



Addiction Care of Excellence
An Outpatient Medical Recovery Program

CHRONIC CARE MANAGEMENT

Patient-provider engagement for the best outcome of addiction care

Chronic Care Management (CCM) is a clinical program for managing chronic conditions and coordinating care over telephone. ACE adopts the CCM program to our patients with addiction and substance use disorder.

Benefits of CCM:

- 24-hours-a-day, 7-days-a-week access to an ACE provider to
 1. address acute medical or behavioral problems as they come up
 2. prevent relapses from happening in the moments of vulnerability
 3. obtain support in the moments of need
- Regular reach out by ACE providers through telephone to
 1. assess patient's well being and the need for intervention
 2. contact family members or other authorized caregivers for assessment and monitoring
 3. coordinate with other recovery providers on the patient's care
- An individualized care plan tailored for each patient including
 1. a reasonable goal
 2. family and social support structure
 3. monitoring and accountability agreement
- Dedicated patient liaisons and advocates to serve the members
 1. Assistance on managing appointments, filling prescriptions, getting tests done, making referrals and obtaining authorization;
 2. Chart review in advance of every visit to identify issues that should be discussed and addressed;
 3. Follow-up after each office visit to make sure you are feeling well and that your medications are working, tests are scheduled and referrals are contacted;
 4. Assistance on managing appointments, filling prescriptions, getting tests done, making referrals and obtaining authorizations;
 5. Care plan created for you by your physician and updated from time to time when your conditions change;

Cost of CCM:

- The cost of CCM is \$50 per 30 minutes per calendar month;
- A deposit of \$150 is required;
- No insurance participation.

Contact to our CCM staff for your need:

Direct Telephone: 239-244-2030