

## McKesson Care Management: Improving Care Team Workflow and Communication with CCMS®



### Seamless Integration of Utilization, Care and Disease Management with Clinical Content

McKesson's Care Management platform, CCMS® (Coordinated Care Management System®), is a browser-based, flexible, scalable workflow tool that helps payers decide where to focus resources, better coordinate care through automation and effective communication, integrate data at key points in the workflow, and base interventions on evidence-based standards of care. InterQual® Coordinated Care Content is clinical content embedded in CCMS and supports complex care planning and co-morbidity needs in a streamlined, clinically appropriate and individualized member care plan. This content allows support for members with complex needs with blended assessments and an integrated care plan.

Offered as a hosted or installed solution, CCMS integrates data from different sources and combines it into a single, member-centric workflow, enabling your various management programs to use one system in managing the health needs of each member. URAC accredited, CCMS allows care managers to:

- ▼ Have a 360-degree view and understand all the needs of a selected member
- ▼ Create and assign cases
- ▼ Stratify members and conduct assessments
- ▼ Establish a care plan
- ▼ Track care plan barriers and goal achievement
- ▼ Track member progress related to key clinical variables
- ▼ Send member educational materials
- ▼ Refer and track members, authorizations and cases
- ▼ Evaluate, conduct and document utilization events
- ▼ Document notes and attach documentation to member records
- ▼ Set automatic reminders for follow-up
- ▼ Capture and report outcomes information

McKesson sees data and process integration as a critical foundation for optimal care management; therefore, we ensure that CCMS integrates with many types of products and data sources, including commercial and homegrown claims systems, predictive modeling applications, biometric data, lab results and authorization exchanges. Custom interfaces can also be created to include other vital information to support your particular care management program.

### Better Navigation, More Functionality

The latest version of CCMS is a much improved upgrade to the existing workflow tool. Simply launch your browser and you're ready to start using CCMS 7. The screens are more visually appealing and workflow is more intuitive. Plus, CCMS fully integrates with other McKesson Health Solutions offerings, such as our disease management software, e-authorization capabilities, nurse advice line and member and provider portals.

### Point-of-Care Authorization and Collaboration

McKesson's Care Management platform is enhanced with tools that improve point of care decision-making and enable care plan collaboration between the member, provider, case manager and you.

- ▼ **Clinical Content eAuthorization Tool:** Clear Coverage™ is a point-of-care authorization and coverage determination tool that streamlines the payer-provider authorizations process and medical reviews using evidence-based criteria. It reduces administrative costs and inappropriate medical costs with automated, real-time clinical and financial decision-making at the point of care.
- ▼ **CCMS Member Portal:** CCMS interoperates with our online portal that provides members with educational health content and interactive tools, such as online nurse advice, wellness tools, a personal health record, symptom advisor and alerts/reminders.
- ▼ **CCMS Provider Portal:** Integrated with CCMS to allow for the easy exchange of information between care providers, this single sign-on, bi-directional portal gives providers access to member care plans through a secure, web-based platform. Providers may view the member's care management plan and make specific care plan recommendations (e.g., which problems and goals should take priority).



### Flexible. Engaged. Experienced.

McKesson offers a flexible, comprehensive suite of care management solutions that allows you to use only what you need now and easily add features later to meet your evolving needs. CCMS provides you a solid platform with clinical content and authorization capabilities to enhance your care management program through tools and services that improve the member and provider experience through engagement, nurse advice and business intelligence. These gained efficiencies result in improved health outcomes and reduced administration and medical costs.

Our platform solutions and add-on services work seamlessly together, as well as with your existing products. So whether you choose to keep your care management program in-house, partner with McKesson entirely or prefer a combination of the two, our solutions adapt to meet your evolving needs.



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To learn more about the McKesson care management platform and add-on services, email us at [MHS@McKesson.com](mailto:MHS@McKesson.com), call 800.782.1334 or contact your Sales Representative.

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