Expanding Access to Continuous Glucose Monitoring in Rural Health Clinics

Workflow, Billing, and Practical Strategies
Speakers: April Marsh and Laura Green

Session Overview

CGM is transforming diabetes care: improved outcomes, fewer complications, patient empowerment

Focus: device options, workflows, patient education, billing, referral pathways, rural barrier

Why CGM Matters for RHCs

Supports mindful eating and lifestyle changes

Proven to lower A1c and improve patient engagement

Fits within Chronic Care Management (CCM) efforts

Identifying Patients for CGM

T1DM and insulin-treated T2DM (insurance-covered)

Uncontrolled T2DM or pre-diabetes: samples, short-term use, Stelo OTC option

Assess readiness: device comfort, portal/app use

Device Options & Patient Empowerment Toolkit

DEXCOM G7, FREESTYLE LIBRE 3, STELO OTC

BCBSM PATIENT EMPOWERMENT TOOLKIT: LIBRE 3, WI-FI BP MONITOR, WI-FI SCALE

ELIGIBILITY: BCBSM PPO W/ PDCM BENEFIT (NOT MEDICARE ADVANTAGE)

Aspire Clinic Workflow (Dexcom Example)

Provider reviews CGM reports monthly (30 min block)

Staff prints/uploads reports (Dexcom Clarity or LibreView)

Smart Phrase template used for documentation

Routed to provider → adjustments → patient notified

Northern Pines Workflow (Sample + Care Management)

Dexcom rep provides 10-day CGM samples

Care Manager educates on diet, activity, timing, portions

Follow-up after 10 days → review data & goals

Long-term CGM via DME (Parachute or PET program)

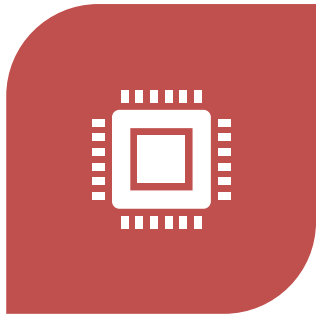# Data Integration & Sharing

DEXCOM CLARITY ALLOWS
REMOTE UPLOADS

LIBREVIEW SETUP REQUIRED
FOR PET TOOLKIT

REPORTS PREPARED BEFORE
PROVIDER CARE CONFERENCES

Billing & Coding Essentials

ASPIRE CLINIC: 95249 (STARTUP, NOT RHC-BILLABLE), 95251 (ONGOING MONITORING)

NORTHERN PINES: MEDICARE/MA: 99490; BCBS/MEDICAID: G9002, G9007, 98966

CARE CONFERENCES: G9007 WITH PROVIDER

Overcoming Barriers in Rural Settings

Patient tech readiness

Broadband/device compatibility

Insurance variation

Strategies: samples, OTC options, education, DME partnerships

Key Takeaways

CGM supports better outcomes and CCM

Workflows can be standardized across RHCs

Billing pathways exist for monitoring & CCM

BCBS PET toolkit = key resource for eligible patients

Questions
&
Discussion