

Chronic Care Management

What to expect as a patient

What is Chronic Care Management (CCM?)

CCM is a new Medicare/Medicaid Program that helps patients with two or more chronic conditions get access to the care they need in-between visits the moment they need it.

The program encourages your doctor, and their clinical team, to provide additional care to you in-between your visits to help you manage your most troublesome conditions, and to achieve your best health.

What should you expect now that you are enrolled in CCM?

As a participant in CCM you will be given extra attention from the Family Medical Specialties Team month after month. Moving forward your Care Team will:

- Create and share a tailored Care Plan to help guide you on how to best manage your health in-between your visits.
- Send you 2 text messages per week as general check-ins to help you best manage your health and chronic conditions over time.
- Call you to discuss more sensitive health-related information such as lab results, medication schedules and compliance, etc.
- Function as a resource to you so that scheduling appointments, refills, or referrals is easy and stress free.
- Ensure you avoid unnecessary and costly hospital visits through ongoing care management and early intervention in times of need.

What does CCM require of you, the patient?

The CCM Program requires nothing from you other than your engagement and response. We will be taking the time to help you best manage your health in-between your visits, so your response and engagement is both required and appreciated.

Oftentimes patients find it most convenient to text instead of call for:

- Scheduling appointments & requesting referrals
- Symptom or health-related questions
- Medication needs and refills

Please know that just like your medication, this program may have a small copay for some months. However, the prevention of one unnecessary hospital visit will save the average patients hundreds of dollars per prevented visit.

What do you do if you no longer wish to participate in CCM?

If at any time you don't find the program valuable, or worthwhile, just let us know! We will remove you from the program the moment you inform us that you no longer wish to participate in the CCM Program.

**Questions?
Needs?
Appointments?
Refills?**

**Text Us at:
308-920-5219**