

# Understanding How Chronic Care Management Can Help You

NEBRASKA  
HEALTH  
NETWORK

## What is **Chronic Care Management**?

Chronic Care Management (CCM) is a care coordination service that is completed outside of your regular visits with your health-care provider. This program provides you with around-the-clock access to care that will help you stay on track with your overall care plan. **As a CCM patient, you benefit from the added peace of mind and security of knowing that help is just a phone call away. You are able to maintain your independence and better manage your health.**



## Are You Eligible?

If you have with two or more chronic conditions, CCM can help you manage your care. Some examples of chronic conditions include, but are not limited to:

- Alzheimer's and Related Dementia
- Arthritis
- Asthma
- Cancer
- COPD
- Depression
- Diabetes
- Heart Failure
- Hypertension
- Osteoporosis

## CONTINUOUS SUPPORT

When you have more than one chronic condition, there may be times when you need immediate answers to your health needs and questions; CCM grants you 24-hour access to a qualified health individual who can help you. You will be provided with multiple methods of communication beyond just your phone, such as a secure email portal.



# A Comprehensive Care Plan Personalized to Your Needs

From the moment you enroll in CCM services, your designated CCM team will develop a Comprehensive Care Plan to guide your overall health. This plan is a timely, overall look at your health with a special focus on managing your chronic conditions.

First, a member of your CCM team will complete a full assessment that includes:



How you are feeling physically and emotionally



Whether you have access to resources like food, housing or transportation



A review of medications you are taking and how you are taking them

Once the assessment is complete, the CCM team will create a plan that helps you with specific activities each month such as:



Ensuring your medications are current and that your questions or concerns are addressed



Facilitating communication between all of your health-care providers



Offering tips and techniques on how to deal with problems associated with chronic health conditions like pain, fatigue, frustration and getting a good night's sleep



Helping you connect with community resources



Assisting with goal-setting, problem solving and overcoming barriers



Providing resources to help you better manage your symptoms

Overall, CCM helps you take an active role in your care. It increases the likelihood that you will get healthier and moves you closer to achieving your health-care goals. If you are interested in receiving CCM services to help improve your overall health and prevent illness, talk with your health-care team regarding enrollment.