



The Benefits of Chronic Care Management and Remote Therapeutic Monitoring in Primary Care

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EXECUTIVE SUMMARY

Primary care practices carry the broadest chronic disease population of any specialty. Chronic Care Management (CCM) and Remote Therapeutic Monitoring (RTM) give primary care physicians a scalable way to manage that population between visits, without adding staff.

INTRODUCTION TO CCM AND RTM

Chronic Care Management provides at least 20 minutes of monthly, non-face-to-face care coordination for patients with two or more chronic conditions — medication reconciliation, care plan updates, and consistent communication between patients, caregivers, and providers.

Remote Therapeutic Monitoring tracks non-physiologic, patient-reported data: how well a patient follows a treatment plan, manages symptoms, or adheres to therapy between visits. Used together, CCM and RTM give care teams both the breadth of full chronic-condition coordination and the depth of ongoing treatment adherence tracking.

BENEFITS FOR PRIMARY CARE

CCM as the Foundation

For most primary care patients, Chronic Care Management is the natural starting point — monthly coordination across every chronic condition a patient is managing, not just the one addressed at their last visit.

RTM for Referred Programs

For patients referred into musculoskeletal or behavioral health therapy, Remote Therapeutic Monitoring tracks adherence to that specific treatment plan between visits.

Extending the Practice's Reach

Together, CCM and RTM act as an extension of the practice's care team — handling monthly outreach, documentation, and flagging so clinical staff can focus on the visit itself.

FINANCIAL AND QUALITY OUTCOMES

Both CCM and RTM are CMS-supported services, giving practices a sustainable path to fund expanded care coordination and therapy adherence tracking. Practices that layer the two together report stronger patient engagement, fewer avoidable emergency room visits, and improved continuity of care.

CONCLUSION

For primary care practices managing a wide range of chronic conditions, CCM provides the coordination backbone while RTM adds focused visibility into specific therapy plans — together giving physicians a fuller picture of patient health between appointments.

Ready to bring CCM and RTM to your primary care practice?

Contact CHMS at 1.888.415.CHMS (2467) or contact@clinicalhms.com