



# Maximize Your Transitional Care Management (TCM) Reimbursements with CipherOutreach



Use **CipherOutreach** to ensure **every TCM-eligible patient is contacted** about scheduling their upcoming visit, without overburdening staff.

As health systems continue to face economic challenges, providers need effective ways to retain revenue while delivering exceptional patient care. Transitional care management (TCM) allows health systems to achieve this by aligning financial incentives with patient outcomes. TCM enables providers in eligible care settings to receive reimbursements for patient discharges by conducting interactive contacts with patients 2 business days post-discharge and conducting face-to-face interaction at 7 days for high complexity and 14 days moderate to low complexity post discharge.

CipherOutreach simplifies the process for providers to meet TCM requirements without overburdening staff. CipherOutreach has the ability to automatically enroll eligible patients into a specialized outreach program and follows up with each patient within 24 hours post-discharge. The care team receives alerts if a patient needs additional follow up based on their responses, allowing staff to focus on patients with more complex needs.

## Meet TCM Requirements without Burdening Staff

### Save Staff Time

Automate scheduled calls to eligible patients with customizable, best-practice scripts for consistent and efficient outreach. Additionally, send automated appointment reminders to help patients remember their visits and have transportation arranged.

### Ensure Timely Access to Data

Provide staff with access to real-time data and analytics during interactions, enabling informed decision-making for patient care.

### Overcome Language Barriers

Utilize multiple languages to cater to the diverse needs of your patient population, ensuring clear communication and understanding.

### Seamlessly Sync Data with Your Electronic Health Record (EHR)

Capture every outreach attempt and patient response with a bi-directional HL7 feed to the EHR, making sure all information is accurately documented and easily accessible.

## Example TCM Workflow with CipherOutreach

### 1. Patient Enrollment

When eligible patients are discharged from the hospital, they are automatically enrolled into a TCM outreach program via CipherOutreach.

If patients are categorized by low, moderate, and high risk, all or some categories can be enrolled based on the organization.

This allows the organization to put a “net” around all patients meeting TCM eligibility to ensure each patient has a “soft transition.”

### 2. Initial Automated Call or SMS

The patient receives an automated call or SMS text that includes all required questions from Centers for Medicare and Medicaid services (CMS).

### 3. Automated Interaction Completion

If the patient responds positively to all questions, the interaction is completed, and the message flows back into the EMR demonstrating the interaction with the patient.

### 4. Flagging Negative Responses

If the patient responds negatively to any question, they are flagged for follow-up.

### 5. Manual Follow-Up

If further assistance is needed, the patient will receive a call from the care team. The care team member confirms the patient’s identity, and uses the CipherOutreach Evolve dashboard to structure and document the follow-up.

The interaction details will automatically flow into the EMR demonstrating the interaction with the patient.

### 6. Appointment Reminders Call or SMS

Patients will be enrolled to receive appointment reminders on a 5/3/1 day cadence before their appointment to help ensure their face-to-face interactive visit.

If the patient needs to reschedule their visit, a flag will trigger to the Evolve Dashboard alerting a team member to reach out to the patient.

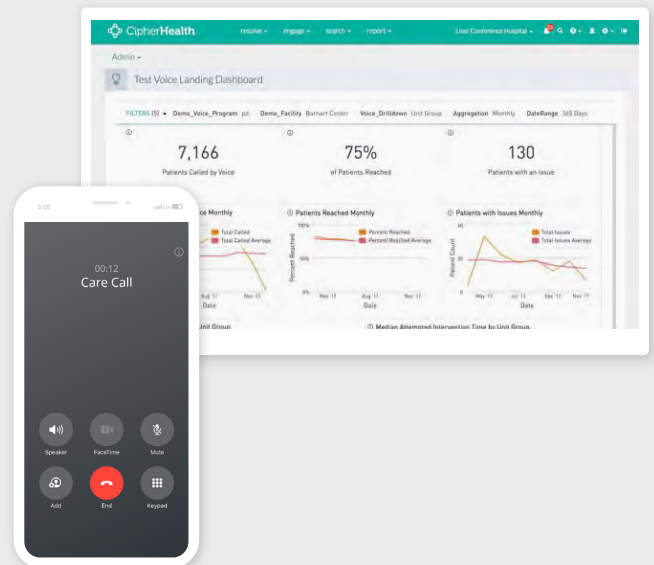
## Realize Additional Revenue While Helping Patients Reach Optimal Outcomes

Providers can earn an average of

# \$205-278

per discharge based on the complexity of the patient’s condition.

Stay connected to patients with **targeted scripting** and **easy access to all patient responses**.



**Get started today. Call CipherHealth now and speak to us about your appointment adherence goals.**