

Advanced Primary Care Management (APCM) Information for Patients

At **Eventus Whole Health**, we're committed to providing whole-person, coordinated primary care that helps our patients live healthier, more supported lives. Our **Advanced Primary Care Management (APCM)** program brings together key care management services under one plan to make your care more connected, proactive, and personal.

Q: What is Advanced Primary Care Management (APCM)?

A: Advanced Primary Care Management (APCM) is a Medicare program designed to improve how your care is managed—especially if you live with multiple or complex health conditions. Through APCM, your Eventus Whole Health care team takes a leading role in coordinating your primary care needs, ensuring you receive the right care at the right time.

APCM brings together and expands upon several existing Medicare care-management services, including:

- **Chronic Care Management (CCM):** Ongoing support for patients with multiple chronic conditions
- **Principal Care Management (PCM):** Focused management for a single complex condition
- **Transitional Care Management (TCM):** Care and support after you've been discharged from a hospital, facility, or Emergency Department

Q: How does APCM help me?

A: APCM offers comprehensive, proactive support to help you stay healthier and better connected to your care team. Through APCM you will receive:

- **24/7 access to a clinician** for urgent needs, questions, and follow-up support
- **A personalized care plan** that outlines your goals, treatments, and self-management strategies, aligned with your needs and the services provided by your community or facility
- **Care coordination** between your Eventus provider and your specialists, hospitals, and other healthcare partners

- **Support for staying on track with medications, preventative screenings, and chronic condition management.**

The goal of APCM is to make your healthcare experience seamless—helping reduce hospitalizations, avoid unnecessary visits, and improve your overall quality of life.

Q: Who is eligible for APCM?

A: You may qualify for APCM if:

- Eventus WholeHealth serves as your **primary care provider**
- You have **ongoing or chronic health conditions** that require regular monitoring
- You **consent** to participate in APCM services

Q: What are the Patients' Rights with APCM?

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 APCM services available to, and appropriate for, the patient.
- The Provider or designee will administer all APCM Services that are applicable to the patient's conditions.
- Patients and/or POA have a right to decline APCM 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 and available in the patient portal electronically.
- Patients have the right to discontinue APCM 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: Why should I choose Eventus Whole Health for APCM?

A: Eventus Whole Health specializes in integrated, team-based primary care—especially for patients with complex medical and behavioral needs. By enrolling in APCM with



Eventus, you'll receive comprehensive, relationship-based care that supports your health goals and enhances your quality of life every day.

Q: Is there a cost for APCM services?

A: Standard Medicare Part B cost-sharing rules apply. If you have supplemental insurance, it may cover some or all of these costs.