

Chronic Care Management: Frequently Asked Questions

“Coordinated Care That’s Always There”

1. *What is Chronic Care Management?*

Chronic Care Management (CCM) is a new Medicare service offered by Northwestern Medicine that enables your primary care team to be highly engaged in managing your ongoing health. CCM includes a personalized care plan that addresses your health goals, 24/7 access to health management tools such as a phone line and MyNM’s MyChart patient portal, ongoing monitoring of your conditions through communication with your primary care team and a dedicated Nurse, medication management, referrals to clinicians, and many other benefits.

2. *How do I know if I’m eligible for CCM services?*

If you are a traditional Medicare patient with at least two of the following chronic conditions, you are eligible for CCM:

Acquired Hypothyroidism	Depression
Acute Myocardial Infarction	Diabetes
Alzheimer’s Disease & Related Disorders	Glaucoma
Anemia	Heart Failure
Asthma	Hip/Pelvic Fracture
Atrial Fibrillation	Hyperlipidemia
Benign Prostatic Hyperplasia	Hypertension
Cancer (Colorectal, Breast, Lung, Prostate, etc.)	Ischemic Heart Disease
Cataract	Osteoporosis
Chronic Kidney Disease	Rheumatoid Arthritis/ Osteoarthritis
Chronic Obstructive Pulmonary Disease	Stroke/Transient Ischemic Attack

3. *How will CCM services benefit me as a patient?*

Once enrolled in CCM, your care team will work with you to create a personalized care plan. Participation in CCM also allows your primary care team (including a dedicated Chronic Care Nurse) to provide custom, non-face-to-face care coordination every month.

4. *Is this covered by my health insurance?*

Yes, this is a new covered service by Medicare. You may have a small monthly copay (around \$8) if you do not have a supplemental, Medigap, or secondary insurance plan. Financial assistance may be available for those who qualify. For more information, please review the Northwestern Medicine Financial Assistance Policy (<https://www.nm.org/location/northwestern-memorial-hospital/financial-assistance-and-billing-nmh>).

5. *How do I enroll for CCM services?*

In order to receive CCM services, you must first schedule a visit with your Primary Care Provider. At the visit, your doctor will explain the CCM benefits, provide you with a consent form, and enroll you in CCM.

6. *Does my Northwestern clinic offer this program?*

Please refer to our website (<http://chroniccare.nm.org/how-do-i-enroll.html>) for details on participating locations. If your clinic is listed, you can contact them to check if your preferred physician is participating in the program.

7. *What kind of services are provided to me each month?*

Each month your Northwestern care team (including a dedicated Chronic Care Nurse) will provide one-on-one management of your overall health. This includes direct communication via phone, secure messaging via MyNM's MyChart patient portal, medication management, referrals to other clinicians, and conversations with your other providers and caregivers.

8. *What is MyNM's MyChart Patient Portal?*

With MyNM's MyChart, you can conveniently and securely manage your health records and communicate with your doctor's office using your computer, smartphone or tablet. You access some of the medical records your doctors see, request prescription refills, send secure electronic messages to your doctor's office, request and manages appointments and view lab results at home.

9. *How do I enroll in MyNM's MyChart?*

You will receive an access code when you check out at the end of your appointment. You can also request an access code online at anytime. Sign up in three easy steps:

1. Go to **mychart.nm.org** and click on the appropriate access code button.
2. Enter your personalized access code and date of birth.
3. Create username and password. After you sign up, login to your new account using your new username and password.

10. *What if I no longer want to participate in CCM?*

You may cancel your enrollment to CCM at any time by requesting a revocation form from your primary care physician's office and submitting the signed revocation form.

11. *Where can I learn more about CCM?*

For additional information about Chronic Care Management at Northwestern, please visit us at **chroniccare.nm.org** or contact your Primary Care Provider.