

Chronic Condition Management

Helping Members Manage Chronic Conditions, Improving Outcomes while Controlling Costs.

Innovative Care Management's chronic condition (disease) management program provides ongoing clinical support for members living with chronic health conditions such as cardiac disease, pulmonary disorders, and diabetes. The program is designed to help members better understand and manage their conditions, reduce preventable complications, and support long-term stability.

For plans, chronic condition management supports more appropriate utilization of healthcare services and reduced long term costs by improving member engagement, adherence, and continuity of care.

Clinically focused, practical, and member-centered

ICM's chronic condition management program is led by experienced registered nurses who combine clinical expertise with education and care coordination. Nurses engage members through personalized outreach, assess clinical needs and risk factors, and provide ongoing support tailored to each condition.

Nurse-led assessment and outreach for members with chronic conditions

Customized education to support self-management, symptom recognition, and adherence

Coordination with providers to reinforce care plans and follow-up

Monitoring for changes in condition that may require additional clinical support

Collaboration with case management or utilization management when appropriate

The goal is to support stability, encourage early intervention, and help members avoid long term complications and unnecessary hospitalizations.

60% | 80%

According to the [CDC](#), approximately 60% of young adults and 80% of midlife adults report one or more chronic conditions.



Why Is Chronic Care Management Necessary?

Chronic conditions are surprisingly common, and they can drive up healthcare costs while also detracting from a person's wellbeing and ability to work.

Diabetes is a particularly serious and common chronic condition, affecting 14.7% of U.S. adults in the U.S., according to the [CDC](#). 18.9% of people between the ages of 45 and 64 in the U.S. have either diagnosed or undiagnosed diabetes.

What Is the Cost of Diabetes?

2.6X Higher

Healthcare costs are 2.6 times higher for those diagnosed with diabetes. On top of medical costs, reduced work productivity results in annual indirect costs of \$35.8 billion, while missed workdays result in annual indirect costs of \$5.4 billion.

Source: [American Diabetes Association](#)

Case Study: Reducing Emergency Department Visits in Heart Failure Management

A member with heart failure had a history of frequent emergency department visits related to shortness of breath and fluid overload.

During the initial chronic condition management assessment, an ICM nurse identified that the member did not have a scale at home, limiting her ability to monitor daily weight changes that signal worsening symptoms. The nurse helped the member obtain a scale and provided education on daily weight monitoring, low-sodium dietary choices, and the appropriate use of diuretics to manage early changes in her condition.

With ongoing education and nursing support, the member was able to recognize warning signs and take action earlier—remaining out of the emergency department and managing her condition more effectively at home.

Let's Talk

Discover how ICM helps Chronic Condition plans deliver better care, reduce risk, and protect long-term sustainability.