



## Chronic Care Management Service

### **Overview:**

As part of our ongoing efforts to improve care coordination for Medicare beneficiaries, **ACCURA HEALTH** is offering a new **Chronic Care Management (CCM)** service. This service is designed to help us better coordinate your care, especially for chronic conditions, in collaboration with your other healthcare providers. Chronic care management includes non-face-to-face services that complement the in-person care you receive, such as home visits.

**ACCURA HEALTH will work with a team of healthcare professionals to provide comprehensive management of your chronic conditions. This includes:**

- 1. Comprehensive Care Plan:**
  - We will create a personalized care plan for you, which will be available in **written** or electronic format.
  - The plan will be **periodically revised** to meet your evolving healthcare needs.
- 2. Coordination with Other Providers:**
  - We will communicate and coordinate care with other healthcare professionals involved in your care, in accordance with **state and federal privacy laws**.
- 3. Care Transitions:**
  - We will help manage your transitions between different healthcare settings, including:
    - Referrals to specialists.
    - Follow-ups after emergency department visits.
    - Follow-ups after hospital or facility discharges.
- 4. 24/7 Access to Care:**
  - **Carolyn Ortiz, FNP-C**, or a member of her team, will be available **24 hours a day, 7 days a week** for urgent chronic care needs and to assist with coordination of care.
- 5. Tracking Health Information:**
  - We will track key health information, such as:
    - **Problems, lab results, medications, and allergies.**
    - We will also help you stay up to date on preventive care recommendations.

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### **Provider Selection and Financial Considerations**

- You have the option to choose a **participating (preferred) provider** or a **non-participating provider**.
- Choosing a **non-participating provider** may result in **higher out-of-pocket expenses** for you. These additional costs may impact:
  - **Your deductibles.**
  - **Balance billing** (charges above the allowable amount under your plan), which can be substantial.

We recommend contacting **Customer Service** via the number on your membership ID card to understand the potential financial impact of using an out-of-network provider.

Please note, there is no **balance billing** for services provided by **network providers**.



#### Acknowledgment of Financial Responsibility

By signing below, you acknowledge:

- You are aware of the **potential financial consequences** of using **out-of-network providers**.
- You understand that there is **no balance bill** for covered services provided by network providers.

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#### Consent for Billing:

I permit **ACCURA HEALTH** to bill as either a **participating** or **non-participating** provider with my health plan.

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*Patient Signature*

*Date*

#### Copayment and Deductibles Date

- **Copayments and deductibles may be waived** during the month in which this chronic care management service is provided.
- Please note, **only one healthcare provider** can be paid for these services during a **calendar month**. If another provider has offered to furnish this service, please inform us.

#### Authorization for Electronic Communication

- By signing below, you **authorize the electronic communication** of your medical information with other treating providers involved in your care, as part of the care coordination efforts.

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*Patient Signature*

*Date*