

ST. JOHN PROVIDENCE PHYSICIAN NETWORK

Care Manager Orientation Schedule:

Week 1:

- TOC/TCM process – read through TCM Fact Sheet from Medicare Learning Network
- Athena Streamline – watch recorded webinar from Brian DuChene and get familiar with Athena and how to document
- Billing Codes for Care Management – read through “cheat sheet” and billing grid
- CPC+ information packet – read through and have understanding of expectations of CM
- Set up meeting with Fran for training on BCBS attribution list and Wellcentive
- Go through shared drive for resources and education

Week 2:

- Begin doing TOC's with assistance – understand how to schedule patient appointment
- Understanding of the referral process to CM (patient case, encounter sheet, etc.)
- Understanding of what insurances cover CM and what the goals are to reach incentive (use of BCBS and Priority Health attribution lists)
- Goals/Plan of Care for patients receiving care management – 2 short term/1 long term
- Understanding the different processes for TOC telephonic vs care management telephonic
- Begin to understand difference between brief F2F and comprehensive F2F

Week 3:

- Understand how to document brief F2F/comprehensive F2F
- Chronic conditions and what to educate patient on/assess for social determinates
- How to respond to a patient case/create patient case
- How to put in for refill of med if needed or referral
- Find out if expected to do Medicare Wellness visits at practice

Week 4: (If Needed)

- Have read through pdf's of Medicare Wellness Visits if going to be doing
- Go through documentation of Wellness Visits and expectations
- Relationship between Wellness Visits and care management to continue f/u with patient
- Medicare website (wpsgha.com) show how to look up if patient is due for G0438 or G0439