

# Navigating the Future of Chronic Care: The ChronicCareIQ Solution



## Provider Background

Dr. Salma Saiger, MD, has been a cornerstone of healthcare in the Mesquite area since 2009, leading a practice committed to delivering exceptional primary care services to adults and adolescents. Known for her unwavering dedication to community health, Dr. Saiger prioritizes serving the underprivileged, ensuring that quality healthcare is accessible to all.

### THE OBJECTIVE:

## Succeed with CCM to Optimize Patient Care and Boost Medicare Reimbursement

*“Previous to incorporating ChronicCareIQ, running a chronic care management (CCM) program within the practice was an untenable task, marked by tedious processes.”* Absent a tool designed specifically to engage patients and activities necessary for reimbursement, CCM was too much to operationalize in the practice.

### THE SOLUTION:

## CCM WITH CHRONICCAREIQ

Faced with the challenges of an inefficient chronic care management (CCM) program, the practice found a comprehensive, yet simple solution in ChronicCareIQ (CCIQ).

The addition of ChronicCareIQ's user-friendly platform enabled efficient communication and patient collaboration making it easy to organize active patients, identify those needing additional attention, coordinate among staff members and track activities that generate reimbursement. This collaborative journey with CCIQ has not only transformed the practice's approach to chronic care but has also empowered the team to **engage with patients more effectively** and **increase reimbursement by over 25%**.



700+ Managed CCM Patients



Successfully Navigated CCM



25%+ Increase in Medicare Reimbursement



4,200% ROI on CCIQ Investment

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## OUTCOMES:

### INCREASED EFFICIENCY WITH CCIQ

#### Boosted Reimbursements:

*“Financially, ChronicCareIQ has definitely helped our practice bill more revenue for the tasks that we normally do for the patients but were unable to capture. Its innovative approach has resulted in a 25% increase in Medicare reimbursements for activities we were already undertaking such as prescriptions, refills, medication reconciliation, care coordination, specialist appointments, patient and daily phone calls, and many more care activities.”*

#### Simplicity in Management

Dr. Salma Saiger notes the impact of CCIQ's user-friendly platform: *“It is very user-friendly. It helps our organization to know which patients are active, who needs to be called, and who needs extra attention. The CCM platform has been very easy to use and a much needed communication tool. I know our chronic care program would not run so effectively if we didn't have CCIQ on board.”*

#### Real-Time Monitoring and Early Intervention:

*“Seeing a chronic patient four times a year is not enough, so having this constant connection definitely helps alert to important care activities that could have led to more drastic outcomes. It is the best thing that can happen for patients with chronic conditions.”*

#### Efficient Staff Operations

*“CCIQ extended seamlessly to our team, eliminating complaints and simplifying onboarding, even with new team members. I must say, we failed before when we were doing CCM without CCIQ, so our staff is very happy with the efficiency and productivity now.”*

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“ChronicCareIQ has helped tremendously in keeping in touch with our patients on a constant and recurrent basis. It has also helped us improve our quality scores, decrease our emergency room utilization, and also decrease hospitalizations. In addition, we have decreased hospital readmissions, so it has been a real game-changer for our practice.”

**Dr. Salma Saiger, MD**