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| **TIME** | **Slides** | **Topic** | **Details - Objective** |
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| Session 1  |  |  |  |
| 9:00 - 9:10am10 min | 1-12 | Introduction | * Welcome
* Housekeeping
* Introductions
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| 9:10 - 9:35am25 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
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| 9:35 – 10:30 am55 min | 29-53 | Team Based Care and Care Coordination  | * Describe strategies to improve coordination across the Care Continuum
* Describe effective processes of communication
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| 10:30 - 10:40 am10 min  | 54-55 | Break |  |
| 10:40 -11:15 am35 min | 56-72 | Outcomes | * Define two outcome measures which indicate the Specialty team-based care program is successful.
 |
| 11:15 – 11:3015 min | **73** | Wrap up, Questions and answers |  |
| Session 2 |  |  |  |
| 9:00 – 9:10 am10 min | 74 | Introduction - session 2 | * Welcome
* Housekeeping
* Introductions
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| 9:10 – 10:10 am60 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.
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| 10:10 - 10:20 am10 min | 112-113 | Break |  |
| 10:20 – 11:20 am60 min | 114-145 | Coding/Billing | * Illustrate how to use care management codes for daily care team activities.
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| 11:20 – 11:30 am10 min | 146-148 | Wrap up, Questions and answers |  |
| 10 min |  | Completion of course evaluation, post test | * Housekeeping
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 **\*For Virtual training: = 2 sessions on different dates**