

PCMH functions – core vs. potentially contractual

Function	Core vs. contractual option
Referral tracking	
24/7 voice-to-voice coverage	
Patient reminders, communications	
Population management	
Care management	
Self-management support	
Test tracking and follow up	
Patient satisfaction survey	
Interactive website development	
Interactive website maintenance	
Disease management	
Risk assessment tool administration, care plan development	
After hours care	
Cultural competence, translation services	
Billing, data collection, reporting	
Development of referral networks – clinical providers, community resources	
Patient complaints	
Medication management	