

# Chronic Care Management Program

## *Living an active and fulfilling life*

*Diabetes, arthritis, hypertension, lung disease, and other chronic diseases can make life difficult to manage for millions of older adults, often forcing them to give up their independence.*

### The challenges of chronic disease

Every day, millions of people with chronic diseases struggle to manage their symptoms. Chronic diseases can affect a person's ability to perform important activities, restricting their engagement in life, and their enjoyment of family and friends.

About 80% of older adults have one chronic disease; and 75% have two or more chronic diseases, and 36.4% have four or more.

### Knoxville Hospital & Clinics' Chronic Care Management Program

Addressing chronic diseases often requires new strategies to delay health deterioration, improve function, and address the problems that people confront in their day-to-day lives.

That's why Knoxville Hospital & Clinics has established a Chronic Care Management Program (CCMP) that is designed to empower individuals with chronic diseases to better manage their care and improve their quality of life, through the assistance of a care coordinator.

This **low-cost** program focuses on problems that are common to individuals dealing with any chronic disease, including: pain management, nutrition, exercise, medication use, emotions, and communicating with doctors.

### Eligibility

Chronic care management services are a Medicare-covered benefit for individuals with multiple (two or more) chronic conditions that are expected to last at least 12 months, and put the patient at significant health risk.

### Convenient access

For the convenience of patients, this program is primarily carried out over the phone or through electronic communications, eliminating the need for our patients to make a special visit to the clinic to participate.

### How to get started

Enrolling in the program is easy. Simply complete the consent form located on the back of this flyer. We take it from there, by first gathering any needed health information and then by establishing a care plan just for you.

### How the CCMP helps participants

Each month we will be helping you with activities specific to your needs and situation, such as :

- Medication management and reconciliation.
- Offering tips and techniques on how to deal with problems associated with chronic health conditions like pain, fatigue, frustration, and getting a good night's sleep.
- Helping you get connected with community resources.
- Facilitating communication with healthcare providers.
- Assisting with goal-setting, problem-solving and overcoming barriers.
- Giving you the tools needed to better manage your symptoms so that you can **Put LIFE Back in Your Life.**

### Proven benefits of chronic care management

Several studies document the proven benefits of participating in a chronic care management program, including:

- Having a customized action plan designed to improve your health.
- Greater energy, less pain and reduced fatigue.
- Fewer social role limitations.
- Elevated mood.
- Increased physical activity.
- Enhanced partnerships with healthcare providers
- Potential reduction in healthcare expenditures.
- Having the tools needed to improve your health.
- Greater confidence, enhanced problem-solving skills and motivation to better manage your health and make informed decisions.

# Patient Consent Form

Dear \_\_\_\_\_,

As a patient with two or more chronic conditions, you may benefit from a new program that Knoxville Hospital & Clinics is now offering to all Medicare patients.

Our goal is to make sure you get the best care possible from everyone that is involved with your care. We can help coordinate your visits with other doctors, facilities, lab, radiology, or other testing; we can talk to you on the phone about your symptoms; we can help you with the management of your medications; and we will provide you with a comprehensive care plan.

Medicare will allow us to bill for these services during any month that we have provided at least 20 minutes of non-face-to-face care of you and your conditions. You must provide your consent to participate in this program.

You agree and consent to the following:

- As needed, we will share your health information electronically with others involved in your care. Please rest assured that we continue to comply with all laws related to the privacy and security of your health information.
- We will bill Medicare for this chronic care management for you once a month. The monthly fee for this service is \$77. The monthly co-insurance amount is \$8.32. Knoxville Hospital & Clinics will waive the collection of copayment amounts for Medicare beneficiaries when the amount is deemed too small to warrant collection efforts or where documentation of hardship and indigence is established.
- Although you may or may not come into the office every month, your account will reflect this charge. Our office will have a record of our time spent managing your care if you ever have a question about what we did each month.
- Only one physician can bill for this service for you. Therefore, if another one of your physicians has offered to provide you with this service, you will have to choose which physician is best able to treat you and all of your conditions. Please let your physician or our staff know if you have entered into a similar agreement with another physician/practice.
- You have a right to:
  - A comprehensive **Care Plan** from our practice to help you understand how to care for your conditions so that you can be as healthy as possible.
  - Discontinue this service at any time for any reason. Because your signature is required to end your chronic care management services, please ask any of our staff members for the CCM termination form.
  - 24 x 7 access to medical care.

Our goal is to provide you with the best care possible, keep you out of the hospital, and minimize costs and inconvenience to you due to unnecessary visits to doctors, emergency rooms, labs, or hospitals.

We know your time and your health is valuable and we hope that you will consider participation in the program.

I agree to participate in the Chronic Care Management program:  Yes  No

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Knoxville Hospital & Clinics complies with applicable civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-515-282-8269, extension 16.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: 1-515-282-8269, extensión 16.

AUFMERKSAMKEIT: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-515-282-8269, erweiterung 16.