Pharmacist & Physician Partnerships for Chronic Care Management (CCM)

Chronic Care Management Program Requirements

Before enrolling patients in a Chronic Care Management program, providers must perform the following steps:

An initial office visit prior to CCM enrollment. This can be an in-person evaluation and management (E&M) visit or an initial preventative physical examination (IPPE), as part of an Annual Wellness Visit (AWV).

Explain CCM benefits and why the patient is a good candidate for the program.

Review Medicare's coverage of the service and cost-sharing for the patient.

Communicate to the patient that they can opt out of the program at any time.

Patient Eligibility

- Patients with two or more conditions

- Conditions present for a minimum of 12 months or until end-of-life

- Conditions noted 12 months prior to CCM enrollment

- Conditions pose significant risk of death, acute decompensation, or functional decline

Steps to Establish a Pharmacist and Physician Partnership

1 Find a Qualified Healthcare Provider

Pharmacists cannot bill CMS directly under Medicare Part B. A QHP, such as a medical doctor, nurse practitioner, physician assistant, clinical nurse specialist or certified midwife, must use their recognized NPI number to do so.

2 Identify Eligible Patients

Patients should fit the specific CCM program requirements (see front). Cross-reference the physician's patient list with pharmacy customers to find overlap. Patients who already receive services from both may be more interested in a program's benefits.

3 Establish a Provider Agreement

This allows a pharmacy to deliver CCM services on behalf of a QHP. A provider agreement outlines clear roles, responsibilities, negotiated rates, billing processes and payment terms. A provider agreement is different than a collaborative practice agreement (CPA). A CPA is suggested only if the pharmacist will expand their scope of practice.

4 Acquire the Right Digital Tools

Software tools are crucial for CCM operations, communication and oversight. Pharmacists may choose to use or integrate with a physician's EHR, or they may utilize care coordination software, like ThoroughCare, to streamline the process.

ThoroughCare