

Care Management Process	Initial Response to Question	Discussion Points	Next Steps
<b>Patient Identification</b>			
Question 1: Who			
Question 2: Selection or referral base			
Question 3: Screening process			
Question 4: Non-coverage actions			
<b>Assessment and Problem/Opportunity Identification</b>			
Question 1: Key criteria to include			
Question 2: Guide for documentation			
<b>Care Planning</b>			
See Care Plan Activity			
<b>Implementation and Coordination of Care</b>			
See Care Plan Activity			
<b>Evaluation and Follow-up</b>			
Question 1: What information will you use to determine the frequency of contacting the patient?			
Question 2: What information/tools will you include in the monitoring process discussion?			
<b>Case Closure/Graduation/Return to the care team</b>			
Question 1: What are the triggers you will use to determine when to consider closing a case?			
Question 2: Key steps to include in the case closure process?			