The Chronic Care Management Business Unit specific workflow, #Chronic Care Referral.

➢ New patients added will have codes starting with CM while existing patients will continue to have codes starting with P.

- If a patient is re-admitted, will need to add new chart.

➢ When registering the patient in Cerner, CCM is still PCS until it is updated.

Workflow

Workflow Tile	Documentation
Basic	*No change from Home Care patients*
Demographics	➢ Preferred Language ➢ Interpreter Required ➢ Advance Directive/POLST ➢ Ethnicity ➢ Race ➢ Religion ➢ Oxygen Home ➢ NLH Care Manager/CCT
Family & Friends	*No change from Home Care patients*
Notes	*No change from Home Care patients*
Payers	➢ MD - Medicare Chronic Care Management ➢ KD – Medicaid Chronic Care Management ➢ CD – Commercial Chronic Care Management
Authorizations	*No change from Home Care patients*
Diagnoses	Add Primary diagnosis from referral source. It does not have to be a PDGM diagnosis.
Admissions & Status	➢ Branches - Chronic Care (location) ➢ Class - CC Chronic Care Management ➢ Acuity - CM Care Management
Attachments	*No change from Home Care patients*

Inbound Patient Information	*No change from Home Care patients*
General Clinical / Allergies	*No change from Home Care patients*
Medications	*No change from Home Care patients*
Immunizations	*No change from Home Care patients*
Patient Tasks	Add referral request task
Clinical Notes	Optional
Care Team	Optional