



CHRONIC CARE MANAGEMENT INFORMATION FOR PATIENTS

Q: What is Chronic Care Management?

A: Chronic Care Management (also referred to as CCM) offers additional help managing chronic conditions like arthritis, asthma, diabetes, hypertension, heart disease, osteoporosis, mental health, and other conditions. CCM visits entail the development of a comprehensive care plan that includes a list of your health problems and goals, identifies other health care providers involved in your care, a medication review, identifies community services you have and/or may need, as well as other valuable information related to your health. You will be asked to sign a consent to provide this CCM service.

Q: Who is eligible for Chronic Care Management?

A: Patients with multiple (two or more) chronic conditions expected to last at least 12 months, and that place the patient at significant risk or functional decline, are eligible for CCM services.

Q: What are the Patients' Rights with Chronic Care Management?

A: Patient rights are as follows:

- The Provider or designee of Eventus WholeHealth will explain to the patient (and/or the patient's caregiver, (if applicable) the CCM services available to, and appropriate for, the patient.
- The Provider or designee will administer all CCM Services that are applicable to the patient's conditions.
 - Patients and/or POA have a right to decline CCM services by declining the service on the Eventus Consent.
 - Patients have a right to a written or electronic copy of their care plan. This care plan is available via a paper copy, upon request.
 - Patients have the right to discontinue CCM services at any time (effective at the end of the calendar month). A Patient may revoke this agreement verbally (by calling 888-849-7379) or in writing (6330 Quadrangle Dr Ste 500, Chapel Hill, NC 27517)

Q: Who can bill Medicare and Insurance for Chronic Care Management Services?

A: Only one health care professional or hospital can bill for CCM in a calendar month.

Q: Is there a cost to the patient enrolled in Chronic Care Management?

A: The usual cost-sharing rules apply to CCM. Most patients are responsible for the usual Medicare Part B deductible and copayment/coinsurance. If you have supplemental insurance, it may also cover a portion of CCM.