



Guide to Chronic Care Management (CCM), a Personal Advocate Service to Help You Between Clinic Visits

About the Program

CCM is a phone-based service giving patients the opportunity to seek medical attention between clinical visits. You are assigned a personal care coordinator who contacts you monthly. Your personal care coordinator listens to your questions and concerns to understand and assist in your medical needs and unexpected challenges affecting your health and wellness.



How My Care Coordinator Helps

Your care coordinator can:

- Help identify health goals and community resources that allow you to reach those goals
- Assist with any current and future medical challenges, like medication management and scheduling appointments
- Answer questions about your medical concerns
- Identify unexpected issues that may affect your health between visits to your provider
- Keep your provider updated on your health and well-being between visits to the clinic

What's in My Care Plan

- Specific information about your health problems and needs
- Your health goals
- A record of the medications you take
- Information about how to improve your personal care
- Ways to connect with other resources to assist with your health
- A variety of tests and tips you can use to improve your health

How to Sign Up and What Happens Next

- Speak to your Aviva Health provider or nurse who will have you fill out a form to confirm your enrollment in the CCM Program
- Within one week of your enrollment, a personal care coordinator will contact you to schedule a phone meeting
- Prior to the call, think about challenges or concerns you have regarding your health and wellness
- During the phone meeting, your personal care coordinator will gather information about your current medical status
- Your care coordinator will create a personal care plan based on the medical information you share

Aviva Health Chronic Care Management

Contact: Beth Brenner, RN, BSN, Chronic Care Manager

Phone: (541) 672-9596, ext. 239 Web: www.aviva.health

Frequently Asked Questions

Who will manage my care?

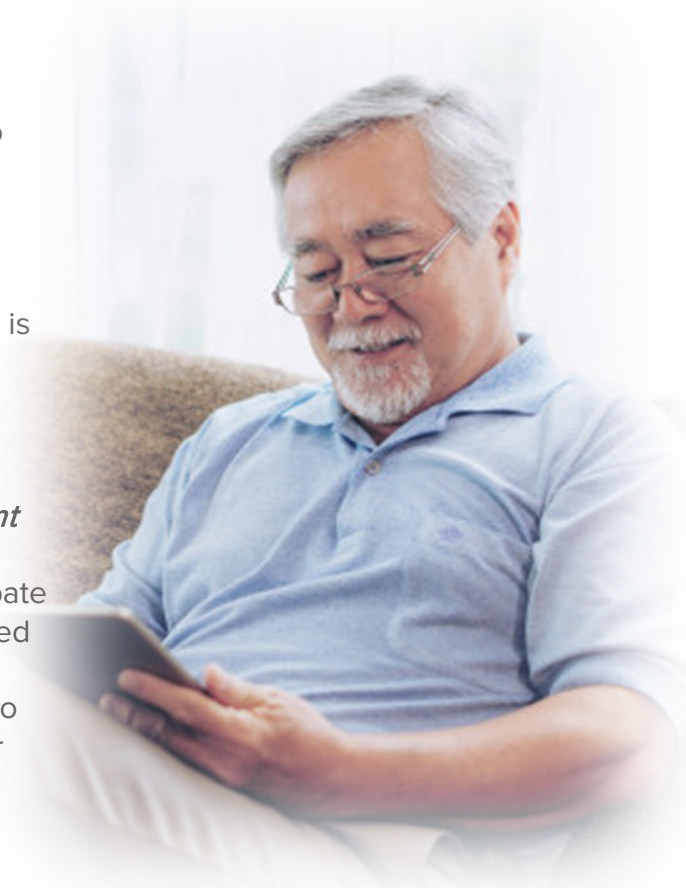
A medically trained Aviva Health personal care coordinator will work directly with you. Your personal care coordinator will work closely with your provider to create a care plan that's built to help you with your specific medical needs.

Can I stop the Chronic Care Management Program at any time?

Yes. Participation, while strongly recommended, is voluntary. If you choose to leave the program, contact your Aviva Health care coordinator who will help you through the process.

How much does the Chronic Care Management Program cost?

There is a small Medicare copayment to participate in the program. The copayment is usually covered by secondary insurance, so there is no out-of-pocket cost to you. Aviva Health provides care to all Douglas County residents, regardless of their ability to pay or insurance status.



About Aviva Health

Founded in 1991, Aviva Health is an independent, board-governed, not-for-profit organization that cares for the people of Douglas County by providing high-quality, patient-centered, accessible and affordable medical, dental and behavioral health care, regardless of their ability to pay.

As Douglas County's only Oregon Health Authority recognized Tier 5 Patient-centered Primary Care Home, Aviva Health offers integrated services from eight clinic sites in Roseburg, Myrtle Creek, Sutherlin, Glide and North Douglas County (Drain), including a Teen Health Center located on the campus of Roseburg High School.

In 2020, Aviva Health, in partnership with Mercy Medical Center, launched the Roseburg Family Medicine Residency Program where physicians train over a three-year period learning to provide exceptional clinical care to children and adults living in rural locations.



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