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'

CCM Management   CCM Care Plan

Panel Control: ⊙ Tog

Enrollment Status: Patient enrolled in chronic care management

Payer   Medicare NGS Primary

CCM Billing Diagnoses

Specify the chronic condition diagnoses that will be used to bill Chronic Care Services. At least two must be selected in order for CCM to bill.
Highlight the chronic condition diagnosis in the table and use the "Select for Billing" button to flag the diagnosis for billing. Use the remove button to unflag

○ All Diagnosis ⊙ ICD 10 Only   ○ Chronic ⊙ All

Diagnosed	Description	Code	Flagged	Icd 9 10	R
	Sleep apnea in adult	G47.30	Bill	10	
	Onychogryposis of toenail	L60.2		10	
	Black stools	K92.1		10	
	Persistent asthma	J45.909	Bill	10	
	Acanthosis nigricans	L83		10	
	Tobacco use	Z72.0		10	
	Body mass index (bmi) 50-59.9 adult	768.43	Bill	10	

[Add]   [Refresh]

CCM Service Logging 5 total CCM minutes month to date.   Year to Date Se

Select the chronic care management type, the minutes spent to provide it, the date it was provided, the minutes spent to perform, and details of the service provi

CCM service type: Medication management   CM service date: 08/15/2019   Minutes to perform: 5

Common Phrases   My Phrases |

Service notes See medication renewal request on 8/15

Cle

New Lock Filter ▾

- ⊟ 📁 08/19/2019 01:38 PM Services Enabling
  - 📄 **CCM Management
- ⊟ 📁 08/15/2019 09:24 AM Mark Robinson MD
  - ℞ Medication
  - 📄 Medication Renewal Request-1
- ⊞ 📁 08/13/2019 01:06 PM Michael Sweeney NP
- ⊟ 📁 08/12/2019 04:31 PM Services Enabling
  - 📄 *LMC Telephone Call 8.3
- ⊞ 🔒📁 07/19/2019 05:10 PM Michael Sweeney NP
- ⊞ 🔒📁 07/12/2019 06:14 PM Michael Sweeney NP
- ⊞ 🔒📁 07/11/2019 08:45 AM Michael Sweeney NP
- ⊞ 🔒📁 07/05/2019 01:11 PM Michael Sweeney NP
- ⊞ 🔒📁 07/05/2019 09:26 AM Michael Sweeney NP
- ⊞ 🔒📁 07/01/2019 01:24 PM UDS Nurse
- ⊞ 🔒📁 06/27/2019 09:00 AM Services Enabling
- ⊞ 🔒📁 06/12/2019 10:15 AM Michael Sweeney NP
- ⊞ 🔒📁 06/06/2019 04:06 PM Mark Robinson MD
- ⊞ 🔒📁 06/01/2019 01:05 PM Michael Sweeney NP
- ⊞ 🔒📁 05/31/2019 02:07 PM Services Enabling
- ⊞ 🔒📁 05/30/2019 02:28 PM Services Patient
- ⊞ 🔒📁 05/10/2019 07:13 PM Michael Sweeney NP
- ⊞ 🔒📁 05/08/2019 02:18 PM Services Patient
- ⊞ 🔒📁 04/19/2019 08:45 AM Cris Bissonnette NP
- ⊞ 🔒📁 04/08/2019 03:47 PM Mark Robinson MD
- ⊞ 🔒📁 04/08/2019 02:03 PM Services Patient
- ⊞ 🔒📁 02/21/2019 09:58 AM Cris Bissonnette NP

Custom

Patient History   📌 ✕

Patient History | 👥 Patient Demographics | 🗄 Categories

New Lock Filter ▾

- ⊟ 📁 08/12/2019 11:45 AM Angelina Shigeura MD
  - 📄 *LMC Checkout 8.3
  - 📄 *LMC Finalize 8.3
  - 📄 *LMC Histories 8.3
  - 📄 *LMC HPI HTN
  - 📄 *LMC Intake 8.3
  - 📄 *LMC SOAP 8.3
  - 📄 *LMC Telephone Call 8.3
  - ✔📄 Chart_Note
  - 📄 ED_Referral
  - 📄 intake_note
  - 📄 Plan
  - 📄 telephone_communication
  - ℞ Problem
  - 📄 Procedure
  - 📄 Orders
  - 📄 Elevated Blood Pressure: Care Instruct
  - 📄 High Blood Pressure: Care Instructions
- ⊟ 🔒 📁 08/08/2019 10:07 AM Angelina Shigeura MD
  - 📄 **CCM Care Plan
  - 📄 **CCM Management
  - 📄 CCM Consent
  - ✔📄 dce_care_plan

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'

Patient Demographics   📌 ✕

Patient History | 👥 Patient Demographics | 🗄 Categories

👤 Insurance

- 📄 *CCM
- 📄 *Referral Manager
- 📄 *z_LMC Huddle Tool
- 📄 *z_LMC OB PNV Comments
- 📄 *z_zChart Prep Tool
- 📄 BH Segregation Rounds

Chart Prep Verification Tool:

Chart Prep Appointment Date: **Staff:**   **Location:**
08/12/2019   Appt Listing   Spencer Ingels   LifeLong East Oa

Verified:	**Not Checked (0)**	**Ordered / Resulted / In Chart (Y)**
Labs:	◉ 0	○ Y
Diagnostics: (Scanned documents)	◉ 0	○ Y
Referrals: (Ref Manager)	◉ 0	○ Y
ED Document: (if applicable)	◉ 0	○ Y
Immunizations:	◉ 0	**Q** ○ Y (CAIR, hx enter...

Review:	**Not Checked / NA (0)**	**Reviewed (Y)**
Last visit's discharge plan by any provider	◉ 0	○ Y
Last discharge plan by PCP	◉ 0	○ Y
Telephone summary (TC Summary)	◉ 0	○ Y

Reminder Call:

Instructions given for (free text)		
Reminded to complete labs	◉ 0	○ Y
Reminded PAP	◉ 0	○ Y

Comments: *(all comments print to daily huddle report)*

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

NextGen

⚠ Save changes to '*z ZChart Prep Tool' ?

[Yes]   [No]   [Cancel]

Save to Grid

History:

Date:	Labs:	Diag:	Ref:	ED doc:	Imm	Plan Prov:	Plan PCP:	Tele Sum:	Pt Instruct:	Rem Lab:	Rem Pap:	Comment:
08/12/2019					0	Y		Y		0	0	Nd Signed ROI

Chart prep for provider visit. A provider visit will look like this:

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.

Service Date	Minutes	Service Type	Service Notes	Logged By	Under Provider
08/12/2019	10	Chart prep/review	See zChart Prep tool on 8/12/19	Spencer Ingels	Enabling Services UDS
08/12/2019	5	Medical question	See TE note on 8/12/19	Spencer Ingels	Enabling Services UDS
08/12/2019	20	Referrals	See notes in Referral manager on 8/12/19	Spencer Ingels	Enabling Services UDS

*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.