

# Care Without Limitations

## Expand the walls of your practice with NextGen Office Care Management Support Services (CMSS)

Care Management Support Services deliver care without limitations. Through care managers that offer 24/7 patient support and a structure that empowers patients to participate in their healthcare journey, CMSS helps practices boost engagement, deliver high-quality care, and capture billable revenue.

*Discover the key goals, functionalities, and benefits of each offering within CMSS so you can meet your patients' needs beyond the walls of your practice.*

### Chronic Care Management

Chronic Care Management (CCM) supports patients with two or more chronic conditions by allowing providers to manage complex cases with personalized, coordinated care plans.

**The Why:** Individuals with multiple chronic conditions face more intricate and sometimes more difficult care plans.

**The How:** CCM helps patients adhere to medication and care plans in between office visits with accessible support from care managers.

#### **Benefits for Patients**

- Provides ongoing management of conditions and symptoms
- Minimizes hospitalization and the escalation of chronic conditions
- Balances time spent receiving care in the office and managing conditions at home

#### **Benefits for Providers**

- Offers more efficient access and engagement with patients
- Identifies non-compliant patients so care is adjusted accordingly
- Frees focus for in-office patients while care managers continue supporting care

### Principal Care Management

Principal Care Management (PCM), often used in conjunction with CCM, supports patients with a single, high-risk condition. PCM makes it more accessible for specialists to participate in remote care programs.

**The Why:** Those with high-risk conditions require carefully curated care plans and ongoing management.

**The How:** PCM supports patients with personalized care plans that can be followed from the comfort of home. Dedicated staff offer a reliable safety net for patients and their caregivers.

#### **Benefits for Patients**

- Caregivers can stay actively involved and engaged in remote care
- 24/7 access to a fully staffed team of nurse care managers, pharmacists, nutritionists, and social workers
- Delivers comprehensive care without the burden of frequent office visits

#### **Benefits for Providers**

- Documentation transmits into NextGen Office for point-of-care intervention
- Closes gaps in care for stronger patient outcomes
- De-escalates flare-ups of high-risk conditions

## Remote Patient Monitoring

Remote Patient Monitoring (RPM) connects patients to their practice and providers via health monitoring technology.

**The Why:** Ongoing monitoring is key to supporting patients who face single chronic conditions.

**The How:** Care managers can immediately triage patients with abnormal readings and alert physicians to critical issues, helping patients to get the care they need when they need it.

### **Benefits for Patients**

- Promotes care continuity for improved outcomes
- Device management and integration ensure continuous monitoring
- Keeps patients engaged in their health journey

### **Benefits for Providers**

- Requires no upfront cost for RPM devices, nor are practices required to house or ship them
- Increases visibility into patients' real-time health status, even when they are outside of the office

“Since partnering with NextGen Care Management Support Services, we’ve increased revenue, identified critical patient issues, and even saved lives through RPM. The NextGen team is knowledgeable, responsive, focused, and has helped us increase follow-up with our patients.”

**Ethan Adler, NP**

Owner  
Adler Family Practice

## Behavioral Health Integration

Behavioral Health Integration (BHI) supports patients who face mental health challenges or substance abuse diagnoses.

**The Why:** Continuous follow-up and check-ins are especially valuable to those with mental health and substance abuse diagnoses. BHI encourages commitment to a comprehensive care plan.

**The How:** Patient-centered, whole-person care is supported by an accessible network of nurse care managers and social workers.

### **Benefits for Patients**

- Nonstop access to a care manager without having to call 911
- Support through a comprehensive, whole-person care plan
- Increases access to personalized education and health goals

### **Benefits for Providers**

- Ability to closely monitor patients' adherence to care plans
- Alerts for critical issues for intervention
- Maintains focus on Social Determinants of Health



# Power Your Impact.

Contact us at **877-523-2120** or email [ngosalesteam@nextgen.com](mailto:ngosalesteam@nextgen.com)

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