

Chronic Care Management Solutions

HealthXL delivers easily implemented Chronic Care Management Solutions to improve care for patients with chronic conditions. By combining virtual care services with care coordination services, our Chronic Care Management solutions improve patient care, streamline the healthcare process and increase practice revenue.

A Better Way to Care

People suffering from chronic and persistent health concerns often have complex healthcare requirements. That's why they require a better, more comprehensive care model. Since 1980, it's been our mission to provide that. In 2015, we became a pioneer in Chronic Care Management Solutions and we're now the leader in the industry.

By focusing on providing increased communication and information, both patient and practice benefit. Our solutions: decrease patient visits to hospitals and doctor's offices, decrease health care expenses and to improve the quality and coordination of patient care.

What is Chronic Care Management?

Chronic Care Management (CCM) is the oversight and education activities performed to Medicare beneficiaries who have multiple (two or more), significant chronic conditions. This ranges from care coordination to administration and benefits both the patient and provider.

- 20-60 minutes of care coordination every month.
- Completed remotely in addition to regular office visits, reducing unnecessary patient visits.
- Guided by an expertly chosen clinical care plan

Medicare defines patients eligible for CCM as having multiple chronic conditions that are expected to last at least one year. These include, but are not limited to: arthritis, asthma, diabetes, COPD, high blood pressure, and heart disease.

The Three Elements of Chronic Care Management Solutions

Over the years, we've identified three key elements of Chronic Care Management Solutions that help improve long-term health concerns:

Between Visit Care

- Increase patient focus on general health and wellness.
- Increase patient participation, with provider recommendations between visits.
- Increase provider's knowledge of patient's health while outside of the practice.

[between visit care](#)

- Increases patient compliance with provider recommendations between their office visits
- Increases the focus of the patient on their general health and wellness
- Increases provider visibility into patients health status while outside of the practice walls

Preventative Care

- Increase patient participation in preventive care, such as flu shots and vaccines.
- Spot new health concerns and complications faster and earlier.
- Increase provider care quality.

preventative care

- Increases patient compliance with recommended preventative care measures, such as the flu shot
- Increases ability to catch new health concerns and complications faster and sooner
- Increases provider compliance with quality measures

Remote Care

- Increase the availability of wellness resources
- Remove the obstacles for continued engagement
- Reduce the strain on providers and staff.

remote care

- Increases the ease of access to wellness resources
- Lowers the barriers for continued engagement
- Frees up providers and staff to focus on in-office encounters

Chronic Care Management Solutions for Patients

HealthXL's Chronic Care Management Solutions create an ongoing care pathway for those suffering from complex, ongoing health concerns. We recognize that handling multiple healthcare providers, doctors and other caregivers is energy consuming and often problematic. We make it simple by putting everyone on the same page.

Upon enrolling in our Chronic Care Management program, patients will be matched with a dedicated care coordinator. Then, under the guidance of their physician, patients will be provided a personalized care plan.

- A personalized care plan, developed by our dedicated health professionals.
- Coordination of care, between multiple providers.
- 24/7 emergency health care access
- Expert assistance and plans.

Chronic Care Management Patient Benefits

Our Chronic Care Management Solutions benefits for patients include:

- Personalized care plans, for ongoing care and achievable health improvements.
- Coordinated care with your care team, family members and caregivers.
- 24/7, 365 support, even when your doctor's office is closed.
- Consistent interaction with trained and caring staff
- Non face-to-face, distanced care
- Help in coordinating logistical needs (e.g. transportation, specialists, lab work and test results)
- Encouragement to follow care plans
- Medication management assistance
- Early identification of changes in patient health status, moods, alertness, etc.
- Increased access to practice resources
- Peace of mind for family members
- Financial savings and emotional benefits through better health
- And much more

Get Your Care Team on the Same Page

Tackling chronic conditions is a team effort, from your doctor to your family. Our care coordinators make life easier, by getting everyone on the same page. That means, answering questions 24/7, handling the administrative work and medical records, improving lines of communication and ensuring you're always receiving the best possible care.

We assign patients with an experienced, registered nurse who will recommend clinically based health and wellness goals, that you and your provider can achieve. For you, the patient, that means fewer missed medications, less time wasting, less stress and improved overall care.

Remain Informed

We keep you in the loop at all times, by sending updates and educational materials related to your needs, every month. Our specific and personalized health recommendations are provided to you both by phone and mail bi-monthly.

Remain Well

As part of our comprehensive Chronic Care Management Solutions for patients, we provide a list of local resources and social services that are specific to your needs and availability. Every suggestion, aimed at getting you the care you need.

Chronic Care Management Solutions for Healthcare Providers

HealthXL's Chronic Care Management solution for healthcare providers helps you seamlessly extend your practice and enhance your levels of chronic care. Every aspect benefits from your revenue to your patients benefits.

Chronic Care Management started in earnest when the Centers for Medicare and Medicaid Services introduced a new Medicare billing code to compensate providers for non-face-to-face care coordination to patients with two or more chronic conditions.

One in four Americans suffer from a chronic illness. That's why 81% of primary care providers say they're over stretched or at full capacity. The extra demands put a strain on everyone - from receptionists to nurses. The result? Rushed or unsatisfactory health care, leading to less patient retention and growth. Our better way to care offers a profitable solution.

The Benefits of Chronic Care Management Solutions for Healthcare Providers:

- Enhanced monitoring and coordination of care between office visits
- Enriched patient-practice relationships
- Increased monthly office revenue and greater profitability
- Improved access for patients while eliminating unnecessary in-office appointments
- Earn new, recurring revenues
- Streamlined patient enrolment
- Protection Against CMS Audits

Increase Enrollment

Streamlined patient enrollment is the core of the success of our Chronic Care Management solutions for healthcare providers. HealthXL has designed patient enrollment programs that reduce administration time for practices and reassuring patients about the value of the program.

The average in-house enrollment program only enrolls 10% of eligible patients.

HealthXL's Accelerated Enrollment Program has success rates of up to 50%, with the average practice achieving 39% enrollment of responsive, eligible patients.

- Front office integration
- Simplified patient consent process
- Patient eligibility identification

Improve Profit Margins by 30%

Our Chronic Care Management Solutions for health care providers is proven to provide new, recurring revenue. The average reimbursement of \$40.60 from Medicare's Chronic Care Management bill code 99490 gives you the chance to improve profit margins by 30%, while improving care levels.

- 500 Enrolled Patients = \$72,000 Increase in Profit Per Year
- 1,000 Enrolled Patients = \$144,000
- 5,000 Enrolled Patients = \$720,000
- We don't get paid until you do.

Protection Against CMS Audits

We mitigate the risks of CMS audits, with thorough time tracking and reporting, ensuring any audit is full compliant.

- Activity logging down to the second
- Comprehensive compliance reporting
- Patient eligibility validation
- Personalized audit support

Chronic Care Management Solutions for Healthcare Systems

HealthXL's Chronic Care Management solutions for health care systems are designed to deliver high-quality care management services to the community and reduce the strain on your health care system. Our solution proactively helps patients with chronic health concerns to manage their care, by boosting participation in preventable care by 50% and doctor and hospital visits by up to 70%.

- No software or hardware required.
- No new staff needed.
- No upfront costs
- 90%+ Satisfaction Rate
- Integrate your current EMRs

Reduce Preventable Patient Visits

With the nation's aging population on the rise, chronically ill patients account for 60% of all emergency room visits. 30% of those were preventable. Our system works to reduce those visits, by providing high-quality preventable care. By eliminating unnecessary visits, the healthcare system could save a reported \$8.3 billion in costs.

Decrease patient visits by 70%.

Fully Integrate Existing EMRs

Unlike rival Chronic Care Management Solutions all our system integrates the following Electronic Medical Records (EMRs) so your staff don't have to retrain or handle any transitions:

- eClinicalWorks
- Quatum
- Practice Fusion
- Athena
- Amazing Charts
- eMDs
- Aprima
- MDLand
- GE Centricity

Chronic Care Management Solutions for Employee Wellness

HealthXL's Chronic Care Management Solution for employee wellness focuses on improving the health and wellbeing of employees, by pairing our digital care with experienced registered nurses. This comprehensive approach has shown to significantly boost care participation and positive outcomes.

- Reduce employee healthcare costs by up to 60%.
- Boost care participation.
- Improve employee health and wellbeing.
- Provide care for chronic illness, stress or work related health concerns.

Reduce Employee Healthcare Costs by Up to 60%

Harvard Business Review estimates that on average 1-5% of company employees account for over 50% of its health care costs. That's because usually, these employees are suffering from high-cost chronic health concerns, such as asthma, diabetes, heart disease and hypertension. These often become exacerbated in the workplace, but can be reduced through increased participation in Chronic Care Management.

Increase Participation and Engagement

HealthXL works to design customized plans that help employees on an individual basis, by improving care coordination, communication with nurses and increasing participation. Our solutions are shown to drive monthly engagement by 90%.

Private and Secure

We communicate with your healthcare broker to securely obtain and analyse participating employee health information (in compliance with HIPAA standards), helping to provide customized plans that work.

