Galen Healthcare Solutions Chronic Care Management (CCM) Program

Galen Healthcare Solutions Chronic Care Management (CCM) Program allows clients to utilize their existing Electronic Health Record to capture all of the information required to bill the CPT 99490. Galen's offerings include CCM Consulting, CCM Services, and CCM technology. These solutions support your organization's initiatives and ramp up enrollment of qualified patients to optimize your ROI with initial go live in 4 weeks and initial submission of CPT 99490 in 8 weeks or less.

Utilizing Galen's Methodology, we've created a series of checklists that will help you plan and manage the launch of your CCM Program.

DISCOVERY → **APPROACH** → **ADAPTIVE EXECUTION** → **ACTIVATION** → **OPERATIONS**

DATA TYPE	MONTH 1	MONTH 2	MONTH 3	MONTH 4	MONTH 5	MONTH 6	MONTH 7
Discovery & Approach	■						
Adaptive Execution		■					
Activation			■				
Operations				■	■	■	■

DISCOVERY PHASE

The Discovery Phase is the initial step of CCM Program development and a key factor to your program's success.

🕐 **3 DAYS**

- **Develop CCM Project plan**
- **Identify CCM Project team members/roles**
  - » Project Manager/Program Manager
  - » Configuration Analyst
  - » Technical Analyst
  - » Trainer
  - » Key stakeholders
  - » Project Sponsor- Leadership role
- **Identify target patient population (Medicare- Fee-For-Service patients with 2+ chronic conditions)**

- **Identify target provider population**
- **Select CCM pilot group (provider/clinical staff) for initial implementation of CCM program**
- **Understand current state workflows for chronic care disease management**
- **Review future state CCM workflows**
- **Identify gaps for CCM Program adoption**
  - » 24/7 access
  - » Staff utilization- centralized versus de-centralized, additional hires to support program
  - » CCM workflows gap analysis compared to current state documentation of chronic disease management
  - » Patient consent process

APPROACH PHASE

The Approach Phase focuses on defining the plan after the completion of the Discovery phase. The CCM project team will determine the baseline metrics of the target patient and provider population in order to develop a clear path for execution.

🕐 2 DAYS

- **Determine thresholds for pilot group and benchmarks of CCM program success**
    » Percentage of patients to be enrolled from total available population
    » Initial target patient group (i.e. age, certain diagnosis, frequent admissions)
    » Targeted revenue per month
- **Develop written policies/procedures for CCM Program**
    » Patient Consent
    » On-going patient identification process
    » CCM Primary Provider role
    » CCM Clinical Staff role
- **Determine training plan**

ADAPTIVE EXECUTION PHASE

The Adaptive Execution Phase is focused on configuring your Electronic Health Record (EHR) and training your staff on the CCM workflows. This phase also includes any automation of processes and workflows based on your EHR.

🕐 3 WEEKS

- **Configure Electronic Health Record to support CCM workflows**
- **Implement technical automation (i.e. reporting tools, patient identification, tasking, orders)**
- **Validate all configuration build in Test**
- **Train providers/clinical staff on CCM workflows/ processes**
- **Promote all configuration to Production for Go Live implementation**

ACTIVATION PHASE

The Activation Phase is focused on the pilot group and the initiation of patient enrollment into the CCM program. It can vary from organization to organization, depending on each client's approach and staffing. However, the overall goals of this phase are to develop the care plans, begin obtaining patient consent, and initiate non- face-to-face activities that will improve the outcomes and quality of patient care.

🕐 1-6 MONTHS

- **Obtain Patient Consent for CCM Program**
- **Complete care plan documentation**
- **Provide 20 minutes of non-face-to-face activity and document the interaction**
- **Submit CPT 99490 billing monthly**
- **Monitor staffing levels to support CCM program**
- **Hire and on-board additional staff as needed**

OPERATIONS PHASE

The Operations Phase features ongoing monitoring and maintenance of your CCM program. This phase requires some level of project oversight—at least monthly—by the appropriate staff. The main goal is to identify areas where the CCM program can be optimized to better fulfill the needs of your patients, providers, and clinical staff.

🕐 ONGOING

- **Monitor weekly/monthly patient enrollment reports**
- **Identify any CCM workflow enhancements regarding the care plan or non-face-to-face documentation templates**
- **Provide monthly leadership reports based on benchmark criteria determined in the Approach Phase**