



DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF INSPECTOR GENERAL

WASHINGTON, DC 20201



Krista Drobac
Alliance for Connected Care
1100 G Street NW, Suite 420
Washington, DC 20005

Dear Krista Drobac:

I am writing in response to your September 24, 2024, letter to Inspector General Grimm regarding our report *Additional Oversight of Remote Patient Monitoring in Medicare Is Needed*, OEI-02-23-00260.

The Department of Health and Human Services (HHS), Office of Inspector General (OIG) is focused on protecting the integrity of HHS programs, as well as the health and welfare of enrollees, by conducting evaluations that provide timely, useful, and reliable information and recommendations to decisionmakers and the public.

As we note in our report, Medicare began covering remote patient monitoring in 2018. The use of remote patient monitoring has grown significantly since 2019. It also has the potential for continued growth in the future as many enrollees receive remote patient monitoring for hypertension, one of the most common conditions among Medicare enrollees. As a result, there is an increasing need to understand how these services are used, as well as a need to identify any vulnerabilities that may limit the oversight of these services.

Our report provides key insights about the use of remote patient monitoring and vulnerabilities in the Centers for Medicare & Medicaid Services' (CMS's) ability to oversee these services. This information is designed to help CMS and other stakeholders ensure that patients are able to benefit from remote patient monitoring and also to prevent Medicare dollars from being misspent.

As Medicare enrollees increasingly rely on health technologies—such as remote patient monitoring—to address their treatment needs, it is critical to have increased transparency. To this end, we made a number of recommendations to CMS so that it has additional information for oversight.

We have carefully reviewed the concerns that you raised in your letter. We stand behind the statements and analyses in our report. We note that OIG conducts its work with independence,

objectivity, integrity, and quality. OIG employs rigorous approaches to produce work products that adhere to quality standards. All of our evaluations meet the standards set out by the Council of the Inspectors General on Integrity and Efficiency, known as the [Quality Standards for Inspection and Evaluation](#).

Sincerely,

Ann Maxwell

Ann Maxwell
Deputy Inspector General
For Evaluation and Inspections