

Streamline Chronic Care Management with CivicHealth

When the Centers for Medicare and Medicaid Services (CMS) established CPT code 99490, effective January 1, 2015, to reimburse healthcare providers an average of \$42/month for chronic care management (CCM), it offered a new revenue stream for delivering services many already provided.

However, the new CPT code didn't only incent providers, but it opened the door for many companies to quickly attempt to capture this new opportunity. Unfortunately, there is a wide gap between many "solutions" and what is required to be successfully reimbursed for monthly payments under CCM.

CivicHealth's Proven Solution for Care Management

For more than a decade, CivicHealth has helped healthcare providers address the management of chronic care patients. The CivicHealth CCM technology supports every step of care management, including coordination with community services, interoperability, referrals, patient engagement and compliance.

There is no other solution available that is as comprehensive, flexible and affordable as CivicHealth.

Other "Solutions"	CivicHealth's App
Care plans are shared using static screens or print/fax; often these plans are patient-driven through a portal and not provider-driven as directed by CMS	Uses a HIPAA-compliant platform that allows anyone on the care team to view, update and edit the dynamic, collaborative care plan; access to information is controlled via role-based security
EMRs and other care management systems often don't support collaborative referrals and provide no simple, productive and electronic connection with community resources	Supports 2-way HIPAA compliant communication and care plan collaboration between providers and human and community resources
Usually do not track activities, including time for non-face-to-face services	Automates time tracking and reporting
Cannot interface with community and human services	Offers HIPAA-compliant communications, information sharing and referral tracking with community resources
Different documents are stored in different formats	Integrates unstructured notes, documents and images in any format into the care plan and is shareable across the care continuum

The CivicHealth Difference

Using an Excel spreadsheet to track staff members' time makes it difficult, if not impossible, to properly document time and prevent miscounting errors for an audit.

A platform that specifically supports CCM streamlines the process of executing and documenting the provisions stipulated to receive reimbursement. CivicHealth addresses every element of the CMS requirement, simplifying the process of caring for patients, documenting activities and qualifying for CCM reimbursement.

The CivicHealth Difference

CPT code 99490 has very specific requirements. Groups that are entering time on an Excel spread sheet by patient are not productive and are exposing their practice or health system to potential denial of reimbursement by CMS.

A platform that specifically supports CCM streamlines the process of executing and documenting the provisions stipulated to receive reimbursement. CivicHealth addresses every element of the CMS requirement, simplifying the process of caring for patients, documenting activities and qualifying for CCM reimbursement.

Requirement	CivicHealth's Solution
Care Plan	
Create a care plan	Guides you through each step of creating a comprehensive care plan that is required for each patient
Share with others	Share electronically across the care continuum
Share with patient	Create patient portal with access to care plan
Monitor progress	Track compliance with the care plan and the patient's progress
Collaborate	Allow anyone on the care team to view, update and edit
Provision of Services	
Patient tracking	Evaluate each patient against expected outcome and prognosis
Proof of services	Document provision of monthly non-face-to-face services
Referrals	Make closed-loop referrals and track patient progress
Documentation	Easily document and report on all CMS-required patient communications
Data integration	Pull data from your EHR to eliminate duplicate keying and can have single sign on with the EHR to provide easy and quick access by the physician
Interoperability	Securely share electronic documents on a HIPAA-compliant platform
Outside resources	Connect with community and human service agencies
Medications	Provide for medication management
Coordination	Facilitate smooth transitions of care
Prevention	Ensure beneficiary receives preventive care services
Messaging	Support HIPAA compliant messaging for internal stakeholders

