



CCM INTRODUCTION CALL DIALOGUE

Good morning/afternoon, this is Nurse *(your name)*.

I am calling on behalf of *Clinic Name/Dr's Name* (follow nurses' instructions), may I speak with Mr./Mrs. *(patient full name)*?

Hi *Mr./Mrs. Jones*, I just want to confirm that your date of birth is *---*? Great, thanks! I am calling from the Chronic Care Management Program. This is a program that Medicare has initiated in which I will be calling you once a month to check on your wellbeing and to address any general health questions that you may have.

Dr. *(choose appropriate doctor based on last visit)* has implemented this program to be on top of your care.

With this program we can assist you with medication refills, appointment scheduling, transportation, home care services, referrals, lab results and much more.

The CCM program is covered by Medicare. 80% is paid by Medicare and the remaining 20% will be covered by your secondary insurance. In the case that you do not have secondary insurance, you may speak to the doctor and see what your options are.

I would like to give you my direct phone number in case you need assistance with any emergent needs, it is *973-555-5555*. I will be available Monday thru Friday from 9am to 5pm.

During times that I am not available, including weekends, let me share our 24hr nurses' hotline number that you can reach out to, 1-866-611-9848.

Do you have any questions for me?

Before I let you go,

- Do you have all your medications available, and taking them as prescribed?
- Are there any particular issues or concerns you want to discuss today or that you would like me to inform of to the doctor?
- Confirm next appointment if the patient has one
- Is there any particular day/time you would like me to reach out?

Ok *Mr./Mrs. Jones*, I will be in touch with you next month to follow up.

Thank you for your time today, you have a wonderful day! 😊

