

## **Chronic care management**

Your health insurance plan provides a service known as chronic care management for you.

### **What is chronic care management (CCM)?**

This service is a monthly chart review once a month by our healthcare professionals for all patients with chronic conditions. Each month, a patient's chart will be reviewed and a care plan will be designed for the patient. These services include a long-term healthcare plan such as a medication review, screening plan (eye exam, colonoscopy, immunizations, lung cancer screening for smoker, etc...) and a review of all diagnostic services completed at other facilities such as MRIs and ultrasounds. After a chart review is complete, all patients will be notified by a staff member via phone call of any follow up plans that are recommended. Please remember that this service is not a face to face office visit with a provider. After a chart review is complete, the office will send a claim to your insurance every month. All patients who receive chronic care management WILL NOT be charged for any CCM service.

In addition, we ask that patients update their demographic information periodically. If your address, phone number and/or pharmacy information changes, please inform us. Please set up your voice mail to allow our office to leave a message for you to inform you about screenings and other follow up information that are recommended for you. If you are moving to another state or changing your primary care physician. We require that all patients who are relocating or changing physicians to contact the clinic in order to remove you from the program. As such, we highly suggest that you continue chronic care management with any other primary care physician should you change providers in the future.

If you have further questions, please speak with our physician or nurse practitioners about this service, or you can go to your insurance's website to learn more about chronic care management.

**Patient's Name**

Signature:

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