

Alternative Ways to Care for Chronically Ill Patients During COVID-19

Chronic Care Management (CCM)

- Practitioners may bill for CCM for a calendar month when at least 20 minutes of non-face-to-face clinical staff time, directed by a physician or other qualified health care professional, is spent on care coordination for a Medicare patient with multiple chronic conditions. This time may be spent on activities to manage and coordinate care for eligible Medicare and dual eligible patients.
- CMS established separate payment under billing codes for the additional time and resources you spend to provide the between-appointment help many of your Medicare and dual eligible (Medicare and Medicaid) patients need to stay on track with their treatments and plan for better health. Upon verbal agreement and a care plan, CCM codes can be billed for services furnished to patients with two or more chronic conditions who are at significant risk of death, acute exacerbation or decompensation, or functional decline.
- Two thirds of Medicare beneficiaries have two or more chronic conditions, which means many of your patients can benefit from CCM services, including the help provided between visits.
- To learn more about CCM, please visit: <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/CCM-Toolkit-Updated-Combined-508.pdf>

Transitional Care Management (TCM)

- TCM services are provided to a patient with medical and/or psychosocial problems requiring moderate or high-complexity medical decision making and involve a transition of care from one of the following hospital settings:
 - Inpatient acute care hospital
 - Inpatient psychiatric hospital
 - Long-term care hospital
 - Skilled nursing facility
 - Inpatient rehabilitation facility
 - Hospital outpatient observation or partial hospitalization
 - Partial hospitalization at a community health center
- TCM accounts for all the services you and your team deliver during the 30-day post-discharge period. This included the 7- or 14-day, face-to-face or telehealth visit during COVID-19.
- To learn more about TCM, please review the [attached](#) CMS presentation.
- You may also review the AAFP's FAQ page on TCM: <https://www.aafp.org/practice-management/payment/coding/medicare-coordination-services/tcm/tcmfaq.html>

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