

About Patient Consent and Revocation of Consent

Obtaining and sharing written beneficiary consent is part of the Scope of Service of CCM.

Practices must use a systematic approach to identify patients requiring Chronic Care Management services and those who qualify as beneficiaries. During or after the required wellness visit introducing CCM to the patient and in order to ensure that the beneficiary is aware of important features of CCM, the patient must sign a written consent form for the provider.

The provider must ensure that the beneficiary understands these aspects of the agreement.

- The patient must be aware of how CCM will be implemented and the nature of services delivered under CCM.
- There can only be one provider of CCM service during any one calendar month.
- The patient is responsible for any co-payments or deductibles.
- The patient grants permission to share health information with other providers for purposes of care coordination.
- The patient has the option to discontinue CCM by revoking consent.
- The patient must be aware of the acceptable methods of revoking consent.

Revocation may be oral, but the Provider must deliver written acknowledgement of the revocation noting the effective date of revocation to the patient. If consent is revoked, the effective revocation date is the end of the calendar month in which the revocation occurred

Providers must give patients copies of the consent form in writing or electronically. This is best achieved through a web portal. Providers must include consent forms as part of the patient's certified Electronic Health Record (EHR).

Patient consent does not have to be renewed except after a revocation. A new consent form is only required if the patient changes billing practitioners, in which case a new consent must be obtained and documented by the new billing practitioner prior to furnishing the service. CY 2014 PFS final rule (78 FR 74424). The practice is permitted to provide continued care until the month-end date of the month in which the patient revokes consent.

Notice of the consent end-date must be given to the patient in writing and is effective on the month end-date of the month in which the revocation occurs.