



TapestryHealth™

Frequently Asked Questions for Residents and Healthcare Designees

WHAT IS TAPESTRYHEALTH?

TapestryHealth is an innovative company that helps long term care centers provide timely and high-quality care to residents. We work together to create a personalized plan of care to prevent hospitalizations and emergency room visits or to get residents to the hospital faster, when necessary.

TapestryHealth provides services that address the complex healthcare needs of patients with multiple chronic conditions by highlighting the residents who are most at risk of experiencing an acute event, identifying subtle changes in health status indicators that are early warnings for worsening conditions, and providing recommended care plans for chronic diseases and acute events.

Our goal is to decrease the need for residents to visit the Emergency Room or be admitted to the hospital, when possible, by identifying deteriorating health earlier and hopefully enabling the resident to be treated at the long-term care center.

WHAT TYPE OF SERVICES DOES TAPESTRYHEALTH PROVIDE?

TapestryHealth provides facilities with a safety net of solutions that integrate seamlessly with existing workflows to create a personalized, proactive approach for each patient with chronic care needs. These services are approved by the Centers for Medicare and Medicaid (CMS) to meet the complex health care needs of patients with chronic conditions.

Chronic Care Management (CCM) provides facilities with a Daily Risk Report that prioritizes residents who are most at-risk for needing hospitalization. Chronic Care Management assesses medications, vital signs, daily activities, falls, weight, and other health status indicators. Each patient's monthly report has an individualized care plan recommendations for the long-term care center and community providers to follow and the resident's progress on care plan goals.

Our Remote Physiologic Monitoring (RPM) is a touchless vital sign monitoring system. Our devices continuously collect pulse and respiration rate data which can be early indicators of a change in health status in real time. Changes in vital signs are reviewed by our remote team of nurses. When they see changes that might be early indicators of declining health status, they contact the on-site care team. RPM detects small changes which often go undetected. We provide peace of mind for residents, their families, and the onsite care team. Our devices use radar wave technology with **no cameras or microphones**. Data is secure and protected to maintain privacy.

WHAT IS CHESS MEDICINE?

Chess Medicine is an affiliate of TapestryHealth that employs physicians, nurse practitioners, and physician assistants. Residents may see Chess Medicine PLLC, Chess Medical PF, or Tapestry Telehealth PLLC on Explanation of Benefits (EOB) from health insurers and/or on invoices from TapestryHealth.

WHY DO RESIDENTS RECEIVE AN EXPLANATION OF BENEFITS (EOB) FROM THEIR INSURANCE FOR TAPESTRYHEALTH SERVICES?

Residents receive an EOB for services performed by TapestryHealth and/or its affiliates from their health insurance company. The EOB shows the amount TapestryHealth billed the insurance company, the amount the health insurance company paid Tapestry Health, and the amount the resident is responsible for paying (co-pay or co-insurance). In most cases, residents have secondary insurance (Medigap) or Medicaid and will not have any out-of-pocket payments.



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WILL RESIDENTS RECEIVE BILLS FROM TAPESTRYHEALTH AND/OR ITS AFFILIATES?

TapestryHealth is required by the Center for Medicare and Medicaid Services (CMS) to bill patients for their cost sharing responsibility (out of pocket payment). TapestryHealth first bills each resident's primary insurance, then their secondary or supplemental insurance. If the resident has not met the deductible or does not have Medicaid, secondary or supplemental insurance or a plan that fully covers CCM and RPM services, a resident may receive a bill from TapestryHealth and/or its affiliates.

Residents covered by Medicaid will not have any cost sharing. If a resident or designee is unable to pay TapestryHealth, please contact us at info@tapestryhealth.com. As is common for most healthcare providers, TapestryHealth does not send accounts to collection agencies.

WHAT IS AN INITIATING PATIENT VISIT?

Before CCM or RPM services can start, the CMS requires the health care provider to see each patient for an initiating visit. This applies to new patients or patients who the billing clinician has not seen within one year. An initiating visit can occur during a face-to-face visit or a telehealth visit. During the visit, the provider will explain TapestryHealth services, explain the possibility for cost sharing, and ask the patient for consent for TapestryHealth to provide CCM and/or RPM services.

WHY DOES THIS LONG-TERM CARE CENTER NEED TO COMPLETE INITIATING PATIENT VISITS?

For TapestryHealth to continue providing CCM and/or RPM services, initiating patient visits must be completed. This became a requirement after the COVID19 Public Health Emergency was canceled in May 2023.

DO RESIDENTS NEED TO CONSENT TO RECEIVING TAPESTRYHEALTH SERVICES?

Yes. For a resident to receive CCM and/or RPM services, a resident must provide consent to receive services. Consent can be obtained with an electronic signature through our consent app, providing verbal consent to a TapestryHealth clinician, or by completing a paper form and submitting it through the app. A paper form is included in the admission packet or can be obtained from the long-term care center administrator. The Admissions team of long-term care centers can assist residents and families in using the app or uploading signed consent forms. Consent for residents who are not alert and/or cognitively impaired will be requested to their designee via the app.

HOW CAN A RESIDENT OPT OUT OF THE PROGRAM?

Residents may opt out of the CCM and/or RPM program by emailing caremanagement@tapestryhealth.com. Please include the name of the long-term care center, the resident's name, the resident's healthcare designee, and the resident's date of birth.

WHAT IS A TELE-TECHNICIAN?

A Tele-Technician is a medical assistant who goes onsite to long term care centers to enable our physicians and advanced practice providers to conduct meaningful telemedicine visits and initiating patient visits with residents. TapestryHealth ensures they meet all requirements to work on the long-term care center's behalf in a skilled nursing facility. Tele-Technicians are trained to work with residents.

HOW CAN I CONTACT TAPESTRYHEALTH WITH QUESTIONS OR CONCERNS?

The best way to reach someone is via our website's contact page at www.tapestryhealth.com/contact/ or emailing us at info@tapestryhealth.com