

KNOWING you're meeting chronic care practice goals

Chronic Care Management Services

Extend care beyond your office setting to effectively manage Medicare patients with multiple chronic conditions.

Quest Chronic Care Management (CCM) Services are designed to help you minimize disruptions, save staff time, comply with Centers for Medicare & Medicaid Services (CMS) reimbursement requirements, and improve health outcomes.

With Quest CCM Services, your practice benefits from:

Expertise to extend care—

Medicare patients with multiple chronic conditions will be assigned dedicated care coordinators who work under your general direction

• **Tools to meet financial goals—**
• these will help you control costs by
• potentially reducing unnecessary
• office visits, ER visits, and
• hospital readmissions

• **A comprehensive program—**
• this includes the handling of
• administrative tasks, as well as easy-
• to-use technology that integrates
• with your existing workflow

Quest Diagnostics offers a wealth of clinical experience, data, and infrastructure to support the needs of your chronic care patients—keeping patients connected to their care and encouraging greater compliance.

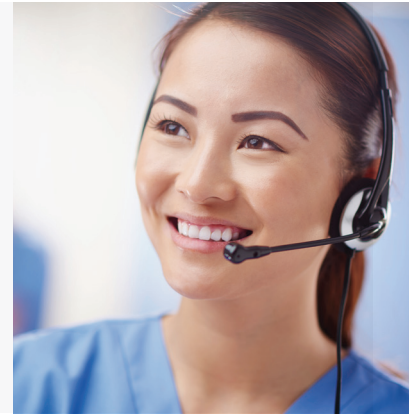


Quest CCM Services provide continuity of care between office visits

Quest care coordinators have years of experience supporting patients with multiple chronic conditions, and they have a deep understanding of patient needs.

Some of the services our team provides:

- Development of comprehensive care plans that will be approved by your practice physician(s)
- Medication reconciliation to help guard against error and ensure patient safety
- Physician notification if patient reports an ER visit, hospital discharge, or skilled nursing facility stay
- Coordination with specialists and home- and community-based service providers



Easy-to-use technology integrates with your existing workflow

The CCM Services platform:

- Includes user-friendly provider reports
- Aggregates clinical and patient information to create a holistic perspective of the patient's care to date
- Can connect to your EHR, allowing the CCM care team to review necessary patient care information

Quest CCM Services can help you comply with CMS requirements

Every encounter is properly tracked, and you'll receive a monthly report that documents the provision of 20 minutes of non-face-to-face patient management per patient (part of CPT 99490*).*†



Trust Quest to be your capable, caring, and responsible partner. Please contact your Quest Diagnostics sales representative for more information, or visit [QuestDiagnostics.com/CCM](https://www.questdiagnostics.com/CCM).

* The CPT codes provided are based on AMA guidelines and are for informational purposes only. CPT coding is the sole responsibility of the billing party. Please direct any questions regarding coding to the payer being billed.

† Refer to CMS 2017 Medicare Physician Fee Schedule Final Rule for direction on billing CCM CPT code 99490.