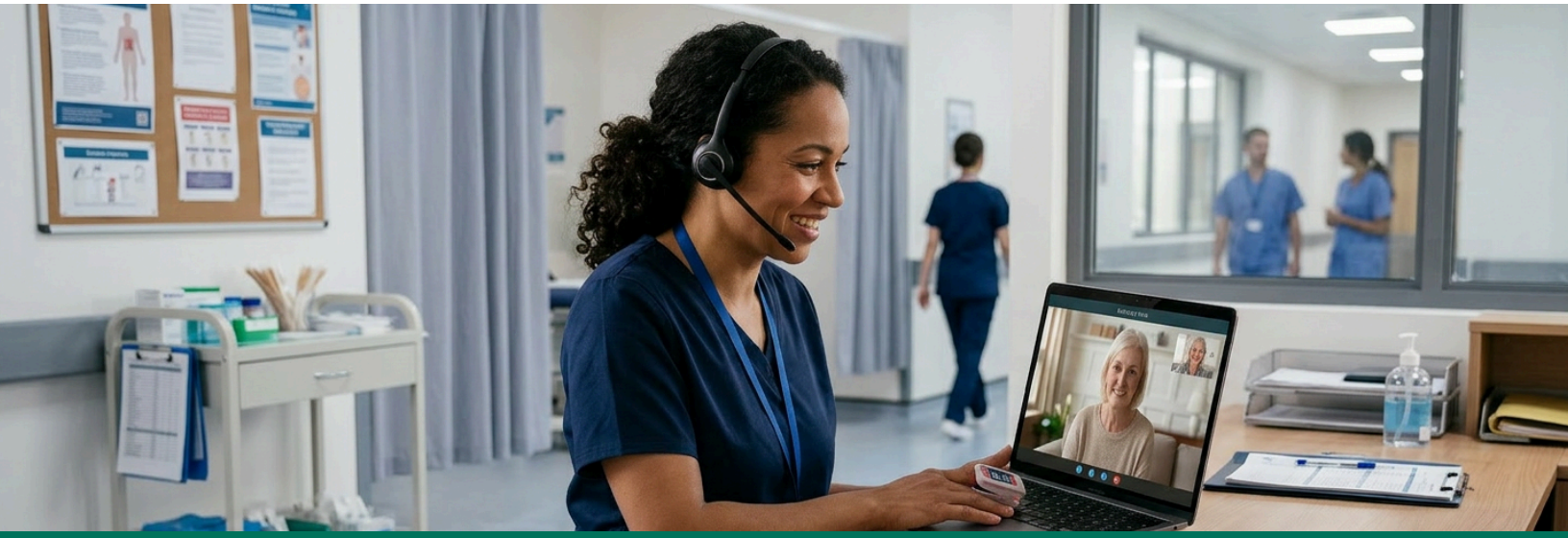
Modern RPM programs must also scale operationally across growing patient populations.

Connected care environments supporting more than 120,000 patients across 350+ healthcare organizations demonstrate that scalability depends heavily on simplifying both connectivity and patient participation.

As RPM programs mature, organizations increasingly prioritize:

- Reliable data transmission
- Simplified onboarding
- Workflow consistency
- Long-term patient engagement
- Reduced staff troubleshooting burden

The more operational friction removed from the system, the easier RPM becomes to scale successfully.



5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

Why Cellular Connectivity Changes RPM Adoption

One of the largest barriers to RPM success is patient-side technology friction.

Home Wi-Fi setup may seem minor operationally — but for many patients, especially seniors, these become barriers to participation.

Cellular-connected RPM devices eliminate many of these challenges.

ConneCellular RPM Advantagescted Care at Scale

No Patient Wi-Fi Setup

Devices connect through a dedicated cellular gateway powered by a nationwide wireless network.

Simplified Patient Experience

No apps, passwords, or complicated technology workflows for patients to manage.

Reliable Bluetooth-to-Cellular Connectivity

Bluetooth-enabled devices securely transmit readings through a cellular-connected gateway.

More Consistent Data Transmission

Providers maintain better visibility into patient health between visits.

Reduced Staff Burden

Less troubleshooting and technical support allows staff to stay focused on patient care.

Designed for Real-World Medicare Populations

Technology built to reduce friction and improve RPM adherence for seniors.

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

Cellular-connected RPM models are especially important for:

- Elderly Medicare populations
- Rural patient populations
- Patients without reliable home internet
- Patients managing multiple chronic conditions

The patients who often benefit most from continuous monitoring are frequently the least likely to successfully manage Bluetooth pairing, mobile apps, or home Wi-Fi setup independently.

By removing these barriers, cellular RPM environments help organizations expand connected care access more consistently across broader patient populations.

RPM by the Numbers

120,000+
patients supported

350+
healthcare organizations using connected RPM infrastructure

17.6-month
average RPM patient enrollment

95.4%
billing threshold performance under 2026 CMS standards

30%
reduction in hospitalizations documented in one nephrology deployment

74
patients transitioned in 30 days during an RPM vendor rescue deployment

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

How RPM Supports Chronic Disease Management

Chronic disease management is becoming one of the largest operational pressures facing physician groups today. Connected care programs help providers identify worsening trends earlier — before hospitalization becomes necessary.

RPM programs are commonly deployed for:

- Hypertension
- Diabetes
- COPD
- Cardiac conditions
- Weight management
- Long-term chronic disease monitoring

Research has shown that even modest improvements in chronic condition management can significantly reduce complications, emergency visits, and hospitalizations.

RPM creates visibility between visits that traditional episodic care models cannot provide.

Real Clinical Outcomes

Across active RPM patient populations, organizations have documented measurable clinical improvements within the first 90 days of monitoring.

Documented outcomes include:

- Increased blood pressure readings within goal range
- Reduced high-critical systolic readings
- Earlier intervention for escalating chronic conditions
- Reduced hospitalizations in high-risk patient populations

In one nephrology deployment focused on hypertensive patients, a practice documented:

30% fewer hospitalizations within the first 60 days

90% patient reading adherence

2x greater patient engagement

These results reinforce the value of proactive monitoring between traditional office visits.

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

Understanding RPM Reimbursement

One of the biggest misconceptions about RPM is that reimbursement is overly complicated.

In reality, RPM reimbursement becomes manageable when workflows are standardized and operationally consistent.

CMS Continues to Incentivize RPM

The Centers for Medicare & Medicaid Services (CMS) continues to support Remote Patient Monitoring because proactive chronic care management improves patient outcomes while helping reduce long-term healthcare costs.

As RPM adoption has grown, CMS reimbursement opportunities have expanded alongside it — creating new recurring revenue opportunities for physician groups and healthcare organizations implementing scalable connected care programs. Industry estimates show RPM programs can generate meaningful recurring monthly reimbursement per eligible patient when documentation, engagement, and monitoring requirements are consistently met. But many healthcare organizations quickly discover that RPM reimbursement is operationally complex.

Clinical teams are often already stretched thin, and nurses frequently become responsible for:

- Monitoring patient engagement requirements
- Managing documentation workflows
- Tracking billable interaction time
- Coordinating follow-up communication
- Navigating evolving CPT billing requirements
- Maintaining audit-ready reporting

Without streamlined workflows and automation, RPM programs can create additional administrative burden instead of operational efficiency.

That is why successful RPM programs increasingly depend on:

- Consistent patient engagement
- Automated documentation workflows
- Reliable device connectivity
- Audit-ready reporting
- Operational consistency
- Simplified patient onboarding

Programs built around reliable connectivity, automated data transmission, and scalable support models are often better positioned to improve reimbursement capture while reducing strain on internal clinical teams.

To better understand RPM reimbursement pathways, CPT billing codes, and documentation requirements, explore the Premier Wireless RPM CPT Reimbursement Guide.

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

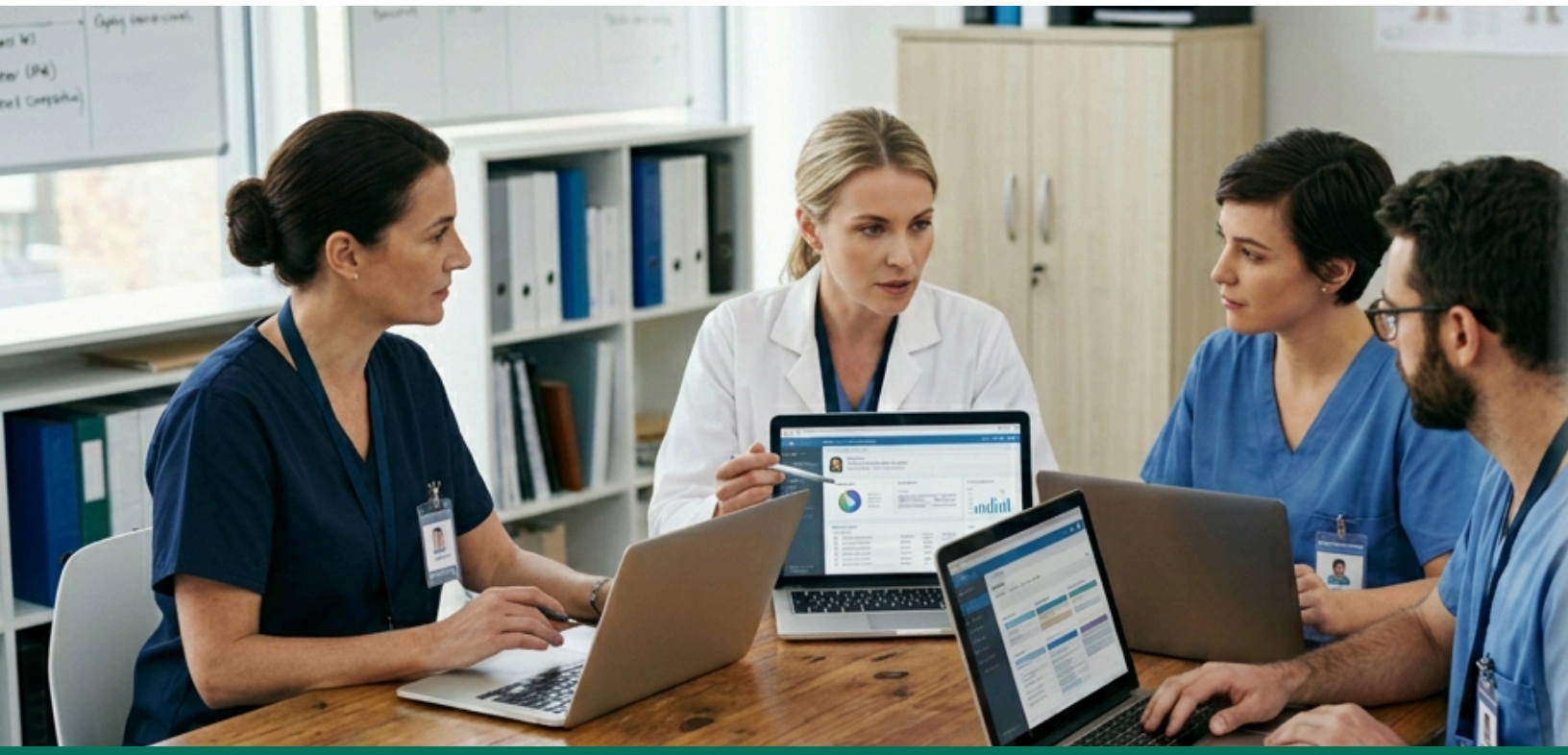
Why Workflow Design Matters

Many practices struggle with RPM reimbursement because they lack:

- Consistent documentation
- Time tracking
- Patient engagement visibility
- Clinical workflow coordination

Successful RPM programs simplify these operational processes through:

- Automated reporting
- Audit-ready tracking
- Standardized workflows
- Centralized patient monitoring dashboards



Two Ways to Deploy RPM Successfully

Premier Wireless developed VeraSync™ to give healthcare organizations a simpler, more scalable way to deploy connected care programs through cellular-connected RPM infrastructure, flexible operational support, and reimbursement-ready workflows.

The VeraSync™ Connected Care Ecosystem includes:

VeraSync Connect™

Cellular-connected RPM infrastructure designed to support reliable data transmission and simplified patient onboarding across large patient populations.

VeraSync Insight™

A centralized RPM dashboard supporting monitoring visibility, workflow coordination, reporting, and operational scalability.

VeraSync Nurse Navigator™

Optional licensed nursing support designed to help healthcare organizations expand RPM capacity without increasing internal staffing burden.

Through VeraSync Nurse Navigator™, healthcare organizations gain access to a large team of U.S.-based licensed nurses operating across all 50 states who engage with patients on behalf of the provider organization. From onboarding and outreach to ongoing patient engagement and monitoring support, the experience feels like a seamless extension of the clinic's own care team.

This becomes especially important as many physician groups and healthcare organizations face growing operational strain. Nurses and clinical staff are often already managing high patient volumes while also navigating RPM documentation requirements, reimbursement workflows, patient engagement tracking, and ongoing follow-up coordination.

Without the right infrastructure and support model, RPM programs can quickly create additional administrative burden instead of operational efficiency.

That is why VeraSync™ supports two connected care deployment models designed to fit different staffing structures, operational goals, and levels of internal RPM experience.

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

OPTION 1

VeraSync Clinical Care™

Supported RPM Services

Designed for organizations seeking a more fully supported RPM model with additional patient engagement, onboarding, and clinical support services.

Premier Wireless provides

- Patient onboarding & device coordination
- Ongoing patient engagement support
- Licensed clinical navigation teams
- Monitoring workflow assistance
- Reimbursement & operational support
- Program coordination & scalability assistance

VeraSync Complete™ acts as an extension of your care team — helping reduce operational burden while supporting long-term patient participation and program growth.

OPTION 2

VeraSync Practice™

Provider-Led RPM

Built for organizations that want to manage patient engagement and clinical workflows internally while leveraging VeraSync™ infrastructure, connectivity, and operational tools.

Your team manages:

- Patient outreach & engagement
- Clinical monitoring workflows
- Care escalation processes
- Billing & reimbursement workflows
- Ongoing patient communication

Ideal for healthcare organizations with existing care management or RPM staffing in place that want greater operational control and scalability.

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

Why Patient Experience Determines RPM Success

RPM only works when patients consistently participate. The easier the experience becomes, the higher adherence rates tend to be.

Successful connected care programs remove unnecessary technical barriers:

- No apps
- No passwords
- No patient-managed Wi-Fi
- No unnecessary technology friction

Especially for seniors, simpler onboarding often leads to:

- Better adherence
- More consistent readings
- Fewer support calls
- Stronger continuity of care

The best connected care technology is often the technology patients barely notice.

Real-World Impact

In one RPM Rescue Program deployment, a Colorado-based Internal Medicine practice transitioned 74 patients to a new connected care platform within 30 days after their previous RPM vendor unexpectedly shut down.

By replacing Bluetooth-dependent devices with cellular-connected monitoring technology, the practice reduced connectivity issues for elderly patients while improving continuity of care during a critical transition period.

Within 90 days, the clinic achieved a 30% reduction in high and critical vital readings — demonstrating how simpler, more reliable connected care infrastructure can support both patient adherence and clinical outcomes.

Additional Case Study Proof

Additional healthcare organizations deploying connected RPM environments have documented:

- 94% RPM billing threshold achievement rates
- More than 70% of patients consistently submitting readings monthly
- Earlier intervention for escalating hypertension and chronic disease trends
- Improved long-term patient engagement across chronic care programs

These operational outcomes reinforce a broader trend: RPM adoption improves when both technology friction and workflow complexity are reduced.

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

Why Healthcare Organizations Are Moving Toward Cellular RPM

Healthcare delivery is increasingly shifting beyond the clinic, requiring providers to maintain better visibility into patient health without increasing operational burden on staff.

That is why more healthcare organizations are moving toward cellular-connected RPM environments powered by reliable nationwide wireless infrastructure like T-Mobile's 5G network.

Unlike Wi-Fi-dependent monitoring models, cellular RPM devices stay connected independently of patient home internet, mobile apps, or manual syncing — helping reduce technology friction for both patients and care teams.

Powered by T-Mobile's nationwide network, connected care environments help organizations:

- Expand proactive chronic disease management
- Improve patient engagement and adherence
- Reduce monitoring friction and support calls
- Simplify deployment across large patient populations
- Improve continuity of care between visits
- Support scalable RPM programs across urban and rural communities

As RPM programs scale, connectivity becomes infrastructure — not just technology.

Larger patient populations, more monitoring devices, and increasing reimbursement oversight all require RPM environments that remain operationally consistent over time.

That is why healthcare organizations are increasingly moving toward cellular-connected RPM infrastructure powered by reliable nationwide networks like T-Mobile, helping maintain continuity of care across both urban and rural patient populations.

Connected care is no longer simply about collecting readings. It is about building reliable, scalable healthcare infrastructure that allows providers to deliver proactive care beyond the traditional clinic environment.

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com

Final Takeaway

RPM adoption has not stalled because the value is unclear. It stalled because implementation became too difficult.

Healthcare organizations that simplify connectivity, reduce patient-side friction, and standardize workflows are creating RPM programs that scale more successfully for both providers and patients.

The future of connected care is cellular, operationally scalable, and built around simplicity.

About VeraSync™

VeraSync™, developed by Premier Wireless, is a connected care platform designed to simplify Remote Patient Monitoring through cellular-connected devices, reimbursement-ready workflows, and scalable deployment models powered by T-Mobile's nationwide network.

To learn more about VeraSync™ and connected care deployment strategies, contact Premier Wireless to schedule a connected care consultation.

SCHEDULE A DISCOVERY CALL
premierwireless.com/contact

TALK TO SALES
sales@pwbts.net

5959 Corporate Drive, Suite 1225, Houston, TX 77036 (281) 667-0404 sales@pwbts.net premierwireless.com