

# Benchmark Report: What Providers Should Expect from their CCM Programs

INFOGRAPHIC

When running an optimal CCM program, physician practice leaders should expect to see positive outcomes for their patients and for their practice's bottom line.

## EXPECTATIONS OF CHRONIC CARE MANAGEMENT\*

25%

will need assistance  
setting appointments  
with their providers

30%

will require  
medication refill  
assistance

35%

will require a fall  
risk assessment

64%

will benefit from  
psychosocial  
assessments

100%

will require cognitive  
assessments

93%

will have "urgent"  
issues that a clinical  
person will need  
to answer

100%

will have care gaps  
that impact your  
MIPS or quality  
scores

## PATIENT IMPACT

↓ 20%  
fewer hospitalizations

↓ \$240/yr  
less in out-of-pocket  
medical expenses

## PRACTICE FINANCIAL IMPACT\*

\$52k average annual recurring  
revenue for every  
300 CCM patients

↓ 4.7% reduction in  
hospitalization  
readmissions

minimum  
20 min  
average  
\$42 / patient/  
month  
Traditional practice reimbursement  
code: 99490\*\*

minimum  
20 min  
average  
\$67 / patient/  
month  
RQHC/RHC reimbursement  
code: G0511\*\*

Footnotes: \* Numbers presented in this document represent the consolidated average activity levels and results from ChartSpan's total patient population in 2018.  
\*\*American College of Physicians, 2018 averages



# ChartSpan Sets the Bar High

According to a Porter Research study of more than 100 physician practice leaders, the top challenges associated with CCM programs were revealed. Here's how ChartSpan can help your practice overcome these challenges.

## CHALLENGE:

Hiring and retaining qualified resources

## ANSWER:

ChartSpan has you covered with more than 200 clinical experts on staff to reach out and respond to your patients 24x7.

## CHALLENGE:

Measuring utilization and productivity

## ANSWER:

ChartSpan's Client Success team summarizes impact and ROI every month.

## CHALLENGE:

Identifying and enrolling eligible patients

## ANSWER:

ChartSpan's technology works directly with your EHR to continuously identify eligible patients to optimize enrollment.

## CHALLENGE:

Achieving profitability

## ANSWER:

ChartSpan has invested millions of dollars into a powerful technology platform, advanced data and call center operation, and intensive training curricula for its clinical team members. By working with tens of thousands of patients, we are able to cost-effectively deliver better care and deliver better profit margins to our customers.

## Act Now

Put ChartSpan to work for you today. Your patients and your practice will benefit from our expertise in CCM.

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