



The Centers for Disease Control and Prevention has recommended social distancing measures as a result of the COVID-19 pandemic. Abbott recognizes that these measures will impact device management and patients' scheduled device clinic visits. Abbott Remote Care Technical Support offers resources to assist you in your increased usage of remote monitoring to comply with social distancing recommendations.

The reference documents mentioned below are up-to-date as of March 25<sup>th</sup>, 2020 and are accessible from [www.manuals.sjm.com](http://www.manuals.sjm.com) or by contacting Abbott Remote Care Technical Support.

### **Follow-up Schedule**

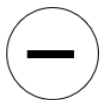
If the clinic would like to utilize remote monitoring in place of in-clinic appointments, patients' follow-up schedules in Merlin.net<sup>TM</sup> PCN can be adjusted to accommodate that workflow change.

More information about Scheduling can be found on Pages 8 and 12 of the Merlin.net<sup>TM</sup> Patient Care Network Arrhythmia and Device Management Application Help Manual.

Note: To allow adequate time for patients' Merlin@home<sup>TM</sup> transmitters to download changes to the schedule, it is recommended to set the start date of their scheduling calendar at least 8 days in advance of the first desired remote follow up. For patients using a Mobile App Transmitter, schedule at least 2 days in advance of the first desired remote follow up. Remind patients that their transmitters need to be connected (Merlin@Home<sup>TM</sup> Transmitters) or have adequate internet connectivity (Mobile App Transmitters).

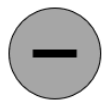
### **Disconnected Transmitters**

Patients listed on the Disconnected Transmitters page may have difficulty sending a remote transmission to Merlin.net<sup>TM</sup> PCN. Knowing a patient's connectivity status prior to adjusting their Follow-up Schedule or advising the patient to send a manual remote transmission can help determine if the patient's transmitter requires troubleshooting.



**No Communication**  
\_\_\_ Days

The Merlin@home transmitter has been unable to communicate with Merlin.net.



**No Alert Checks**  
\_\_\_ Days

The Merlin@ transmitter has been unable to communicate with the implanted device, but is communicating with Merlin.net.

To view patients with disconnected transmitters, select "Disconnected Transmitters" from Quick Links on the Recent Transmissions page in Merlin.net<sup>TM</sup> PCN.

## **Communication Troubleshooting Guidance**

### Merlin@home™ Transmitter

Based on the type of connectivity method being used, please refer to the applicable reference document below:

- Cellular Adapter: Page 1, Cellular Adapter Model EX1151 Series Troubleshooting Guide
- Landline: Page 3, Merlin@home™ Transmitter Model EX1150 Quick Start Guide\*
- Wireless Broadband: Page 5, Merlin@home™ Transmitter Model EX1150 Set Up Guide for Wireless Broadband\*

\*These documents were provided to the patient when they received the remote care product and are available by request from Abbott Remote Care Technical Support.

### myMerlin™ Mobile App

For helpful resources, please visit [www.confirmyourrhythm.com](http://www.confirmyourrhythm.com).

## **Alert Check Troubleshooting Guidance**

### Merlin@home™ Transmitter

If a patient's Merlin@home™ transmitter is not performing daily DirectAlert checks, please refer to pages 3-4 and 15 of the Merlin@home™ Transmitter Model EX1150, EX1150W User's Manual.

### myMerlin™ Mobile App

For helpful resources, please visit [www.confirmyourrhythm.com](http://www.confirmyourrhythm.com).

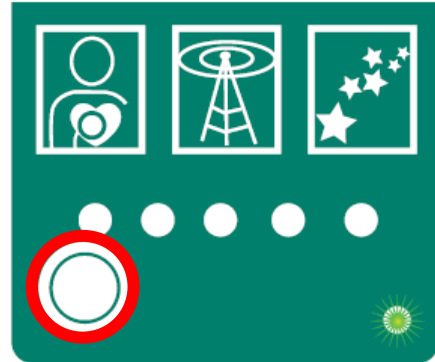
## **Sending a Manual Remote Transmission**

For use when guiding a patient through sending a manual remote transmission to Merlin.net™ PCN.

### **Merlin@home™ Transmitter**

Please refer to page 3 of the Merlin@home™ Transmitter Model EX1150 Quick Start Guide.

1. Press the Start button once. The Stars icon lights up.
2. Remain in front of the transmitter.
3. Press the Start button for 1 second until you hear a beep.
4. The Read icon lights up when the transmitter reads your implant.
5. The Tower icon lights up when the transmitter sends information about your implant. Sometimes this process takes a while. You do not need to stay in front of the transmitter.
6. The Stars icon lights up when your session is finished.



### **myMerlin™ Mobile App**

Please refer to page 5 of the myMerlin™ mobile app frequently asked questions.

Abbott Remote Care Technical Support remains available to assist you, your patients and their caregivers Monday to Friday, 8 a.m. to 8 p.m. Eastern Time.

Phone: 1-877-696-3754

Email: [myMerlin@abbott.com](mailto:myMerlin@abbott.com)

## CPT Codes Relating to Remote Monitoring

Current Procedural Terminology (CPT®) category I codes are established to report remote monitoring services for implantable cardiovascular devices. Remote monitoring services are reported using both professional and technical codes.<sup>1</sup> Professional codes cover services provided by a physician; technical codes cover the use of equipment, facilities, non-physician medical staff, etc.<sup>1</sup>

Medicare has established payment for remote monitoring codes. For example, for the remote monitoring of pacemakers and CRT-P devices, the Medicare non-facility national average global fee (which includes the professional and the technical components) is \$58 for a remote interrogation.<sup>2</sup>

Note, be aware of all of the specific requirements relating to remote interrogation device codes including but not limited to the following: (1) when an in-person interrogation device evaluation is performed without device programming during a period of remote interrogation device evaluation, only remote services may be reported<sup>1</sup> and (2) also, applicable billing frequency requirements must be met to report these codes (see table below for a brief summary but refer to the CPT manual for further details).<sup>1</sup>

Remote Monitoring Codes and Billing Frequency <sup>1</sup> Device	Code	Description	Frequency
Pacemaker/ CRT-P	<b>Professional:</b> CPT® Code 93294	Interrogation device evaluation(s) (remote), up to 90 days; single, dual, or multiple lead pacemaker system with interim analysis, review(s) and report(s) by a physician or other qualified health care professional	<ul style="list-style-type: none"> <li>➤ once every 90 days               <ul style="list-style-type: none"> <li>❑ Must monitor 30 of the 90 days</li> </ul> </li> </ul>
	<b>Technical:</b> CPT® Code 93296	Single, dual or multiple lead pacemaker or ICD systems, remote data acquisition(s), transmissions, technician review and support, results distribution	
ICD/ CRT-D	<b>Professional:</b> CPT® Code 93295	Interrogation device evaluation (remote), single, dual or multiple lead ICD system; physician analysis, review and report	<ul style="list-style-type: none"> <li>➤ once every 90 days               <ul style="list-style-type: none"> <li>❑ Must monitor 30 of the 90 days</li> </ul> </li> </ul>
	<b>Technical:</b> CPT® Code 93296	Single, dual or multiple lead pacemaker or ICD system; remote data acquisition(s), transmissions, technician review and support, results distribution	
Insertable Cardiac Monitor (ICM)/ Loop Recorder (ILR)	<b>Professional:</b> CPT® Code 93298	Interrogation device evaluation(s), (remote) up to 30 days; subcutaneous cardiac rhythm monitor system, including analysis of heart rhythm derived data, analysis review(s) and report(s) by a physician or other qualified health care professional	<ul style="list-style-type: none"> <li>➤ once every 30 days               <ul style="list-style-type: none"> <li>❑ Must monitor 10 of the 30 days</li> </ul> </li> </ul>
	<b>Technical:</b> CPT® Code 93299 (new code: G2066, effective 1/1/2020)	Interrogation device evaluation(s), (remote) up to 30 days; implantable cardiovascular physiologic monitor system or subcutaneous cardiac rhythm monitor system, remote data acquisition(s), receipt of transmissions and technician review, technical support and distribution of results	

Abbott offers a reimbursement hotline, which provides live coding and reimbursement information from dedicated reimbursement specialists. Coding and reimbursement support is available from 8 a.m. to 5 p.m. Central Time, Monday through Friday at (855) 569-6430 or [hce@abbott.com](mailto:hce@abbott.com). Additional reimbursement resources are available at [www.cardiovascular.abbott/us/en/hcp/reimbursement.html](http://www.cardiovascular.abbott/us/en/hcp/reimbursement.html).

Abbott is committed to assisting our clinicians and patients remain connected during this restrictive period with COVID-19. We will continue to monitor the situation and to address the clinical needs of our customers and patients, while complying with guidance from the CDC.

This document and the information contained herein is for general information purposes only and is not intended, and does not constitute, legal, reimbursement, business, clinical, or other advice. Furthermore, it is not intended to and does not constitute a representation or guarantee of reimbursement, payment, or charge, or that reimbursement or other payment will be received. It is not intended to increase or maximize payment by any payer. Similarly, nothing in this document should be viewed as instructions for selecting any particular code, and Abbott does not advocate or warrant the appropriateness of the use of any particular code. The ultimate responsibility for coding and obtaining payment/reimbursement remains with the customer. This includes the responsibility for accuracy and veracity of all coding and claims submitted to third-party payers. In addition, the customer should note that laws, regulations, and coverage policies are complex and are updated frequently, and, therefore, the customer should check with its local carriers or intermediaries often and should consult with legal counsel or a financial, coding, or reimbursement specialist for any questions related to coding, billing, reimbursement or any related issues. This update reproduces information for reference purposes only. It is not provided or authorized for marketing use.

<sup>1</sup>American Medical Association, CPT<sup>®</sup> 2020 Professional Edition.

<sup>2</sup>Physician Prospective Payment-Final rule with Comment Period and Final CY2020 Payment Rates. CMS-1715-F:

<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeeSched/PFS-Federal-Regulation-Notices-Items/CMS-1715-F>

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Rx Only

Brief Summary: Prior to using these devices, please review the Instructions for Use for a complete listing of indications, contraindications, warnings, precautions, potential adverse events and directions for use.

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<sup>®</sup>Indicates a third-party trademark, which is property of its respective owner.

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