

WELCOME TO CONNECTED HEALTHCARE

Concierge-Style Connected Healthcare Services



Concierge-Style Connected Care Services



QUESTIONS/DISENROLLMENT

**YOU WILL BE SUPPLIED PHONE NUMBERS
DURING ENROLLMENT SPECIFIC TO YOUR PHYSICIAN**



DEDICATED CARE COORDINATOR

YOUR CARE. ANYWHERE.



**YOUR HEALTH.
YOUR HAPPINESS.
YOUR CARE. ANYWHERE.**

CONCIERGE-STYLE HEALTHCARE SERVICES

- Access to nursing care 24/7 via telephone
- Personal attention from nursing Care Coordinator familiar with your health conditions
- Management of Medication
- Scheduling of appointments with all needed providers
- Education on monitoring devices
- Encouragement to reach over-all health goals
- Many more benefits



CONNECTED CARE PROGRAM

Dear New Patient,

We are delighted to welcome you to your new concierge-style connected care services! It is our pleasure to inform you about the details of your new program. Our services are covered by Medicare and are designed to introduce a care coordination service that is tailored to provide additional support to individuals with existing or emerging chronic conditions.

This program, covered by Medicare, is designed to offer specific benefits in between your routine office visits. Our primary objective is to enhance your overall well-being by delivering the highest quality of care, enabling you to devote less time to managing the complexities of your health and more time to activities you enjoy.

Although participation in this program is entirely voluntary, we believe that it offers exceptional advantages:

- Personalized attention from our knowledgeable nursing staff familiar with your health conditions
- Dedicated time to develop a customized care plan and address your needs in the comfort of your home
- Targeted assistance with pharmacies, specialist referrals, laboratory work, hospitals, and more
- Simplified scheduling of preventive care appointments and timely assistance with medication management
- 24/7 access to your dedicated care team, ensuring continuous support every day of the week via telephone

Our Care Coordinators will reach out to you periodically each month and address any queries you may have. Feel free to reach out to your Coordinator should you wish to speak with them sooner to gain more insight.

Navigating your health journey can sometimes seem overwhelming, but remember, you are not alone in this. Our team is here to assist you every step of the way!

Best Regards,

Your Care. Anywhere. Team

This form is provided for your review and reference. There is no action necessary as you have already provided verbal or written consent at the time of your initial enrollment



Dear Patient,

As a patient with two or more chronic conditions, you may benefit from a new program that we are now offering all Medicare patients. Chronic Care Management Services include 24 hours-a-day, 7-days-a-week access to a physician to address acute chronic care needs; systematic assessment of your health care needs; processes to assure that you timely receive preventative care services; medication reviews and oversight; a plan of care covering your health issues; and management of care transitions among health care providers and settings.

Our goal is to make sure you get the best care possible from everyone that is involved with your care. A lot goes on at times other than during your office visits. People on your health team work with each other and with you on the phone, on your medical record system and in person. Medicare will allow us to bill for these services during any month that we have provided at least 20 minutes of non-face-to-face care of you and your conditions. You must provide your consent to participate.

The physician in charge of your care is Dr. _____. Sometimes other staff from our practice will talk to you or handle issues related to your care, but your assigned physician will supervise all care provided by our staff or clinicians who may be involved in your care.

You agree and consent to the following:

- There are many people on your health team and they need time to share your treatment plan and health information electronically. We continue to comply with all laws related to the privacy and security of your health information. Our office will have a record of our time spent managing your care.
- **We will bill Medicare the allowable fee for this chronic care management for you once a month. You will be billed for any applicable co-payment or deductible. Although you may or may not come into the office every month, your account will reflect this charge and you will be responsible for payment.**
- Only one physician can bill for this service for you. Please let your physician or our staff know if you have entered into a similar agreement with another physician/practice.

You may discontinue this service at any time for any reason. Because your consent is required to end your chronic care management services, please contact your Care Coordinator

I agree to participate in the Chronic Care Management program. Yes _____ No _____

Print Patient Name

Date of Birth

Patient/Representative Signature

Date

YOUR CARE. ANYWHERE.

FAQS



I feel I'm relatively healthy. Why would I need this program?

The main goal of the program is to empower patients by helping them manage their healthcare needs with the goal of improving their overall quality of life. Our dedicated nurses are available 24/7 to help you with your specific needs by assisting with the navigation of the ever-changing healthcare system.

Will Medicare be billed for this program? I do not want Medicare to be billed for unnecessary services.

We understand this is a common concern for our patients as they fear being taken advantage of and Medicare being overbilled. However, Medicare promotes this program due to the program's results of promoting better health and reducing overall health care costs by reducing emergency room and hospital visits.

I have multiple physicians. How is this program useful in that regard?

Our nurses are available to discuss any issues or health concerns with any of your physicians to promote overall continuity of care. This reduces the burden for our patients as they no longer stress about informing all of their physicians of changes which in turn empowers them to focus solely on taking care of themselves.

Will this program take the place of my routine visits with my physician?

No. Our patients still see their physician as scheduled or on an as needed basis. This program is an added service that allows the patients to better connect with their physician by keeping the physician updated on the patient's condition or needs month to month.

Is my data secure or will it be shared?

Just like with any other healthcare provider, the program and those providing services have a duty to protect the patients' data and ensure the security of data. The program complies with all privacy laws and regulations via the Health Insurance Portability and Accountability Act (HIPPA).