



Chronic Care Management: Launching a Program

Are You Ready to Launch a CCM Program?

Purpose

Use this brief assessment to determine if your pharmacy site is well positioned to begin Chronic Care Management services with a partner primary care provider, or join a primary care team already providing CCM. If you answer yes to most or all of these, it may be worth pursuing. If you answer no to more than two, this does not mean you should give up on CCM. You may just need a little more work to build a strong foundation for the service to succeed.

- Are services that you are already providing aligning with the goals of CCM? Do those services benefit the patient directly and the provider practice and/or pharmacy practice indirectly?
- Do you have a good relationship with a provider in the area?
- Do you have an established medication adherence program in which you are following-up with the patient monthly and asking clinical health condition questions to ensure the patients aren't just taking their medications, but they are actually showing improved outcomes?
- Are you talking with patients monthly that assists with coordination of care (i.e., initiating the prior authorization process, discussing screenings due, immunizations)
- Do you provide Medication Therapy Management services and comprehensive medication reviews to your patients?