CCM standard minute tracking info sheet
The goal is to have staff entering their CCM eligible time but in order to capture services delivered use the standard times below that Over Sixty uses to enter CCM time.

Any telephone call - At least 5 minutes each
- Track 5 minutes for each note and/or task within the telephone encounter

MA Chart prep - 10 minutes
- Where?: “*LMC Chart Abstraction 8.3” template in any encounter. (Can verify by History > Pt Demographics > *z_zChart Prep Tool > History>then look for date)

Provider Chart prep - 10 minutes
- For any provider visit add 10 minutes for chart review

Med refills - 5 minutes each
- Where?: “Medication Renewal Request-x” in encounter

Referrals - 10 minutes each
- Where?: History > Pt Demographics >*Referral Manager > any notes under “Ref Spec Notes”

For the ‘CCM service type’ choose the option that best fits
- Referrals Use Referrals
- Med refills Use Medication management
- Chart prep Use Chart prep/review
- Telephone Use

Either the reason listed in the telephone template or choose one that is appropriate. This is not critical for billing.
If the PCP is involved in the TE then use ‘Care collaboration with PCP’
In this encounter we see 3 opportunities for CCM time:

- Chart review (need to confirm)
- Telephone call
- Referral

To confirm chart prep was completed open the *z_zChart Prep Tool under the ‘Patient Demographics’ tab next to ‘Patient History’
Chart prep for provider visit. A provider visit will look like this:

* LMC Checkout 8.3
* LMC Finalize 8.3
* LMC Home Page 8.3
* LMC Intake 8.3
* LMC SOAP 8.3

Chart Note
intake_note
Plan
vis-flu 060715.pdf
Medication
Problem
Procedure
Orders

Then confirm that chart prep was completed by looking at the dates listed in history. For each date track 10 minutes in the CCM management template. After verifying the date close the chart prep tool and click no when prompted to save.
Open TE to confirm number of contacts involved, in this case we see only one so log 5 min.

Open the ‘Referral Manager’ in the ‘Patient Demographic’ tab to track the number of referrals involved, in this case there are 2 referrals so log 20 min, 10 min for each referral.

When you close the referral manager it will prompt you to save, click ‘No’

After logging this time in the ‘CCM management’ template it should look like this. No need to add detailed notes as these are in the note in the patient chart.

*When you see notes in the ‘Ref Spec Notes’ section also track that as 10 min, so for the encounter below we would track 20 min: 10 min for the referral by Stephanie and 10 min for the work the referral specialist did.
For multiple communications in a TE see example below. In this telephone encounter we see 3 encounters logged, so track 15 min, 5 min for each encounter.

After logging time in the CCM management tool it should like this. Use the date the telephone encounter was created, in this case 8/5/19. I used ‘Care collaboration with PCP’ as the patient’s PCP was involved, but choose the one that best fits the encounter. This is not critical for Medicare billing.

For medication refills track 5 min in the CCM management template for each medication refill request in the patient chart. Use ‘Medication management’ as service type.