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| **TIME** | **Slides** | **Topic** | **Details - Objective** |
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| Session 1 |  |  |  |
| 9:00 - 9:10am  10 min | 1-12 | Introduction | * Welcome * Housekeeping * Introductions |
| 9:10 - 9:35am  25 min | 13-28 | Chronic Care Model | * Explain how the prepared, proactive team contributes to positive patient outcomes * Describe how the components of the chronic Care Model support the practice team |
| 9:35 – 10:30 am  55 min | 29-53 | Team Based Care and Care Coordination | * Describe strategies to improve coordination across the Care Continuum * Describe effective processes of communication |
| 10:30 - 10:40 am  10 min | 54-55 | Break |  |
| 10:40 -11:15 am  35 min | 56-72 | Outcomes | * Define two outcome measures which indicate the Specialty team-based care program is successful. |
| 11:15 – 11:30  15 min | **73** | Wrap up, Questions and answers |  |
| Session 2 |  |  |  |
| 9:00 – 9:10 am  10 min | 74 | Introduction - session 2 | * Welcome * Housekeeping * Introductions |
| 9:10 – 10:10 am  60 min | 75-111 | Care Management Process | * Explain the care management process and actions which address the needs of high risk patients. * Illustrate care management interventions to decrease ED utilizations and hospital admissions. * Describe a process for Specialty practice team members to coordinate care with a Primary care practice. |
| 10:10 - 10:20 am  10 min | 112-113 | Break |  |
| 10:20 – 11:20 am  60 min | 114-145 | Coding/Billing | * Illustrate how to use care management codes for daily care team activities. |
| 11:20 – 11:30 am  10 min | 146-148 | Wrap up, Questions and answers |  |
| 10 min |  | Completion of course evaluation, post test | * Housekeeping |

**\*For Virtual training: = 2 sessions on different dates**