

Use this checklist to facilitate pharmacy partner collaboration.

Identify a potential partner (community pharmacy or primary care practice).

- If a local pharmacist is not available, schools of pharmacies may be able to assist.
- Pharmacists can also provide services remotely.

Discuss a partnership opportunity to offer CCM.

Agree to implement a four-month trial. Execute any necessary agreements. See the [Sample CCM Trial Agreement](#).

Select the chronic condition of focus for the trial (i.e., diabetes for dual eligible patients).

Identify eligible patients and create a referral process for the pharmacist or clinician.

- Providers can simply write a prescription for CCM services to the pharmacist.

Decide what patient outcomes you will measure.

- Note: The outcomes may align with the practice quality and/or improvement measures for the Medicare Quality Payment Program.

Collaborate to develop a basic care plan that can be individualized, if necessary, and reevaluated at the end of the trial. See the [Sample CCM Care Plan Template](#).

Clarify provider/practice responsibilities including:

- Identifying eligible patients, obtaining/documenting patient consent.
- Setting up the initial appointment with the pharmacist/pharmacy.
- Billing for the service and paying the pharmacist a pre-arranged consultant fee.

The pharmacist responsibilities can include:

- Meeting with the patient monthly either in-person or by phone.
- Documenting a minimum of 20 minutes.
- Implementing the agreed-upon care plan.
- Providing monthly reports and invoices to the practice.

Develop a communication process for the provider and the pharmacist. For example, use a secure fax line or grant the pharmacist access to the patient chart, portal or EHR.

Decide how often you will communicate during the trial and evaluate areas for improvement.

Decide on a start/end date, and the number of patients that will be referred each month.

Establish Community Partner HIPAA agreement between practice and community partner. See the [Business Associate Agreement](#) for a sample agreement.

Partner with the Health Quality Innovation Network (HQIN) for assistance with data analysis and outcomes reporting or use a basic data collection template.

Evaluate the outcomes and discuss how to expand, change or end the program.