

Set up CCM plans

Version: 3.00 | Last Modified on 30/03/2026 10:10 am AEDT

The Chronic Condition Management (CCM) module prompts doctors to create plans for patients who may be eligible for CCM Medicare items. This guide explains the steps required to add triggers for these plans when patients present with eligible problems and how to upload the new GPCCMP template for the **1 July 2025 changes**.

Zedmed v38.8.1 or later is required to be compliant with the July 2025 changes.

Important: From 1 July 2025, GP management plans (GPMPs) and team care arrangements (TCAs) were replaced with a single GP chronic condition management plan (GPCCMP). The existing MBS items for developing and reviewing GPMPs and TCAs ceased, and new MBS items for the GPCCMP were introduced.

To learn how to use the CCM module, see the [user guide](#).

Overview

For the module to work efficiently, the following setup steps should be performed:

- Associate the relevant document templates with the Medicare CCM items.
- Link recalls to these items where relevant.
- Switch the CCM module on for either the whole practice or individual doctors.
- Identifying problems that trigger the CCM module to notify the doctor (when in a patient record) that the patient may be eligible for one or more CCM items.

For the CCM module to trigger CCM Medicare items, two sets of problems need to be identified and configured:

- Problems to trigger the **Mental Health** items
- Problems to trigger **GP Management Plan** items.

Each problem type is further defined using either ICPC2+ or free text (via Zedmed or another application). The following sections explain how to link problems to CCM Medicare items, so a plan is triggered when a problem is identified.

Important: The CCM Module eligibility criteria and automatic prompts rely (in some instances) on whether or not patient records contain certain current problems. If practices do not consistently define problems for patients, the efficacy of this function will be impeded.

Add GPCCMP templates

The **1 July 2025 changes** replaced the GP management plans (GPMPs) and team care arrangements (TCAs) with a single GP chronic condition management plan (GPCCMP). This section explains how to add that template to

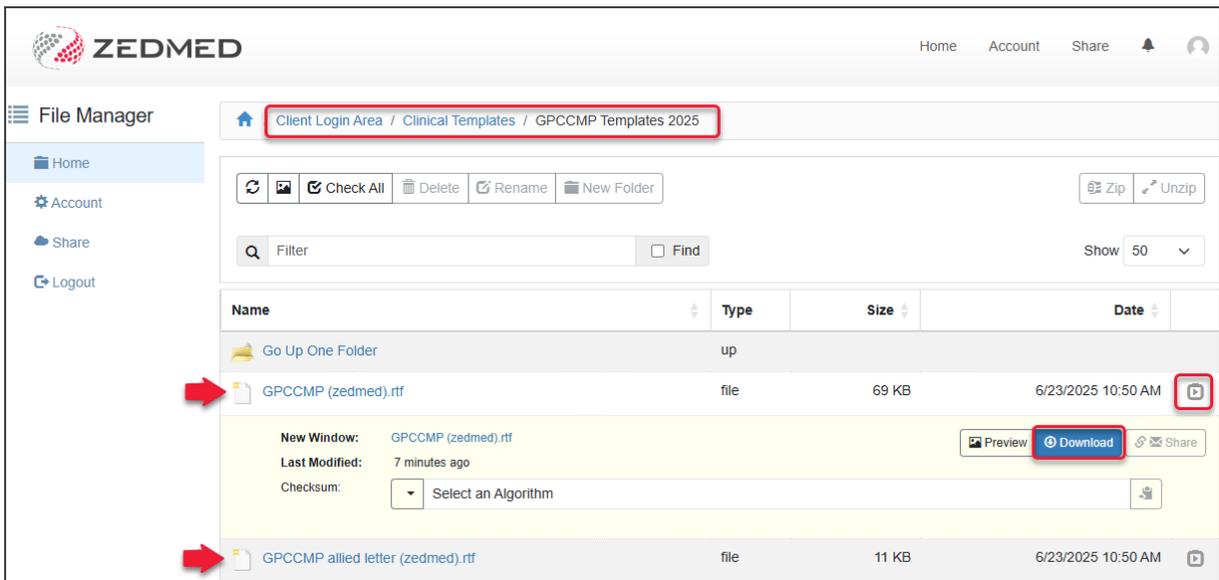
Zedmed.

Step 1 - Download the templates

1. Go to www.zedmed.com.au.
2. Sign in to the **Client Portal Login** portal with your Username and Password.
3. Select the folder called **Client Login Area**.
4. Select **Clinical Templates > GPCCMP Templates 2025**.

There are two templates: **GPCCMP (zedmed).rtf** and **GPCCMP allied letter.rtf**.

5. Select the down-arrow icon on the left of the applicable template to expand (GP or Allied).
6. Select **Download**.
7. You can now import the template using the instructions below.

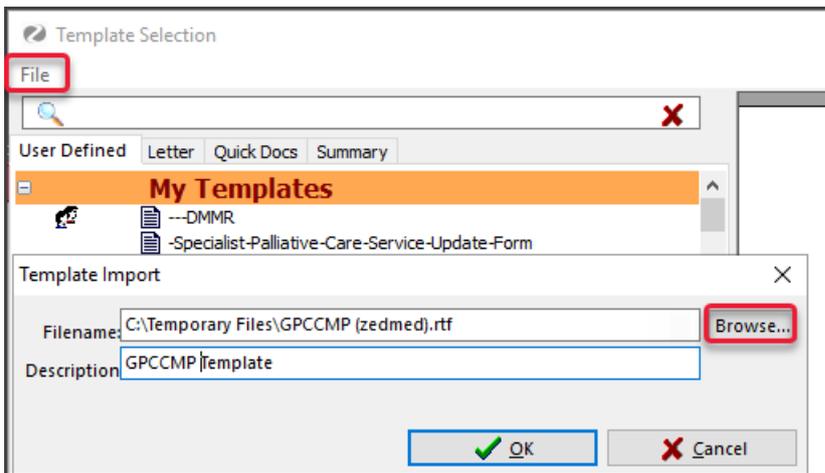


Step 2 - Import the templates

1. Open **Clinical Records**.
2. Select **Tools > Clinical WP Setup > WP Templates**.
3. Select **File > Import Template**.
4. Select the **Browse** button to locate and select the template you want to add.
5. Enter a name for the template into the **Description** field, then select **OK**.

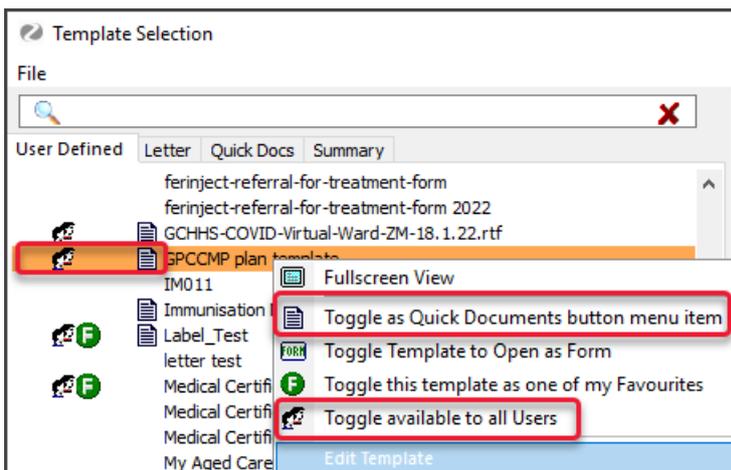
The template will appear under **My Templates** in the Template selection.

You can now add the template to Quick Documents using the instructions below.



Step 3 - Add the templates to Quick Documents

1. Open **Clinical Records**.
2. Select **Tools > Clinical WP Setup > WP Templates**.
3. Right-click the document.
4. Select **Toggle available for all Users** (if applicable)
5. Select **Toggle as Quick Documents button menu item** to add or remove the item from Quick Documents.



Link mental health problems to mental health items

The section explains how to map both the free-text-defined problems and the ICPC2+ defined problems, since there is nothing relevant to Mental Health in the ICPC2+ grouper.

To link the mental health problem:

1. Select **Tools > Clinical Setup > Chronic Condition Management**.
The Chronic Condition Management module will open.
2. Choose a Mental Health item from **Patient Eligibility Triggers**.
3. Select **Map ICPC Codes** or **MAP Text** and follow the applicable section below.
 - **Map ICPC Codes** is for mapping ICPC2+ generated problems to Mental Health Items.
 - **Map Text** is for mapping the free-text-generated problems to Mental Health Items.

Chronic Condition Management

Patient Eligibility Trigger
 GP Mental Health Plan Active

Preparation of a GP mental health plan

Trigger Information Map ICPC Codes Map Text

Zedmed Criteria Notes
 Zedmed will flag a patient as 'Eligible' for this item (2710) if and only if they have a current mental disorder according to nominated ICPC codes or problem free text.

Item Descriptors
 PREPARATION by a medical practitioner (including a general practitioner, but not including a specialist or consultant physician) of a GP MENTAL HEALTH CARE PLAN for a patient (not being a service associated with a service to which items 2713 or 734 to 779 apply).

A rebate will not be paid within twelve months of a previous claim for the same item, within twelve months of a claim for a 3 Step Mental Health Process (items 2574, 2575, 2577, 2578 and 2704, 2705, 2707, 2708) or within three months following a claim for item 2712, except where there has been a significant change in the patient's clinical condition or care circumstances that requires the preparation of a new GP Mental Health Care Plan.

(See para A.32 of explanatory notes to this Category)

Linked Templates Linked Recalls

MAP ICPC Codes button

Selecting **Map ICPC Codes** displays the screen below.

All ICPC2+ diagnosis codes available are listed and can be set as **True** or **False**:

- **True** - the problem will trigger the CCM Module for a patient assigned this problem via ICPC2+.
- **False** - the problem will NOT trigger the CCM Module for a patient assigned this problem via ICPC2+.

To save any settings, select the **Apply and Refresh** button (**before** selecting **Next** or **Previous** to see another page).

To remove a setting (i.e. reset to Unassigned), right-click the relevant radio button and select **Set Unassigned**.

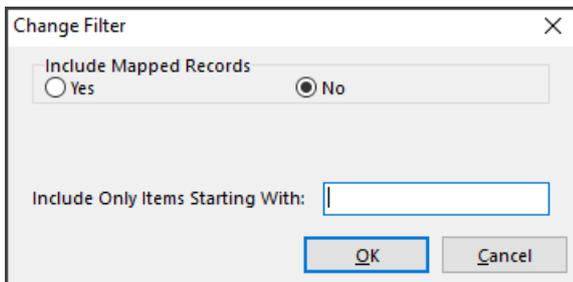
You can set all unassigned problems to **False** by right-clicking a radio button then left-clicking **Set all fetched unassigned records false** and then modify any that should be **True** by clicking the relevant radio button.

ICPC Items Representing Mental Disorders		Filter: Mapped Values Excluded	
<input type="button" value="Previous"/>	<input type="button" value="Next"/>	<input type="button" value="Apply & Refresh"/>	<input type="button" value="Change Filter"/>
		Total # of ICPC Problems: 6097 # Mapped: 5269 % Mapped: 86	
arterial fibromuscular dysplasia [K99 057]	<input type="radio"/> True <input type="radio"/> False		
arteriosclerosis obliterans [K92 033]	<input type="radio"/> True <input type="radio"/> False		
asymmetrical hip creases [L13 007]	<input checked="" type="radio"/> True <input type="radio"/> False		
atherosclerosis of the aorta [K92 030]	<input type="radio"/> True <input type="radio"/> False		
bleeding haemorrhoid [K96 009]	<input type="radio"/> True <input type="radio"/> False		
chronic neck pain [L01 012]	<input type="radio"/> True <input type="radio"/> False		
clicky hips [L13 008]	<input type="radio"/> True <input type="radio"/> False		
corked leg [L14 018]	<input type="radio"/> True <input type="radio"/> False		

The **top totals** show the number of problems to be mapped, problems currently mapped and the percentage of problems mapped.

Change Filter button in ICPC

Allows you to change the filter to display different problems. The default setting is to exclude already-mapped problems. This can be changed to include the mapped problems for review and possible modification by selecting the **Yes** radio button in the **Include Mapped Records Box**. Problems starting with a particular letter can be displayed if the user wishes to review specific problem (s). Zedmed has default mappings for ICPC-2+ Mental Health problems that each practice can review and modify.



The 'Change Filter' dialog box contains the following elements:

- Include Mapped Records:** A group box containing two radio buttons: 'Yes' (unselected) and 'No' (selected).
- Include Only Items Starting With:** A text input field.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

Important: If your filter is set to exclude mapped problems (this is the default setting), the mapped records will disappear from the display when you click on **Apply** and **Refresh**.

MAP Text button

This button is used to map defined problems using free text. Selecting this button displays the free-text problems assigned to patients in Zedmed Clinical at this practice.

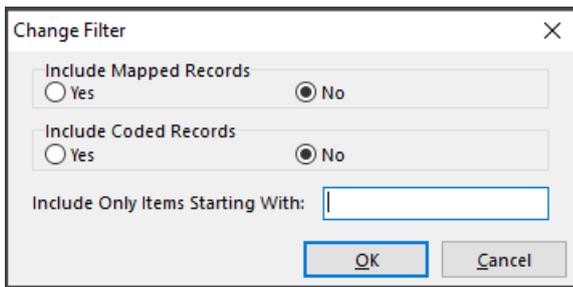
The problems are listed based on the number of times they have been assigned, ensuring the most frequently used problems are mapped first. The problems can be set to **True** or **False** to trigger the CCM module when a patient is assigned the problem, as described above.

Problem Text Items Representing Mental Disorders			
		Filter: Mapped Values Excluded, Coded Values Excluded	
		Total # of Instances of Defined Problems: 28	# Mapped: 0
		% Mapped: 0	
	<input type="radio"/> True	<input type="radio"/> False	Count 1
a1	<input type="radio"/> True	<input type="radio"/> False	Count 1
anxiety	<input type="radio"/> True	<input type="radio"/> False	Count 3
Anxiety	<input type="radio"/> True	<input type="radio"/> False	Count 1
asthma	<input type="radio"/> True	<input type="radio"/> False	Count 1
b1	<input type="radio"/> True	<input type="radio"/> False	Count 1
b1b2	<input type="radio"/> True	<input type="radio"/> False	Count 1
b1b3	<input type="radio"/> True	<input type="radio"/> False	Count 1
diabetes	<input type="radio"/> True	<input type="radio"/> False	Count 1
far	<input type="radio"/> True	<input type="radio"/> False	Count 1

The totals at the top show the total number of records assigned to patients. This means every time a problem is assigned to a patient the count increases by one. The **# Mapped** and **% Mapped** show the number and percentage of defined problems that have been mapped.

Change Filter button in Map text

Allows the user to display the mapped records (the default is to show the Free Text problems that have not been mapped) and to either show ICPC-coded problems that have been assigned to patients or not. In all cases, there is the option to filter the problems displayed to those starting with a particular letter. This is to assist the user in locating a particular problem or group of problems.



Change Filter

Include Mapped Records
 Yes No

Include Coded Records
 Yes No

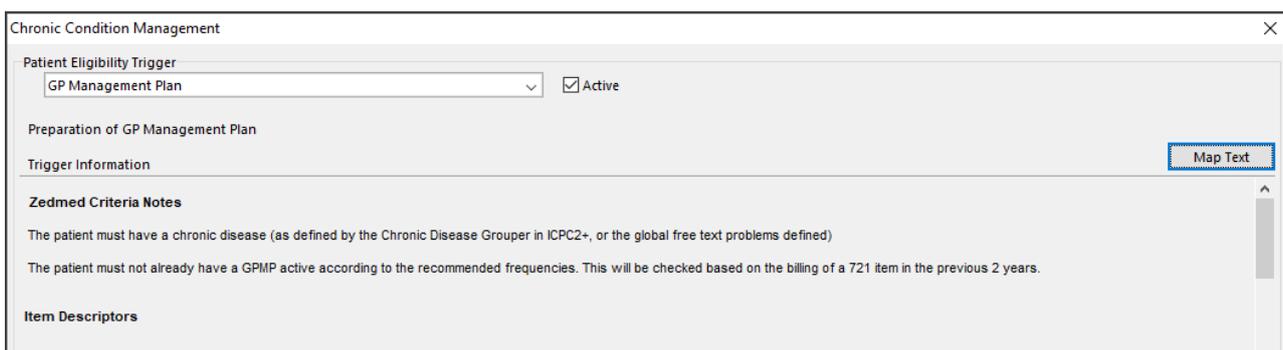
Include Only Items Starting With:

Link chronic conditions to reviews

The section explains how to set up a chronic condition problem to trigger a GP Management Plan or a GP Management Plan review. The ICPC2+ grouper has a grouping relating to this category of problems. This means that any problems defined for patients using ICPC2+ will be automatically set to trigger (or not) the CCM Module according to this grouper.

To link chronic conditions:

1. Go to Clinical.
 2. Select **Tools > Clinical Setup > Chronic Condition Management**.
 3. Choose a chronic condition from **All Patient Triggers**.
 4. Select **MAP Text** to display the free text problems that have been assigned to patients in Zedmed Clinical at this practice.
 5. Select **True** or **False** to trigger the CCM module when a patient is assigned the problem.
 - **True** - the problem will trigger the CCM Module for a patient assigned this problem via ICPC2+.
 - **False** - the problem will NOT trigger the CCM Module for a patient assigned this problem via ICPC2+.
 6. To save any settings, select the **Apply and Refresh** button (before selecting **Next** or **Previous** to see another page).
- To remove a setting (i.e. reset to Unassigned), right-click the relevant radio button and select **Set Unassigned**.



Chronic Condition Management

Patient Eligibility Trigger
 GP Management Plan Active

Preparation of GP Management Plan

Trigger Information

Zedmed Criteria Notes

The patient must have a chronic disease (as defined by the Chronic Disease Grouper in ICPC2+, or the global free text problems defined)

The patient must not already have a GPMP active according to the recommended frequencies. This will be checked based on the billing of a 721 item in the previous 2 years.

Item Descriptors

The problems are listed based on the number of times they have been assigned, ensuring the problems are mapped to the most frequently used ones first. **The totals** at the top show the total number of records assigned to patients. This means every time a problem is assigned to a patient the count increases by one. The **# Mapped** and **% Mapped** show the number and percentage of defined problems that have been mapped.

Problem Text Items Representing Chronic Diseases			
	True	False	Count
a1	<input type="radio"/>	<input type="radio"/>	Count 1
anxiety	<input type="radio"/>	<input type="radio"/>	Count 3
asthma	<input type="radio"/>	<input type="radio"/>	Count 1
b1	<input type="radio"/>	<input type="radio"/>	Count 1
b1b2	<input type="radio"/>	<input type="radio"/>	Count 1
b1b3	<input type="radio"/>	<input type="radio"/>	Count 1

Set up Recalls

Relevant recalls can be linked to individual items in a similar way to the linking of relevant document templates.

To set up a recall:

1. Choose a patient trigger from the drop-down list.
2. Select the **Linked Recalls** tab.
3. Under **Unselected Recalls**, select the recall required.
4. Select the arrow pointing right to move the template to the **Selected Recalls** list.
5. If the default maturity period is not suitable for CCM purposes, select the Day, Month, or Year radio button and enter the required number.

Chronic Condition Management

Patient Eligibility Trigger: GP Management Plan Active

Preparation of GP Management Plan

Trigger Information Map Text

Zedmed Criteria Notes

The patient must have a chronic disease (as defined by the Chronic Disease Grouper in ICPC2+, or the global free text problems defined)

The patient must not already have a GPMP active according to the recommended frequencies. This will be checked based on the billing of a 721 item in the previous 2 years.

Item Descriptors

Attendance by a medical practitioner (including a general practitioner, but not including a specialist or consultant physician) for the PREPARATION of a GP MANAGEMENT PLAN (GPMP) for a patient (not being a ...)

Linked Templates: **Linked Recalls**

Default recalls to add when this trigger is executed

Unselected Recalls	Selected Recalls
GP Management Plan - Review*	GP Management Plan - Review*[3M]
Health Assessment*	
Mental Health Plan - Review*	
Pathology results	
Team Care Arrangement - Review*	

3 Day Month Year

OK Cancel

When you create a plan in the CDM module, the Associated Recalls screen allows you to add a recall for that patient if required. When using the template from Quickdocs, you will need to send a manual recall from the patient's record.

The screenshot displays a medical software interface with a 'Recalls' table and a 'Recall Property - New' dialog box. The 'Recalls' table lists several entries, with the first one highlighted. The dialog box is open, showing fields for 'Recall was created at', 'Doctor', 'Recall Type', 'Maturity Date', 'Attendance Date', and 'Recall Notes'. A red callout circle with the number '2' points to the 'New' button in the 'Recalls' table. Another red callout circle with the number '1' points to a gear icon at the bottom of the interface.

	Description	Entered	Maturity	Dr
1		19/06/2025		
2	GP Management Plan - Review*	14/03/2023	14/06/2023	PD
3	GP Management Plan - Review*	12/04/2023	12/07/2023	PD
4	Regular Check up	12/04/2023	12/05/2023	PD
5	Regular Check up	20/01/2025	20/03/2025	PD

Recalls: 4 active recall(s), 4 overdue

Recall Property - New

Properties

Recall was created at 19/06/2025 Repeated History

Doctor: D, Mr Phillip (PD)

Recall Type: GP Management Plan - Review*

Maturity Date: 19/09/2025 First Letter:

Attendance Date: Second Letter:

Recall Notes: Active

? Help ✓ OK ✗ Cancel