



Community Care Plan

The **Health Plan** with a Heart



Provider Guide to **Disease Management (DM) Program**

Program Overview

Chronic Disease Management (CDM) is a comprehensive, integrated approach to care that focuses on both clinical and non-clinical interventions when and where they are likely to have the most impact. It is proactive and preventative in nature and engages the member and the provider as partners of the healthcare team.

Community Care Plan (CCP)'s C3 Disease Management Program supports providers in identifying, educating, and improving health outcomes for members with chronic conditions. The program is designed to reduce hospitalizations, increase member engagement, and improve overall quality of care.

Eligible Conditions

- Asthma
- Behavioral Health
- Diabetes
- Cancer
- Congestive Heart Failure (CHF)
- Hypertension
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease (CAD)
- HIV/AIDS
- Sickle Cell
- Substance Use

How Members Are Identified for the CDM Program

Each year, CCP reviews its entire enrollee population using population health software to identify members with multiple or severe chronic conditions who may benefit from the Chronic Disease Management (CDM) program.

The system uses a rules-based method to flag members who are high-risk, have chronic conditions, or are not managing their conditions well. This allows for early intervention and evidence-based care through risk stratification and clinical criteria.

Provider Role in the DM Program

Providers are essential in:

- Referring eligible members
- Coordinating care with the C3 team
- Reinforcing care plans during appointments
- Encouraging member participation in the program

C3 Team Support

The C3 team consists of:

- Registered Nurses
- Licensed Social Workers
- Pharmacists
- Care Coordinators

The team works with providers to:

- Perform outreach and assessments
- Develop and monitor care plans
- Educate members on condition management
- Identify social determinants of health and connect members to resources

To refer a member or speak to a C3 representative: ✉ Email: C3@CCPcares.org
or call ☎ Phone: 1-855-819-9506