CCM- The Context
Financial & Human Cost of Chronic Conditions

- 70% Deaths
- 67% Chronic Patients
- 98% Hospital Readmissions
- 93% of Spending
Beginning **Jan. 1, 2015**, Medicare & Medicare Advantage FFS Plans started paying providers **$42.00** per patient per month* for non-face to face Chronic Care Management (CCM) services.

*Patients with 2 or more chronic conditions.*
Potential Revenue $$$ for Practices

$42 per qualified patient per month

Avg. number of Patients per physician = 3300
Avg. number of Medicare Patients (22%) = 725
Avg. number of Eligible patients (67%) = 490

Per Physician
Annual Opportunity
200 Patients = $100k
500 Patients = $252k
1000 Patients = $504k
What you need to do?

Collect Consent from Eligible Patients

Develop capabilities to perform CCM

Provide & Bill for 20 min of CCM services every month
## Scope of service

- Use of Certified EHR
- Informed Consent
- 24/7 access to Care Management Services
- **Continuity of care with a designated member of the care team**
- Systematic assessment of health needs and preventive services
- Electronic care plan & Share with other Providers
- Management of care transitions
- Coordination with home and community-based clinical service providers
- Enhanced communication opportunities for patient and caregiver
Provider Eligibility

Physicians (Any Specialty)

Nurse Practitioner (NP)

Physician Assistants (PA)

Advanced Practice Registered Nurses (APRN)

Clinical Nurse Specialists (CNS)
Who can perform CCM services

Examples of CCM qualified activities towards 20-minute requirement:

1. performing medication reconciliation and overseeing the beneficiary’s self management of medications;
2. ensuring receipt of all recommended preventive services; and
3. monitoring the beneficiary’s condition (physical, mental, social).

Licensed Clinical Staff
- MAs
- PAs
- RNs
- LSCSWs
- LPNs
- APRNs

Subject to general supervision from a Physician
Identify eligible patients with two or more chronic conditions

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>DOB</th>
<th>PCP</th>
<th>Insurance</th>
<th>No. of Chronic Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, Jane (F, 59 Yrs)</td>
<td>01/30/1956</td>
<td>Willis, sam</td>
<td>UNITED Healthcare</td>
<td>3</td>
</tr>
<tr>
<td>Kumar, Raj (M, 43 Yrs)</td>
<td>04/12/1971</td>
<td>Willis, sam</td>
<td>UNITED Healthcare</td>
<td>2</td>
</tr>
<tr>
<td>Darren, Gary (M, 8 Yrs 11M)</td>
<td>03/30/2006</td>
<td>Willis, sam</td>
<td>CommPaper</td>
<td>3</td>
</tr>
<tr>
<td>Curran, Shannen (F, 28 Yrs)</td>
<td>11/04/1986</td>
<td>Willis, sam</td>
<td>UNITED Healthcare</td>
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</tr>
<tr>
<td>Jones, Raul (M, 53 Yrs)</td>
<td>04/12/1961</td>
<td>Willis, sam</td>
<td>UNITED Healthcare</td>
<td>3</td>
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<tr>
<td>Curran, Martha M (F, 40 Yrs)</td>
<td>03/31/1974</td>
<td>Willis, sam</td>
<td>UNITED Healthcare</td>
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<tr>
<td>McTigue, Patrick (M, 43 Yrs)</td>
<td>07/30/1971</td>
<td>Willis, sam</td>
<td>UNITED Healthcare</td>
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</table>

<table>
<thead>
<tr>
<th>ICD Group</th>
<th>ICD Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Endocrine</td>
<td>250.00</td>
<td>Diabetes mellitus without mention of complications, type II or unspecified type, not stated as uncontrolled</td>
</tr>
<tr>
<td>Pulmonary</td>
<td>493.90</td>
<td>Asthma, unspecified, unspecified status</td>
</tr>
</tbody>
</table>
Enroll patient into CCM program
Manage CCM Program – Care Plan Visit

Henson, David 75 Y, male

Visit

Problems
- Diabetes mellitus
- Hypertension
- Depression

Diabetes mellitus

Hypertension

Depression

Diabetes Management

- Do you have a working glucometer?
  - Yes
  - No

- Do you know the signs/symptoms of hyperglycemia?
  - Yes
  - No

- How often do you have HIGH blood sugar (> 180 mg/dL)?
- How often do you have LOW blood sugar (less than 70 mg/dL)?

- Do you know the signs/symptoms of hypoglycemia?
- Do you know how to treat hyperglycemia?
- Do you monitor your blood pressure?
- Do you get a yearly eye exam?
- Do you examine your feet closely?
Subjective:

Chief Complaint(s):

HPI:

Current Medication:

Atenolol 100 MG Tablet 1 tablet Once a day
Lisinopril 5 MG Tablet 1 tablet Once a day
Metformin HCl 500 MG Tablet 1 tablet with meals Twice a day

Medical History:

spondylitis.

Allergies/Intolerance:

Gyn History:

Mins Completed: 70 Min
Add Task
Patient Document for Review
Manage CCM Program – Start Timer and Document care plans
### Manage CCM Program – Start Timer and Document care plans

#### Patient Information

**Name:** Smith, Billy  
**DOB:** 01/01/1990  
**Age:** 25 Y  
**Sex:** M  
**Insurance:** BCBS  
**PCP:** Willis, Sam

#### Lab Values

- **Patient Balance:** $0.00  
- **Account Balance:** $0.00

#### Medical Summary

- **Last Appt:** 05/13/2014 11:15 AM  
- **Next Appt:** None

#### Problem List

- **Global Alerts:** Diabetes mellitus without mention of complication, type II or unspecified type, not stated as uncontrolled
- **Problem List:** Other forms of epilepsy and recurrent seizures, with intractable epilepsy
- **Problem List:** Hypertension
- **Problem List:** Benign hypertensive heart disease with heart failure

#### Current Medications

- **Current Medications:**
  - All

#### Allergies

- **Allergies:**
  - Global Alerts

#### Immunizations

- **Immunizations:**

#### Therapeutic Injections

- **Therapeutic Injections:**

####圈 of Care

- **Circle of Care:**

#### CCMR Hub

- **CCMR Hub:**

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Manage CCM Program – Start Timer and Document Follow up Actions

Name: Velez, Santino
Action Type: Appointment
Assigned To: Pharmacy Order
Status: Diabetes Management
Start Date: Medication Reminder, Home Visit
Notes: Access home safety

Subject: Follow up
Facility:
Priority: Normal
Due Date: 05/10/2014, 12:00 AM

Recurrent Action Frequency: 2
Last Due: 09/22/2014, 12:00 AM
Last Done: 09/22/2014, 12:00 AM
No end date
End After: occurrences
End by: 01/19/2015, 12:00 AM

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Manage CCM Program – Start Timer and Document care plans

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>DOB</th>
<th>PCP</th>
<th>Insurance</th>
<th>Min Completed</th>
<th>No. of CC</th>
<th>Claim Status</th>
<th>Claim Date</th>
<th>Program Start Date</th>
<th>Program End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curran, Shannen (F, 28 Yrs)</td>
<td>11/04/1985</td>
<td>Willis, sam</td>
<td>UNITED Healthcare</td>
<td>00:00:00</td>
<td>3</td>
<td>Not Created</td>
<td>-</td>
<td>03/18/2015</td>
<td>05/18/2015, 61 Days Left</td>
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<tr>
<td>Darren, Gary (M, 8Yrs 11M)</td>
<td>03/30/2006</td>
<td>Willis, sam</td>
<td>CommPaper</td>
<td>00:00:00</td>
<td>3</td>
<td>Not Created</td>
<td>-</td>
<td>03/18/2015</td>
<td>07/18/2015, 122 Days Left</td>
</tr>
</tbody>
</table>
Automated Billing

Once 20 minutes are completed, CCM Billing Automation will create a claim in Pending Status.

Provider: Willis, Sam A
Facility: Westborough Medical
Patient: Test, Sabrina
Last Run: 11/20/2014

ICD Codes:
1. 250.01 - Diabetes mellitus type I
2. 401.9 - Continued arterial hypertension

CPT/HCPCS:
99490 - 1 unit - Billed Fee: $45.00

99490 by default

Default to Monthly - or remove this option

'Opt-in Date' - From Date: 11/01/2014
'To Date': 10/31/2015

Opt-out Date

PCP’s Primary Facility

ICD’s marked as 'Chronic' from patient’s Problem List

Auto-assign ICD to CPT
### Program KPI's

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total PT.</td>
<td>254</td>
</tr>
<tr>
<td>Completed PT.</td>
<td>194</td>
</tr>
<tr>
<td>Total Eligible PT.</td>
<td>102</td>
</tr>
<tr>
<td>Minute Per Patient</td>
<td>34</td>
</tr>
<tr>
<td>Total Minutes</td>
<td>4 hr 24 min</td>
</tr>
<tr>
<td>Care Plans Completed</td>
<td>71</td>
</tr>
<tr>
<td>Chronic Conditions</td>
<td>4 Per Patient</td>
</tr>
</tbody>
</table>

### Revenue KPI's

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visits Billed</td>
<td>168</td>
</tr>
<tr>
<td>Pending Billed</td>
<td>86</td>
</tr>
<tr>
<td>Dollars Billed</td>
<td>$7056</td>
</tr>
<tr>
<td>Rejected Claims</td>
<td>10</td>
</tr>
<tr>
<td>Paid Amount</td>
<td>$4210</td>
</tr>
<tr>
<td>Revenue Missed</td>
<td>34</td>
</tr>
</tbody>
</table>
Key Benefits

- Automation of workflow
- Faster recruitment of patients
- Easy to use and Integrated Care Planning
Available Now!

Order @ 99 cents per patient* per month

Free Implementation & Training (Group Webinars & Recorded Videos)

*Invoiced for patients 20 minutes were completed and claim was created