

Primary Care Medical Associates Succeeds at Chronic Care Using TimeDoc

TimeDoc delivers compliant and effective chronic care solution

As an internal medicine physician, Dr. Perlmutter and his clinical staff have been coordinating care for their chronically-ill Medicare patients for years. So when CMS started reimbursing for these services through the Chronic Care Management (CCM) billing code (CPT 99490) in January 2015, Dr. Perlmutter was one of the first physicians to start his own CCM program.

Challenges

One year into the program, Dr. Perlmutter had enrolled 50% of his Medicare patients, but his team was only able to engage 10% of those patients per month. Because their EHR system did not have the necessary functionality to support the CCM requirements and workflow, the nurse dedicated to CCM was spending all of her capacity manually tracking CCM services on paper. This left little time to actually provide the CCM services. “My nurse and I were frustrated because we were spending more time handling administrative requirements, than proactively reaching out to patients,” said Dr. Perlmutter.

Solution

Dr. Perlmutter implemented TimeDoc’s EHR-integrated CCM solution to help the staff document and track their CCM services from within their EHR. “TimeDoc made it easy document in the EHR and track compliance requirements. I have a real-time look at my patients in the program and how much time we have spent with them each month. Now my nurse can spend her time engaging patients rather than working on the administrative challenges of CCM,” said Dr. Perlmutter. With the efficiencies enabled by TimeDoc technology, Dr. Perlmutter and his staff were able to increase monthly engagement levels from 10% to 45% of their Medicare patients.

After seeing success with CCM, Dr. Perlmutter increased his patient enrollment to over 75% of his eligible Medicare patients. It became apparent that his staff did not have the capacity to engage the newly enrolled patients. TimeDoc provided an external nurse care manager to work with Dr. Perlmutter and his team to engage the additional 30% of CCM patients each month. “After we saw how successful the CCM program can be when you have a good system in place, we decided to expand the program by contracting with TimeDoc’s nursing services. TimeDoc’s nurse has become another member of our team. Our patients appreciate the service and it’s helped me coordinate care for my frequent flyers,” said Dr. Perlmutter.

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CUSTOMER

*Primary Care Medical Associates,
Dr. Robert Perlmutter*

CHALLENGES

- *Decreasing physician reimbursement*
- *Technology & documentation requirements*
- *Lack of adequate staffing*

SOLUTIONS

- *New, value-based reimbursement*
- *EHR-integrated care management platform*
- *Dedicated Nurse Care Manager*

BENEFITS

- *30% increase in Medicare reimbursement*
- *Reduced documentation burden*
- *Engage 70% of high risk Medicare patients each month*