

## ChartSpan

HaysMed offers ChartSpan, a care management program designed to offer exceptional support to our "Eligible Medicare Patients" in the following clinics:

DeBakey Heart  
Family Medicine  
Medical Specialists

Developed in partnership with the Centers of Medicare/Medicaid, ChartSpan provides round-the-clock access to a team of medical professionals, ensuring our eligible patients receive the necessary support to maintain their health and avoid unnecessary emergency room visits.

### **What is Chronic Care Management (CCM)?**

What is Chronic Care Management (CCM)? Chronic Care Management (CCM) is a specialized Medicare program designed for eligible Medicare beneficiaries. The primary focus of CCM is to deliver patient-specific support through a quality-driven healthcare approach, ensuring patients receive the personalized care they need to lead healthier lives.

### **How ChartSpan Benefits Enrolled Patients:**

Eligible patients enrolled in ChartSpan gain access to a range of benefits aimed at improving their overall well-being and healthcare experience including:

**\*24/7 Access to a Dedicated Medical Team:** With ChartSpan, patients have round-the-clock access to a team of medical professionals ready to assist them day or night.

**\*Monthly Check-ins with Clinicians:** Our caring clinicians conduct monthly check-ins to assess current and long-term health needs, providing personalized attention and support.

**\*Personalized Health Strategies:** ChartSpan creates customized health strategies to enhance the quality of life for each enrolled patient.

**\*Comprehensive Medical Assistance:** Patients receive help with various medical needs, including prescription refills, appointment scheduling, and transportation arrangements.

**\*Prescription Cost Savings:** ChartSpan offers prescription cost savings assistance, as well as convenient packaging and delivery options to ensure medication compliance.

**\*Seamless Communication with Medical Providers:** We maintain continuous communication with your medical providers on your behalf, facilitating messages, prescription refills, and addressing any healthcare-related queries.

### **Opt-in with No Obligation:**

While enrollment is not required, we do recommend eligible patients try the program. Once enrolled, you may un-enroll at any time for any reason by calling 855-242-7877. Depending on your insurance, you might have a monthly patient responsibility for the service, but many patients qualify for much less or even zero cost.

**Enroll Today or Learn More:**

Join ChartSpan today and experience the peace of mind that comes with having a dedicated care team available 24/7 to meet your healthcare needs and help you achieve your personalized health goals. If eligible, you will receive a call from our ChartSpan team in the coming days. If you are interested in enrolling in the ChartSpan program or would like more information, contact our enrollment team at ChartSpan at 855-773-1611.