

Chronic Care Management FAQs

What is a chronic condition?

A chronic condition is a health problem that can be controlled with proper treatment but not cured. For example, diabetes, high blood pressure, and chronic obstructive pulmonary disorder (COPD) are chronic conditions.

What is chronic care management?

Chronic care management (also called CCM) is extra support that we offer to our patients who have two or more chronic conditions that are serious risks to their well-being. Christ Community's CCM program can help you be as healthy as possible. It gives you access to the resources and guidance you need to manage your chronic conditions effectively.

What services are offered with CCM?

With our CCM program, we will typically spend at least 20 minutes per month coordinating care for your chronic conditions. This includes coordination of the health care you get from us, as well as the care you may get at another doctor's office, at the hospital, at the pharmacy, at your home, or from a community service organization. If your chronic conditions require more intensive management and we spend 60 minutes or more per month coordinating your care, that is considered complex CCM. However, most patients do not need complex CCM services on a regular basis.

Who can sign up for the CCM program?

You can sign up for our CCM program if you are currently enrolled in Medicare Part B and you have two or more chronic conditions that are expected to last for 12 months or longer.

What are the benefits of signing up for this program?

When you sign up for our CCM program, a dedicated care team from our practice will coordinate all of your health care. Although each patient is different, many patients who get CCM services can avoid expensive emergency department visits and hospital admissions. Other benefits of signing up for the program include the following:

- We will work with you to create a personalized care plan that includes your health goals and specific action steps to meet them. We will also update your plan as necessary.
- We will give you extra support outside of office visits.
- A member of your care team will be accessible to you 24 hours a day, 7 days a week to address your urgent care needs so that you can get this care regardless of the time of day or day of the week.
- You will always be able to schedule routine appointments with a designated member of your care team.
- We will schedule any preventive care that you need. For example, we will be sure that you get the flu vaccine at the right time every year.
- We will help you manage your medicines.
- We will coordinate the health care you get from us, as well as the care you may get at another doctor's office, at the hospital, at the pharmacy, at your home, or from a community service organization.

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Do I have to pay for CCM services?

These services are covered by Medicare Part B. They are subject to the usual Medicare deductible and coinsurance. If you sign up for the CCM program, our office will collect a copay for each month in which you get qualifying CCM services, until you cancel the services. Please note that if you don't get qualifying CCM services in a certain month, we will not bill you for that month. After the Medicare deductible has been met, most patients pay approximately \$8 to \$18 to coordinate their care during the month. If you have supplemental insurance, it may cover all or part of the copay amount. Check with your insurance carrier for details.

How can I sign up for the CCM program?

To get CCM services from our practice, you must talk to your doctor about the program and then formally consent to receive these services from our care team. Ask your doctor or any member of the care team for details about how to sign up for our CCM program.

I'm already getting CCM services from another health care professional. Can I also sign up for this CCM program?

No. Medicare will only pay one doctor or other health care professional at a time to provide CCM services for you. Let your doctor know if you are already getting these services from another health care professional.

Can I stop getting CCM services after I sign up?

Yes. You can cancel CCM services at any time in writing or verbally (for example, by calling our office or by telling a member of your care team). Your CCM services will stop at the end of the month in which you cancel them.