



## Principal Illness Navigation (PIN): patient-first support for high-risk conditions.

When care is complex, it's easy to feel overwhelmed.  helps you and your caregiver(s) stay organized, prepared, and supported—so you can focus on your health instead of paperwork, confusion, and missed next steps.

### PIN HELPS WITH

- Coordinating appointments, referrals, and follow-ups
- Visit readiness: questions, notes, and next steps
- Care transitions (hospital → home → rehab)
- Reducing barriers (logistics, access, confusion)
- Caregiver support and consistent check-ins

### Key Principal Illnesses/Conditions for PIN Services

Examples (not exhaustive). Your physician/QHP determines clinical eligibility.

#### Cancer

**Cancer**  
Ongoing treatment and navigation across specialists, testing, therapies, and transitions in care.

#### COPD

**Chronic Obstructive Pulmonary Disease (COPD)**  
Support for chronic respiratory management, acute flare planning, and coordination across care settings.

#### CHF

**Congestive Heart Failure (CHF)**  
High-risk cardiovascular care coordination, symptom change planning, and reducing readmission risk.

#### HIV/AIDS

**HIV/AIDS**  
Long-term management support, appointment continuity, and wraparound resource coordination.

#### Neurologic

##### Neurologic Disorders

Alzheimer's disease & related dementias, Parkinson's disease, and other progressive neurologic conditions where caregiver support and coordinated care are critical.

#### MS

**Multiple Sclerosis (MS)**  
Ongoing navigation for relapsing or progressive disease—therapy coordination, symptom support planning, and continuity.

#### ALS

**Amyotrophic Lateral Sclerosis (ALS)**  
High-support navigation for progressive functional decline, caregiver coordination, and care transitions.

#### Other

**Other Serious Chronic Conditions**  
Other high-risk conditions may qualify when they meet the CMS criteria below.

### PIN Services



provides PIN services under these Medicare codes.

#### What PIN provides (patient-forward)

PIN services help patients and caregivers navigate complex care—staying organized, prepared, and supported with consistent follow-through (non-clinical).

#### Codes used by

PIN services are provided under:

**G0023**

**G0024**

#### ★ CMS ELIGIBILITY AND COVERAGE CRITERIA

**Definition:** A serious, high-risk condition that poses a significant risk of hospitalization, nursing home placement, acute exacerbation/decompensation, functional decline, or death.

**Duration:** The condition must be expected to last at least **three months**.

### Get started with

- Website: [CCC.care](http://CCC.care)
- Email: [Info@CCC.care](mailto:Info@CCC.care)
- Phone: 330-298-5422 • Fax: 330-403-4090

**Important:**  navigation is non-clinical support and does not provide medical diagnosis, treatment, or medical advice. For emergencies, call 911. Coverage and cost-sharing vary by plan (Original Medicare vs Medicare Advantage and supplemental coverage).

#### CCC™ | Cancer Care Concierge™ + Chronic Care Concierge™

Care Coordination • Advocacy • Support

Patient-forward navigation for serious, high-risk illnesses—built to reduce barriers and improve follow-through.

If you're unsure whether your condition qualifies, ask your physician/QHP—or contact  and we'll help you frame the right questions.