

# Chronic Care Management Quality Guide

## Chronic Care Management (CCM) Quality Guide

Chronic Care Management (CCM) can help in the coordination of care and improve outcomes for patients with chronic and complex health conditions. The CCM Quality Guide 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 Quality Guide?

The guide provides:

- Definition and Benefits of CCM
- Rules and Guidelines for CCM
- CCM Billing Guidelines
- Workflow Examples
- Care Plan Requirements
- Components for Monthly Patient Outreach

## More Information

If you have questions regarding the Chronic Care Management Quality Guide, please contact your Highmark representative.

The following entities, which serve the noted regions, are independent licensees of the Blue Cross Blue Shield Association: Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. Central and Southeastern PA: Highmark Inc. d/b/a Highmark Blue Shield, Highmark Benefits Group Inc., Highmark Health Insurance Company, Highmark Choice Company or Highmark Senior Health Company. Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield. West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company or Highmark Senior Solutions Company. Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. Northeastern NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Shield. All references to "Highmark" in this document are references to the Highmark company that is providing the member's health benefits or health benefit administration and/or to one or more of its affiliated Blue companies.

