

# 1bios - Explaining CCM to Patients

The information below is designed to help health care professionals talk to patients and caregivers about chronic care management (CCM) services, their benefits to the patients and their caregivers, and their role in the process of coordinating these services. This content can also be used in your own brochures or other communication materials for patients.

## What Is Chronic Care Management, or “CCM?”

- Your Medical Insurance from Medicare, United Health Group, Aetna, and other popular plans is offering “CCM”. This means if you have two or more chronic conditions, your insurance is offering to pay for us to provide CCM services to help you manage your health and spend more time doing the things you enjoy, in good health.
- If you have more than one chronic condition, CCM is an important piece of the care that we can offer. Some common chronic conditions are obesity, hypertension, diabetes, arthritis and heart disease. Here is an alphabetical list of other examples (Alzheimer’s disease and related dementia, arthritis, asthma, atrial fibrillation, autism spectrum disorders, cancer, cardiovascular disease, chronic obstructive pulmonary disease, depression, diabetes, hypertension, obesity substance use disorder, or, and infectious diseases such as HIV/AIDS)

## What Are the Benefits of CCM and how does it work?

- Regular CCM means you can better manage your care and spend more time focusing on your health. CCM can help you work toward your health and quality of life goals. Better care management can help you avoid health events such as trips to the emergency department, a fall, or worsening health.
- Coordinated care means you will get personal attention and help from a health care provider you know and who knows about your health conditions and helps to keep you healthy. Our team may contact you by phone, or electronic messaging, to stay in touch between visits with our office. We can also help coordinate your care with any caregivers and other doctors so we are all working together for your best health.
- The COVID pandemic has made it even more important to work towards your health goals. Unfortunately, people with two or more chronic conditions are at a severely increased risk of hospitalization and death than those who are in a

more robust state of health. With CCM, we can help you decrease the impact COVID might have if you were to contract it. If you wish, we may also help you avoid "in person" visits to doctors offices or hospitals.

- CCM has also proven to save you money by reducing your ongoing healthcare costs. In fact, the CCM program has shown that the average patient can save over \$800/year\* in costs associated with hospitalization and post-acute care.

\*The Centers for Medicare & Medicaid Services' (CMS) published its analysis of CCM's impact on Medicare spending and showed per-beneficiary expenditures **decreased by \$74/month (\$888/year)** for CCM beneficiaries after 18 months. Most of these savings were realized in in-patient and post-acute care.

### **"Connecting the Dots" Animated Video for Patients**

Watch this animated video in English or Spanish to learn about the benefits of CCM services.

ENGLISH: <https://www.youtube.com/watch?v=xG6HV-BBLZ0>

SPANISH/ESPAÑOL: <https://www.youtube.com/watch?v=U-9CT-P8tgI>