

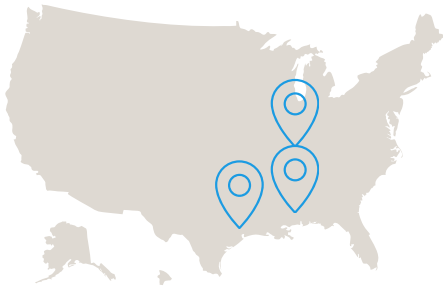
Case Study | ARcare

Optimizing CCM & RPM in a Leading FQHC with ChronicCareIQ

The Breakdown

Location:

Arkansas, Kentucky, Mississippi



The Details

- **20 Licensed Providers**
- **Codes**
CCM, RPM

By the Numbers

3,500+

Managed
CCM Patients

250+

Added each month
to CCM/RPM programs

1,900%+

ROI on Investment
CCIQ Investment

Provider Background

ARcare, a Federally Qualified Health Center (FQHC) with a rich history spanning over three decades, is dedicated to **providing quality care across Arkansas, Kentucky, and Mississippi**. The practice offers a wide range of services, including behavioral health, women's health, and primary care. ARcare stands out for its commitment to treating every member of the family, regardless of their ability to pay, continually integrating the latest medical advances to ensure the highest standard of care.

The Objective

→ Solving CCM/RPM Inefficiencies Across Care Teams & Programs

“Before switching to ChronicCareIQ, ARcare was administering chronic care management (CCM) and remote patient monitoring (RPM) across 20+ care managers as separate programs and trying to organize in Microsoft® Excel. This inefficient process led to challenges in patient management, increased workload for staff, and a lack of cohesive patient care experience. We also looked to solve for time-tracking since the EHR could not.”

The Solution

→ A Comprehensive and Integrated Platform with CCIQ

To address this problem, ARcare adopted ChronicCareIQ, a platform uniquely capable of integrating CCM and RPM as well as tracking billable time. **“This integration allowed for a more streamlined approach to patient care, enabling staff to manage both aspects through a single platform, saving hundreds of hours each month across all care managers.”**

The solution provided by ChronicCareIQ enhanced operational efficiency, improved patient engagement as well as compliance, and led to an effective, cohesive, and scalable care management driven by best practices.

"ChronicCareIQ has not only streamlined our processes but also brought us closer to our patients. The ability to quickly respond to patient needs, sometimes even preemptively, has been a game-changer.

Amanda Austin, MSN-NE, RN

Director of Remote Care Management
at ARcare

Ingredients for Success

How CCIQ Helped Us Scale and Optimize Our CCM & RPM

- Categorized patient cohorts that optimized the revenue cycle for CCM & RPM patients
- Created staff utilization reports that allowed ARcare to improve clinic-wide productivity
- Encouraged monthly CCM & RPM strategy as well as best practices sessions with CCIQ
- Authored CCM best practices guide with daily, weekly and monthly tasks to run an efficient, scalable program
- Offered data, reports and metrics to share with clinic leadership



Schedule a Demo with us



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855-999-8089



Website
ChronicCareIQ.com
