

COVID-19 Has Taken a Major Toll On Our Healthcare System

BRIEF

Primary care physicians could take \$15 billion hit due to COVID-19 in 2020

THE WALL STREET JOURNAL

BUSINESS | HEALTH CARE | HEALTH

Hospitals, Doctors Feel Financial Squeeze as Coronavirus Sweeps U.S.

Despite a flood of Covid-19 patients in some cities, systems are losing money from canceled visits and reducing staff, straining their ability to provide care

The New York Times

For Older People, Despair, as Well as Covid-19, Is Costing Lives

'This is like being in prison.'

The Washington Post

Democracy Dies in Darkness

Health

Income emerges as a major predictor of coronavirus infections, along with race

The Solution: Chronic Care Management

- **Service:** 20 Minutes of Telephonic Care Coordination per month
- **CPT Code:** 99490 / G0511 (RHC / FQHCs)
- **Average Reimbursement:** \$40 for 99490 and \$67 for G0511
- **Benefits:**
 - ✓ Take care of patients who are afraid to go to the office by providing a dedicated nurse for their healthcare needs
 - ✓ Enable and schedule telehealth visits
 - ✓ Screen for COVID-19 telephonically
 - ✓ Increase revenues to offset losses from COVID-19
 - ✓ Improve medication compliance and access
 - ✓ Addresses Social Determinants of health and improve health equity
 - ✓ Improve Quality Metrics (HEDIS, PCMH, ACO)
 - ✓ Generate increased ACO shared savings



[Click Here for a CCM Overview from CMS](#)

Chronic Care Management Testimonials

“Chronic Care Management has enabled us to further improve the quality of life for our patients by taking a holistic approach to individuals’ care. As an organization we are able to bridge the gaps between patient visits, improve patient outcomes, improve compliance, and ultimately improve the patients’ overall wellbeing. It has been a great addition to the services we provide.”

Healthcare Facility COO

“We ran a quick report on diabetes and it shows that the patients enrolled in CCM are more likely to have received an updated A1c Screening as well as their diabetic retinopathy and nephropathy screening. Also 78% of the diabetics in the CCM program are controlled compared to 68% of our total population of diabetics.”

Healthcare Facility CMO

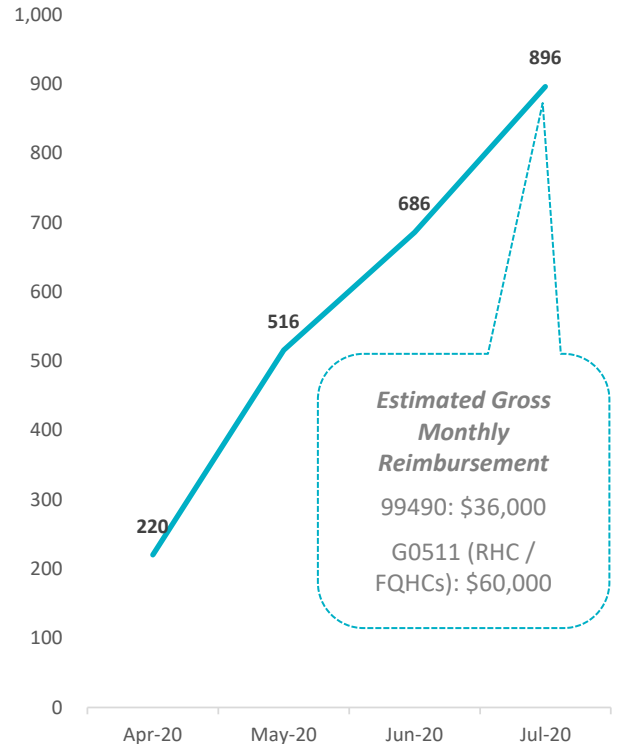
“Chronic Care Management was integral in helping our facility achieve PCMH recognition and our patients easily identify any health care barriers. This along with working with our patients in their own self-management plans, empowered our patients to make healthier decisions for themselves.”

Healthcare Facility CIO

Launching Chronic Care Management During COVID-19

- Chronic Care Staffing clients that launched CCM right after the outbreak of COVID-19 are now seeing the value of making the time to implement program.
- Outsourcing CCM with CCS provides the following benefits:
 - ✓ No upfront expense to practice
 - ✓ No software integration
 - ✓ Access to nationwide pool of nurses
 - ✓ Clinical based delivery, real time, in your EMR
 - ✓ Custom CCM program tailored to your specific needs (i.e. Quality Measures)
 - ✓ Outsourced clinical staff maintains monthly patient contact keeping PCP current on high risk, chronically ill patients

Average Enrolled & Billed Patients by Month for CCM Programs Launched During COVID-19



Success Stories from CCM Calls



"I am so appreciative to have someone I can reach out to that will answer the phone. I would not have thought about hurricane preparations due to COVID-19, but now I am stocking up after talking to my Care Coordinator"

– CCM Patient



"As soon as the phone rang, the patient knew my name and asked his wife to get his blood pressure log. Patient stated he knew I would ask him because the last time we talked I told him about the possibilities of what would happen if he didn't get his blood pressure under control. He was elated to show improvement. I congratulated him and told him to keep up the good work, because he knew I was calling again next month!"

– Care Coordinator



"The patient stated he feels better and is sleeping better because he is following his Care Plan. We've discussed his insomnia and back pain quite a bit, but he stated he did exactly what we discussed- cut out caffeine hours before bedtime, created a regular sleep schedule and taking sleep medications a little earlier so he can get up easier in the morning."

– Care Coordinator



"Patient's spouse who is a retired nurse states that she thinks CCM program is "awesome." She states that the relationship built with the Care Coordinator makes the patient feel more comfortable knowing that he has a contact that will assure his healthcare needs are met in a "thorough" manner.

–Care Coordinator

About Us



CLOSING GAPS IN CARE

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- Chronic Care Staffing, LLC (“CCS”) was founded in 2015, the same year Medicare’s Chronic Care Management program began.
- Since 2016, CCS has worked with clients of all sizes with an industry leading clinical approach to patient health management via Chronic Care Management.
- Additional programs include Transitional Care Management (TCM), Health Risk Assessments for Annual Wellness Visits (HRA / AWV), and Behavioral Health Integration (BHI).
- CCS is a sister company of Millenia Medical Staffing, a Joint Commission certified nationwide nurse staffing firm.
- We have a network of nurses and a stringent screening process that gives you access to highly qualified Care Coordinators.