

Frequently Asked Questions About Chronic Care Management (CCM)

What Is Chronic Care Management (CCM)?

Chronic Care Management (CCM) is a Medicare-supported program designed to help patients who have **two or more chronic medical conditions** that are expected to last at least 12 months or longer. These conditions may place patients at risk for complications, hospitalizations, or decline in health if not closely managed.

The CCM program allows Alliance Medical Clinic to provide **ongoing, coordinated care between office visits**, ensuring your health needs are addressed consistently—not just when you come into the office.

Why Does Medicare Offer CCM?

Managing chronic conditions requires time, communication, and coordination that extend far beyond a single appointment. Medicare created CCM to support primary care practices in delivering proactive, continuous care while improving outcomes and reducing avoidable emergency room visits and hospitalizations.

CCM is part of Medicare's broader move toward **value-based care**, which focuses on prevention, care coordination, and long-term health management rather than reactive treatment.

Who Is Eligible for CCM?

You may qualify for Chronic Care Management if you:

- Have **two or more chronic conditions** (such as diabetes, hypertension, asthma, heart disease, arthritis, COPD, or similar conditions)
- Expect these conditions to last at least 12 months
- Have conditions that require ongoing monitoring, coordination, or medication management

Your provider will determine eligibility and discuss enrollment with you.

What Services Are Included in CCM?

CCM supports the care you receive outside of scheduled office visits. Services may include:

- Development and maintenance of a **personalized care plan**
- Medication review and refill coordination
- Monitoring of chronic conditions and symptoms
- Care coordination with specialists, hospitals, and other providers
- Follow-up after hospitalizations or emergency visits
- Preventive care reminders and health screenings
- Direct access to clinical staff for care-related questions

At Alliance Medical Clinic, CCM helps ensure no part of your care falls through the cracks.

How Is CCM Different From a Regular Office Visit?

Traditional office visits focus on addressing concerns that occur at that specific appointment. CCM, on the other hand, is designed to support your health **continuously throughout the month**.

CCM includes the non-face-to-face work your care team performs, such as reviewing labs, coordinating referrals, adjusting medications, and checking in on your progress—services that are not typically reimbursed under standard fee-for-service billing.

Why Am I Receiving a Monthly CCM Charge?

CCM is billed **monthly** and reflects the time your care team spends managing your chronic conditions outside of office visits.

This includes care coordination, communication, and clinical oversight that helps prevent complications, reduces hospital visits, and supports long-term wellness.

You are only enrolled in CCM with your **consent**, and you may opt out at any time.

The Alliance Medical Clinic Approach to CCM

Physician-Led Oversight

Your CCM care plan is developed and supervised by your primary care provider.

Personalized Care Plans

Your care plan is tailored to your conditions, medications, and health goals.

Dedicated Care Team Support

Our clinical staff works closely with you to manage symptoms, medications, and follow-up needs.

Care Coordination

We assist with referrals, authorizations, specialist communication, and hospital follow-up.

Improved Access Between Visits

CCM gives you a reliable point of contact for chronic care questions throughout the month.

Preventive & Proactive Care

We focus on early intervention and prevention to keep you healthier and avoid complications.

How Much Does CCM Cost?

CCM is covered by **Medicare and many Medicare Advantage plans**.

Medicare Part B (2026):

- Annual deductible: **\$283**
- After the deductible is met, Medicare typically covers 80% of CCM services
- The remaining 20% coinsurance may be covered by supplemental insurance

Medicare Advantage:

- Many plans have low or no out-of-pocket costs, depending on the plan

Most patients have little to no out-of-pocket cost for CCM services.

If you have financial concerns, please contact **Alliance Medical Clinic's billing department** for assistance.