

Benefit Guideline: Reemo™ Smartwatch Programs

Service: Personal Emergency Response System (PERS) and or Telemonitoring and or Activity Tracker

Effective: 1/1/2023-12/31/2023

Products:

Medica DUAL Solution® - Minnesota Senior Health Options (MSHO)

Medica AccessAbility Solution® Enhanced (ISNBC)

See Table Below for eligibility of each program by product

Benefits Defined

- Personal Emergency Response System (PERS); using a Reemo Smartwatch
- Telemonitoring provides a Reemo Smartwatch, blood pressure cuff, and scale. Available to members as a Special Supplemental Benefit for the Chronically Ill (SSBCI).
- Activity Tracker provides a Reemo Smartwatch that tracks steps and heart rate.
- Member eligibility (see below) determines what features will be enabled on the member's smartwatch.

MSHO members may receive one or a combination of these programs per eligibility criteria.

Covered Services

	Smartwatch Feature		
	PERS	Telemonitoring	Activity Tracker
All ISNBC			X
All MSHO			X
MSHO SSBCI		X	
MSHO Community Well (not eligible for waiver)	X		

Personal Emergency Response Systems (PERS)

This benefit is for up to 12 months of Reemo Smartwatch service per plan year for eligible members. Reemo Smartwatch services include the smartwatch device, member instruction, and monthly mobile PERS service. This benefit is limited to one Reemo Smartwatch service per plan year and members cannot be in receipt of a PERS service through a waiver.

Eligibility:

- MSHO members not currently on a waiver or eligible for waiver (Rate cell A).
- Members are **not** eligible for this benefit in the following circumstances:
 - Members requesting items beyond the allotted benefit.

- Member is on the Elderly Waiver or any other waiver, such as the disability waiver managed by a county case manager.
- Member is eligible to be on a waiver.

Process

- Service provider must be Reemo Health.
- Care Coordinator introduces the Reemo Smartwatch to the eligible member and obtains their verbal consent to order a Reemo Smartwatch.
- Conversation and consent documented in case notes.
- Care Coordinators completes the Reemo Smartwatch order request form.
 - Care Coordinator will need to obtain at a minimum one Emergency Contact from member including name and phone number, email address optional for the form.
- Care Coordinator to email medica@reemohealth.com to submit orders/terminations and request technical support.
- Reemo will reply to Care Coordinator orders with instructions on access to Reemo web tools for monitoring member level data for your member(s).

NOTE: If for any reason the service needs to be terminated before the end of the plan year the CC must advise Reemo by the end of the month in which services are to be terminated.

- Device recovery: if the service is terminated and the CC is able to recover the device from the member please contact medica@reemohealth.com

Telemonitoring

Eligibility:

- MSHO members who have been identified through Medica claims with one or more of the following chronic conditions:
 - Diabetes
 - Congestive Heart Failure
 - Hypertension
 - Ischemic Heart Disease

Process

- Medica will identify eligible members via reporting, Medica will provide the eligibility report to Reemo.
- Reemo will receive the report and complete direct outreach to engage eligible members.
- When a member engages/accepts the benefit, Reemo will notify Medica.

Activity Tracking

Eligibility:

- MSHO and ISNBC members living in community in setting.

Process

ISNBC

- ISNBC members will be identified through Medica reporting which will be provided to Reemo.
- Reemo will receive the report and complete direct outreach to engage eligible members.
- When a member engages/accepts the benefit, Reemo will notify Medica.
- Members can also call Reemo directly, or reach out to their Care Coordinator to make request.
- For Care Coordinators who receive this request, they can call Reemo at 1-877-697-3366 M-F 9am to 5pm or email Reemo at medica@reemohealth.com providing members information and request for Activity Tracker.

MSHO

- MSHO members can call Reemo directly, or reach out to their Care Coordinator to make request.
- For Care Coordinators who receive this request, they can call Reemo at 1-877-697-3366 or e-mail Reemo at medica@reemohealth.com to submit orders/terminations and request technical support providing members information and request for Activity Tracker.

For both products, members who reach out to customer service may be directed to reach out to Reemo direct to their Care Coordinator to complete the request.

When to Submit a Request for Benefit Exception

- These services are ineligible for BEI requests.

Considerations:

- Has the member had a change of condition to warrant a reassessment to determine if Nursing Facility level of care is met and whether it is appropriate for the member to be opened to the Elderly Waiver for PERS?
- Replacement device requests will be handled on a case by case basis in consultation with CCP operations.

Additional Resources:

- Members can call Reemo at 1-877-697-3366 (toll free) (TTY:711) Monday-Friday 9am to 5pm, CT to:
 - Ask questions about a device they already have
 - Ask questions about a program they participate in

This Medica Benefit Guideline for Care Coordination products is intended to guide service plan development. This reflects current interpretation of the product benefit set and/or parameters for obtaining services. Medica staff should be consulted for further guidance or to vary from these recommendations.