Patient Enrollment Talking Points

Chronic Care Management (CCM), Principal Care Management (PCM), and Remote Physiologic Monitoring (RPM) are integral components of healthcare that support improved care. CMS research data shows that **2 out of every 3 Medicare beneficiaries** have two or more chronic conditions. These connected care programs enable your care team to provide enhanced care coordination for patients with ongoing medical conditions.

Clinical Lead

Before engaging with the patient, ensure your team is prepared and the enrollment process is patient-centered. Allow the patient to ask questions and learn how the program can help them reach their health goals.

> "Your doctor asked me to speak to you today regarding a new service we are offering. Your care needs have made you eligible. Our team will receive health updates when you enter your health information using your smartphone, tablet, or computer — it takes less than 2 minutes."

Care Provider

Connected care is a group effort. Provider engagement is essential for patient participation. Advise patients on the program you are offering and explain the benefits. This process should take less than a minute — your care team will handle technical details and program setup.

> "This helps me keep track of your health between visits. I want to help you stay independent and out of the hospital. We know managing ongoing medical conditions can be overwhelming, but we are here to help."

Key Benefits of Enrollment

Proactive Monitoring

Identifies health warnings early and helps patients stay out of the hospital.

Constant Contact

Dedicated care team stays connected between office visits.

Convenience

Connect with your doctor from any location with fewer required office visits.

Customized Care Plan

Personalized plan created to meet individual health goals (CCM/PCM only).

Although patient cost-sharing applies, most patients have **little to no cost** with supplemental or secondary health insurance. Program participation also reduces the need for costly services such as ER visits and hospital admissions.