

DSHS HRSA Chronic Care Management program Frequently Asked Questions

Chronic Care Management is a program offered by Washington State Department of Social & Health Services (DSHS). This program provides care management, education, support, and assistance finding and accessing health resources, including help getting a medical home. CCM is limited to persons with chronic illnesses who are at highest risk for service use.

Q. Who is Eligible for Chronic Care Management?

1. A selected group of “Fee-for-service” (SSI and SSI-related) clients will be identified for care management due to identification as high risk.
2. In general, the CCM program addresses the “Categorically Needy (CN)” and General Assistance Expedited (GA-X) (presumptive Medicaid disability) groups, who are not using long term care services through the Aging and Disability Services Administration.

Q. How do I know if I am eligible?

1. Eligible clients receive a “yellow letter” from DSHS informing them that they can be in the Chronic Care Management program and that they will receive more information and a call from a care manager. Clients can call the Medical Assistance Customer Service Center (MACSC) if they have questions about the letter or the program (**1-800-562-3022**).

Q. I was in the disease management program and want to be in the CCM program. How can I enroll?

We can refer you to our vendors for assessment.

- Clients who live in King County contact the King County Local Care Manager Aging and Disability Services at 1-888-435-3377)
- Clients outside of King County contact AmeriChoice (need contact info)

Q. What is this program that I received a yellow letter about?

A. You received a letter because you are eligible for a new DSHS Chronic Care Management program. This program will help you better manage your health condition. This program does not cost you any money. It does NOT take the place of your healthcare provider or change your other Medicaid Benefits.

Q. Is this like managed care?

A. CCM is not a “Health Plan”. It is a service that helps you understand your health condition and how to take care of yourself. It does not take the place of your doctor. It helps you with the treatment plan that your doctor has given you, help you to develop self-management skills for your condition, and help you to find a provider if you don’t have a steady one. It doesn’t change any care you get now.

Q. Why do I need this? I have a doctor!

A. The program works WITH your doctor. It helps you and your doctor because it helps you understand your condition and what you are supposed to do to stay healthy. The care managers are there to answer any health questions or help with problems that interfere with your health care.

Q. If I say no, will it cause me any problems with my medical benefit?

A. No. You can choose not to take part in the program but we hope you will join this voluntary program. If you have questions, you can call the vendors at the numbers above without charge.

If you change your mind later and want to get out of the program you can call DSHS at (1-800-562-3022) Monday through Friday from 7 AM to 6 PM), and say you want to “opt-out” of the Chronic Care Management Program. *(PS: You can always call back if you change your mind.)*