

what is a chronic condition?

A chronic condition is a continuous, long-lasting health problem that can often be controlled with proper treatment and management. A few examples include asthma, diabetes, arthritis, hypertension, and heart disease.

what is care management?

Care Management Services provide an extra layer of support and care between your provider visits. Your provider has determined that you are qualified for this program, based on the fact that you have been diagnosed with two or more chronic conditions. Chronic Care Management will provide you with in-between visit support via text messages, emails, and phone calls to you and your family as needed. We want to ensure that you have access to the care that you need, when you need it.

is my information private and secure?

Yes! The Chronic Care Management platform is built with the same technology as your providers electronic medical record system. Our system has exceeded all HIPAA and HITECH standards with multiple system audits.

what does the program cost?

These services are covered by Medicare Part B and are subject to the usual Medicare deductible and coinsurance. If you have a paying secondary or supplemental insurance (which 88% of Medicare patients do), this will likely cover your co-pay. Otherwise, if you have not already met your deductible, you may have a minimal out-of-pocket cost.

if i enroll now... can i cancel later?

Yes, you can cancel at any time by telling your healthcare team, and the services will cease at the end of the month. But we strongly believe that once you see the difference that care management can make in your

life, and the benefits that you receive, you will not want your healthcare managed any other way.

i'm already getting help with my health care. why do i need this also?

This service is designed to help your provider stay up to date with your healthcare while they are away from your facility or home. This program will add an extra layer of support, so that your provider will know when you need them and track your progress with managing your chronic conditions.

i have a power of attorney that handles all of my healthcare needs...will you work with them?

Of course! Our goal is to ensure that everyone who is involved with your healthcare is informed of your current status and progress. With the POA permissions that you have given to your designee, we can communicate with them exclusively and ensure that they stay up to date on your progress while you may be away from home and in a different care setting.

what are the benefits of signing up?

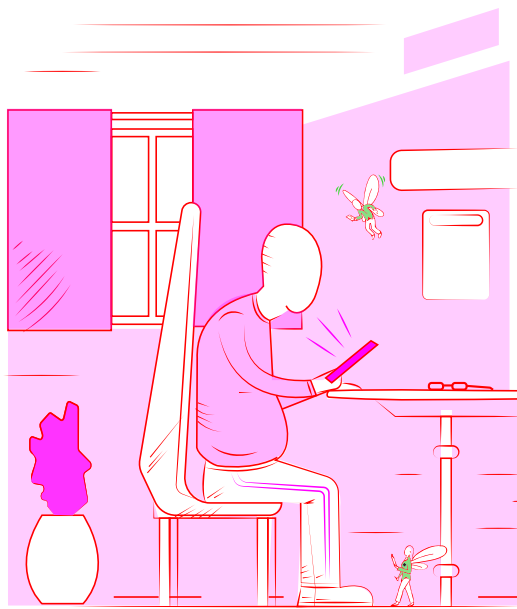
By signing up for this service, you will be taking an important step towards being more active in your own healthcare. With this program you can...

- Receive a personalized care plan (to you and your family/POA) that helps you stay on track of your healthcare and track your doctor's orders

- Get connected to valuable education resources that are written for you and your specific diagnosed chronic conditions
- Hear from your healthcare team more often through enhanced communication methods such as text message and email.

how do i sign up?

Simply tell your provider you want to enroll into Chronic Care Management Services! From there, your benefits will begin immediately & you will start receiving this service that is provided directly from Medicare.



frequently asked questions (patients)