



This letter is to introduce you to a new Medicare service that Tallahatchie General Hospital is offering to our patients called Chronic Care Management (CCM). These services offer personalized care coordination to our patients, and are centered around the chronic illnesses that significantly affect our patient's health. Your primary provider has reviewed your medical history, and feels that you would benefit from enrolling in the Medicare's CCM program. You are receiving this letter so that TGH can provide information about CCM, and to offer you the opportunity to participate in this life changing service.

What will CCM services do for me?

The goal of CCM is to help you better manage your health at home so you can avoid hospital admissions, and can prevent the worsening of your conditions. Our Care Coordinator Patricia Frizzell, LPN will work with your primary provider to oversee and coordinate your care that will include the following elements:

- A Care Plan that is centered around you and your personal needs. The Care Plan will address each of these needs with measurable goals and interventions that will help you obtain your highest level of health possible. A copy of the Care Plan will be provided for you to use at home as a guide to improve your self-management skills, and it will be monitored regularly by Patricia Frizzell, LPN to track your progress and to offer guidance.
- 24 hours a day, 7 days a week access to care to meet your health care needs. This includes holidays and weekends so that your urgent health care needs can always be taken care of.
- Extra support provided monthly, typically from the comfort of your home. Patricia Frizzell, LPN will work with you to set up routine phone calls, education, and resources that will help you achieve your health and wellness goals.
- Medication management and oversight.
- Communication between all health care settings that you visit. This will include Hospital stays, ER visits, and appointments with other healthcare providers besides TGH.

How do I access these services?

Please call our office at **662-625-7019** and ask to talk with our Care Coordinator **Patricia Frizzell, LPN**. She will be happy to answer your questions, and to provide any information you need to better understand CCM. She will also inform you what your next steps are towards initiating CCM services.

What else do I need to know?

Medicare recognizes that prior to today, most healthcare clinics have been providing some CCM services to their patients without enough time and resources. This is why Medicare decided it was time to begin paying healthcare providers for these costly services. As a result, TGH will now be able to efficiently and effectively dedicate the time and resources into monitoring your health. As with most Medicare services, you may be responsible for a co-pay that would equal approximately \$10-\$12 per month. If you have a secondary insurance, your co-pay may be covered and you would pay \$0 per month.

We look forward to hearing from you, and are excited to have the opportunity to work together with you to achieve a healthier you.

Tallahatchie General Hospital Chronic Care Management Team