

# New Care Manager Checklist



Proprietary of Great Lakes Organized System of Care



Provider Delivered Care Management (PDCM)	Date	Date	Date	NOTES
<b>NAME:</b>				
<b>DATE:</b>				
<b>PRACTICE:</b>				
	<b>Resource Emailed</b>			
GLOSC Care Manager Lead Resource				
Care Management Flyer Example				
Schedule Monthly Meetings with CM Lead				
GLOSC Care Manager Meetings- Calendar invites				
Care Management Implementation Guide				
GLOSC Care Manager Contact List				
<b>1. Care Manger Role</b>				
a. Job Description (Consistent between offices?)				
b. Patient Enrollment				
c. Care Mgt Referrals from providers				
d. Team Huddle/Warm Handoffs with providers				
e. System for Scheduling/follow up (like provider schedule)				
f. Managing RISK (Rising Risk)				
Care Management Workflow for High Risk Patients				
Risk Stratifying AAPF				
Advisory Board "Meet your 3 pt Populations"				
g. Improving Quality				
h. ED Utilization				
PCS & ACSC Definitions				
i. TOC (Transitions of Care)				
Pt PING guidebook				
Access to hospital EMR				
j. Care Coordination-Team member support				
<b>2. Training</b>				
a. CCM (2 day course + webinar & online)				
b. Self Mgt (2 day Course + online)				
c. Annual Credits				
2018 Educational Requirements Handout				
Provide Marie with certificates				
d. ACO Tools				
Aledade App (Sign On)				
Daily Huddle				
Worklist				
Care Management				
Cost Utilization				
ADT				
HCC opportunities				
Care Hubs (Sign On)				
Chronic Conditions Tool Kit-(e & Binder)				
Care Manager Work Groups				
Blog				
e. Various Initiative Education				
BCBSM PDCM Engagement Initiative				
BCBSM VBR (Value Based Reimbursement)				
PDCM list (sent from GLOSC Monthly)				
SIM (State Innovation Model)				
MDHHS Website				

CPC+ (Education info from practice)					
f. PtPING (ADT Software)					
<b>3. MLN Guidelines from CMS- Medicare</b>					
a. CCM (Chronic Care Management)					
b. TCM (Transitional Care Management)					
c. ACP (Advanced Care Planning)					
d. Behavioral Health					
<b>4. Billing BCSBM</b>					
a. BCBSM Billing Guidelines					
b. PDCM Q&A					
c. BCBSM Billing (Webinar MiCMRC)					
d. Commercial Versus Medicare Billing Tool					
e. Documentation Guidelines					
<b>5. Resources</b>					
MiCMRC (MI Care Management Resource Center-Website)					
MiCCSI (MI Center for Clinical System Improvement-Website)					
Care Plan resources					
Template Resources					
MQIC					
Websites list					
Phone apps List					
Action Plans List					
Advanced Directives Flyer					
What does office currently have for education materials?					
<b>6. Care Management Metrics &amp; Tracking</b>					
a. % Care Managed					
Medicare-Benchmark					
BCBSM-Benchmark					
b. ED Utilization					
Medicare-Benchmark					
BCBSM-Benchmark					
c. TCM					
Medicare-Benchmark					
BCBSM-Benchmark					
<b>7. SDOH (Social Determinants of Health)</b>					
a. Community Networking List					
b. SDOH Questionnaires					
c. 211 directions					
d. CCLs (Clinical Community Linkages)					