

# Chronic Care Management Toolkit

## THE CHRONIC CARE MANAGEMENT (CCM) TOOLKIT

Chronic Care Management (CCM) can help in the coordination of care and improve outcomes for patients with chronic and complex health conditions. The CCM Toolkit was created as a reference guide to assist providers that are looking to implement and/or improve their CCM program.

The intent of the guide is to aid in the development of a CCM process and improve patient health outcomes through patient experiences and by lowering their health care costs.

## WHAT'S INCLUDED IN THE CCM UTILIZATION TOOLKIT

The toolkit provides:

- Definition and Benefits of CCM
- Rules and Guidelines around CCM
- CCM Billing Guidelines
- Workflow Examples
- Care Plan Requirements
- Guidelines for Monthly Patient Outreach
- Additional resources to aid in Practice Transformation

## MORE INFORMATION

If you have questions regarding the Targeted Cost of Care, please contact your assigned Provider Account Liaison, Clinical Transformation Consultant or Population Health Specialist. If you do not have an assigned contact, you may submit your inquiry to:

[PopulationHealthUniversityInquiries@highmarkhealth.org](mailto:PopulationHealthUniversityInquiries@highmarkhealth.org).

When submitting your inquiry, please include your Practice's Blue Shield ID number.

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