6 Chronic Care Management Software Companies That Can Help Your Practice

CCM Software Can Help Increase Your Practice's Revenue

I have come up with a list of 6 Chronic Care Management Software companies that can help you with your practice's Chronic Care Management (CCM) program. They are in no particular order and there are many more out there. Consider this a starting point as you try to find the right company for your needs.

As you know Medicare's Chronic Care Management Program helps medical practices with patients that have chronic illnesses get paid for services like phone calls, coordinating with other providers and checking on medications. These services have always been done by providers but they were never permitted to bill for them.

Well, now healthcare providers can get paid for CCM using CPT code 99490. But practices have to meet the CCM billing requirements if the code before they can bill which are very specific.

Regardless if you are using a paper charts or have electronic health records, practices find it difficult to track all the time spent managing the patient which is a key requirement. Even if you are using an EHR they are just not very good in this area.

New CCM software companies have come to the rescue to help practice document all that is required to bill 99490 properly and can offer much more that your EHR or paper system can provide.

Signallamp Health

Software created by Signallamp works with your practice's existing EHR system to develop an IT framework to work as an extension of your practice. The program helps identify eligible CCM patients and provides them with educational materials on management of their chronic conditions. A nurse is assigned to your practice and acts as a go-between for both the practice and the patient to ensure successful adherence to CMS communication guidelines for reimbursement.

CSC

Delivering both technological solutions and staffing resources to businesses, CSC can provide your practice with technology needed to capture patient information and coordinate care and monitoring, all while meeting CPT 99490 requirements. They offer a variety of patient outreach services including phone calls, texts, and video conferencing capabilities. They also assist in creating a comprehensive care plan for each patient, enabling healthcare providers to establish treatment goals and share crucial information with the patient.

ChronicCareIQ

Specifically designed to manage chronic care patients, ChronicCareIQ integrates into your existing practice software to automate time tracking of non-face-to-face patient care. A central dashboard featuring patient-reported health information and alerts allows providers to more effectively treat pressing patient issues remotely while keeping track of billable time.

Caresync

Combining technology with 24/7 nursing support, Caresync makes it easy for patients to access care online and by phone through constant access to clinical health assistants. They also work with your practice to develop a comprehensive care plan for your CCM patients that can be shared with all providers involved in care. For providers, Caresync provides monthly reports and all documentation required by CMS for reimbursement through the program. For more complicated patients, Caresync can also integrate wearable medical devices and health trackers for remote monitoring of your patient's condition.

ThoroughCare

ThoroughCare provides tools to help your practice manage CCM patients in-house, including a web-based technology platform that's HIPAA compliant. The program walks providers through the creation of a patient-centered care plan, making it possible to track time spent with the patient, reviewing patient labs or making changes to the care plan. Providers can also access a detailed time log for each patient in case of audit. Billing reports can be created that include all patients for whom monthly claims can be submitted.

CareMerge

The technology created by CareMerge integrates with your practice's existing EHR to merge communication and care coordination among providers and CCM patients. Their product helps providers create and manage the Medicare required care plan, keep track of time and required communication with patients, and run automated, comprehensive reports detailing your practice's efforts toward Medicare CCM compliance.

Is your practice using a Chronic Care Management Software solution? If so which one? Let me know in the comments on our website.

About the Author

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Manny Oliverez, CPC, is a 20-year healthcare veteran and the CEO and co-founder of Capture Billing, a medical billing services company located outside of Washington, D.C. He teaches the nation's physicians, administrators, and medical practices how to maximize billing and revenue cycle management processes. Manny also frequently posts articles and videos on his award-winning healthcare blog. For more information on Manny and his company, please visit his website, or call (703)327-1800. And if you're on LinkedIn, please look for him there too. **READ MORE**

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Capture Billing and Consulting, Inc. is one of the top leaders in the medical billing industry. We help busy medical practices drastically reduce patient and insurance accounts receivable, and increase physician reimbursement. Capture Billing's services provides one of the most cost-effective and proficient billing solutions available to healthcare professionals. Eliminating the need for an on-site medical billing staff can allow physicians to focus on their primary passion of providing quality healthcare to their patients. Physicians can leave the stress of doing their own medical billing to us.

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