

Washington Chronic Care Management (CCM) Program Fact Sheet

This voluntary, comprehensive care management program incorporates education and assistance to clients, with the intention of assisting them in managing their conditions and coordination of their medical services.

Who is eligible for this program?

Eligible candidates include Aged, Blind, and Disabled (ABD) Medicaid-only adults, with the exception of certain excluded populations. However, only high-risk, medically vulnerable individuals will be targeted for this program.

What are the goals of this program?

- Accurately identify eligible individuals in need of care management;
- Support medical home development for program clients;
- Improve health outcomes for program clients using evidence-based medicine;
- Intervene with clients to prevent avoidable medical costs through improving self-management skills; and
- Graduate clients from the program within six months, assuming goals have been met.

Who is responsible for sponsoring/coordinating this program?

The CCM Program is sponsored by the Washington Department of Social and Health Services (DSHS). DSHS awarded United/AmeriChoice Programs the contract to perform services for this program.

What makes this program unique?

The AmeriChoice Personal Care Model™, features sophisticated health care management technology and direct participant contact. The technology portion of the model accurately identifies individuals in need of care management, via predictive modeling and risk scoring. It also spots gaps in care and alerts clinicians of potential interventions.

Direct participant contact is performed by licensed clinicians, experienced in providing care management to individuals with severe and chronic conditions. Contact with participants is made regularly, either through face-to-face or telephonic interventions. Continuous communication with the participant, physician, community resources, and all members of the care team is a key component to providing effective interventions.

What services does this program offer?

- Care coordination
- Customized care plan development
- Access to program care managers (Washington Registered Nurses and Masters Level Social Workers),
- Education on self-management skills
- Disease and condition-specific mailings
- Toll-free nurse line available Monday through Friday, 7 a.m. to 7 p.m.
- Program website