

CHRONIC CARE MANAGEMENT

Dear Valued Patient,

As a patient with two or more chronic conditions, you may benefit from a program through Centers for Medicare and Medicaid Services that Rocky Mountain Senior Care is offering to all qualifying patients called Chronic Care Management (CCM). We want to ensure you get the best care possible from everyone that is involved with your health concerns. Through CCM, 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; we will provide you with a personalized comprehensive care plan; and you can access our clinical team 24/7 for care and coordination. We are able to bill for these services during any month that we have provided at least 20 minutes of non-face-to-face care for you and your conditions. Time accrued for these services will reset on the first of every month. You must provide your consent to participate once a year.

Sometimes staff from our practice other than your primary care provider, will talk to you or handle issues related to your care, but please know that your assigned clinician will supervise all care provided by our staff or clinicians who may be involved in your care.

You agree and consent to the following:

- As needed, we will share your health information electronically with others involved in your care in order to maximize the benefits of collaboration. Please rest assured that we continue to comply with all laws and related to the privacy and security of your health information.
- We will bill insurance for chronic care management once a month *only if* 20 minutes of CCM is reached. Some patient responsibility may be applied and supplementary insurance claims may be submitted. Although you may or may not come into the office every month, your account will reflect this charge and you will be responsible for payment when applicable. 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 would need 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 or transfer this service at any time for any reason.

Our goal is to provide you with the best care possible, to keep you out of the hospital, and to 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 continued participation in the program with our practice.

Sincerely,

Rocky Mountain Senior Care