

# Chronic Care Management Patient Eligibility: A Prevoince Quick Guide

If your organization provides chronic care management (CCM) services, use this Prevoince Quick Guide to help you identify patients eligible for your program and properly complete the initiating visit.

## Checklist for Identifying Eligible CCM Patients

Answer the following questions:

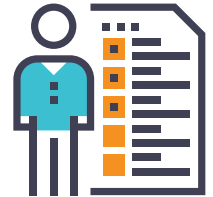
- Payer:** Is the patient a Medicare beneficiary? To enroll in a CCM program, a patient must be a Medicare beneficiary.

Note: Medicare can be the primary payer or the patient can have dual coverage with Medicare as their secondary coverage. Some state medicaid and private insurers are now starting to cover CCM

- Chronic conditions:** Does the patient have two or more documented chronic health conditions expected to last at least 12 months or until death? Do these chronic conditions place the patient at risk of acute exacerbation, function decline, or death? To enroll in a CCM program, a patient must meet these chronic condition requirements.

- Billing provider:** Is the patient already enrolled and participating in CCM with another provider or specialist? If yes, then the patient is disqualified from participating in your CCM program.

Example: Patient is already participating in a CCM program with their cardiologist.



## Checklist for Initiating Visit

Verify the following conditions:

- New patients:** Patient must be seen for an initiating visit if they are new to the provider.

- Existing/established patients:** If patients have not been seen within the last 12 months, they must be seen for an initiating visit.

- Qualifying initiating visit types:** Provider must discuss CCM during one of the following visit types to count towards an initiating visit.

- Comprehensive face-to-face evaluation and management (E/M) visit
- Annual wellness visit (AWV)
- Initial preventive physical exam (IPPE) (i.e., "Welcome to Medicare Preventive Visit")

- Patient consent:** The provider must obtain patient consent prior to CCM enrollment.



## Checklist for Patient Consent

Complete the following patient consent requirements:

- ✓ **Consent:** Get written or verbal consent for CCM services before you bill for them.
- ✓ **Inform patients:** Inform patients of the following items and document them in the medical record:

- Availability of CCM services
- Possible cost-sharing responsibilities
- Only one practitioner can furnish and bill CCM services during a calendar month
- Patient's right to stop CCM services at any time (effective the end of calendar month)

Note: Patients must provide informed consent only once unless they switch CCM practitioners.



## Helpful Tips and Considerations

- 1 The face-to-face initiating visit can be billed separately since it is not considered to be part of CCM.
- 2 CCM is not transferable to a new provider. If the billing provider is no longer the patient's provider, then a new initiating visit with their new provider, CCM enrollment order, and patient consent should be completed prior to continued CCM.
- 3 Will the patient benefit from participation in care management services? Example: The patient does not have the cognitive or physical ability and/or proper caregiving support to follow care plan instructions as required. If a patient would not benefit from care management services, they should not be enrolled in a CCM program.
- 4 Is the care team prepared to manage the identified chronic conditions and individual patient needs? A technology solution (like Prevounce) can help streamline the work required to provide, document, and bill for CCM.

## Common Qualifying Chronic Health Conditions Short List

Any condition that meets the criteria can be used for CCM, but you can find a list of the most common on the [CMS](#) website.

**They include, but are not limited to the following:**

- Alzheimer's
- Anemia
- Arthritis
- Asthma
- Atrial fibrillation
- Autism spectrum disorder
- Cancer
- Cardiovascular disease
- COPD
- Dementia
- Depression
- Diabetes
- Heart failure
- Hypertension
- HIV/AIDS
- Obesity
- Osteoporosis
- Stroke