

Highlights

Project ECHO Sessions • P. 3

Practice PerfectSM Tools • P. 6

Medicaid Enrollment • P. 8

Don't miss out on the weekly CCPN participant emails starting this month!

If you need to add a current CCPN participant, update a participant's email address, or have questions about updating your practice's email addresses, please click [here](#) or contact Shelley Kittrell at skittrell@communitycarenc.org.

[April Medicaid Bulletin](#)



CCPN is With You

North Carolina's primary care physicians have a long history of excellence.

Meeting new challenges to ensure our patients get the care they need and deserve is what we have always done and always will do.

CCPN is harnessing the energy and spirit of our primary care clinicians to prepare for our next chapter - thriving as North Carolina Medicaid and the entire healthcare system transition to value-based care.

CCPN has been working for years to create the infrastructure and support services our clinicians need to be successful during this transition and beyond.

Your input and feedback have guided every step of this process to make sure that CCPN offers our clinicians what they truly need to be successful.



Allen Dobson, M.D., Chairman

The independent physicians on the CCPN Board of Managers and I want our primary care colleagues to know this - we are proud to be your partner as this journey begins.

We are here for you and remain 100% committed to working solely on your behalf.

We answer only to you.

Together we are well-positioned to begin serving our patients in the world of value-based care.

We look forward to what the future holds.

Dr. Karen Melendez Joins CCPN Board of Managers

Invoice Questions

Did you receive an enrollment fee invoice and have a question?

If so, please contact Jon York at jyork@communitycarenc.org.

Dr. Karen Melendez, Medical Director of Support, Inc., joined the CCPN Board of Managers in December 2018 representing CCPN's independent Behavioral Health clinicians.

Dr. Melendez received her Medical Degree from Temple University in Philadelphia, Pennsylvania, and completed her adult psychiatry residency at Temple as well.

She received a second board certification in child psychiatry after completing a Fellowship in Child and Adolescent Psychiatry at the Los Angeles County - University of Southern California School of Medicine.

She grew up in California where her mother supported the family by cleaning homes in Bel-Air and Beverly Hills.

This early exposure to two starkly different socio-economic environments led Dr. Melendez to

focus her career on working with underrepresented and underserved populations in community based settings and she brings this perspective to the CCPN BOM.

Dr. Melendez believes the biggest challenge facing North Carolina's independent physicians is the administrative burden that distracts from the face-to-face care that physicians have been trained to deliver.

As a member of the CCPN Board of Managers, Dr. Melendez would like to be a voice for behavioral health clinicians and foster relationships between primary care and behavioral health clinicians that will result in sustainable integrated care which in turn results in improved and measurable outcomes.

We welcome Dr. Melendez to the CCPN Board of Managers!

Credentialing with the Medicaid Prepaid Health Plans

CCPN has received information that some of our clinicians are receiving solicitations from companies offering to assist with preparations for insurance panels with the Medicaid Prepaid Health Plans (PHPs).

While you do not need to initiate any credentialing processes with the Medicaid PHPs, you do need to make sure your credentialing information in NCTracks is correct and up-to-date. This credentialing information will be given to the PHPs by NCTracks.

If you have any questions about this please refer to the April 2019 NC Medicaid bulletin [here](#).

Join CCNC's Opioid SPARC ECHO Sessions

CCNC is now hosting sessions on how to successfully manage chronic pain and treatment regimens that include opioids.

SPARC (Safety, Prevention, Awareness, & Raising Confidence) includes educational presentations by experienced provider-educators and interactive discussions from the community providers' practices.

You will gain up-to-date knowledge of scientific advances, enhance your knowledge around current guidelines for the safe use of opioids, and become an expert in your community.

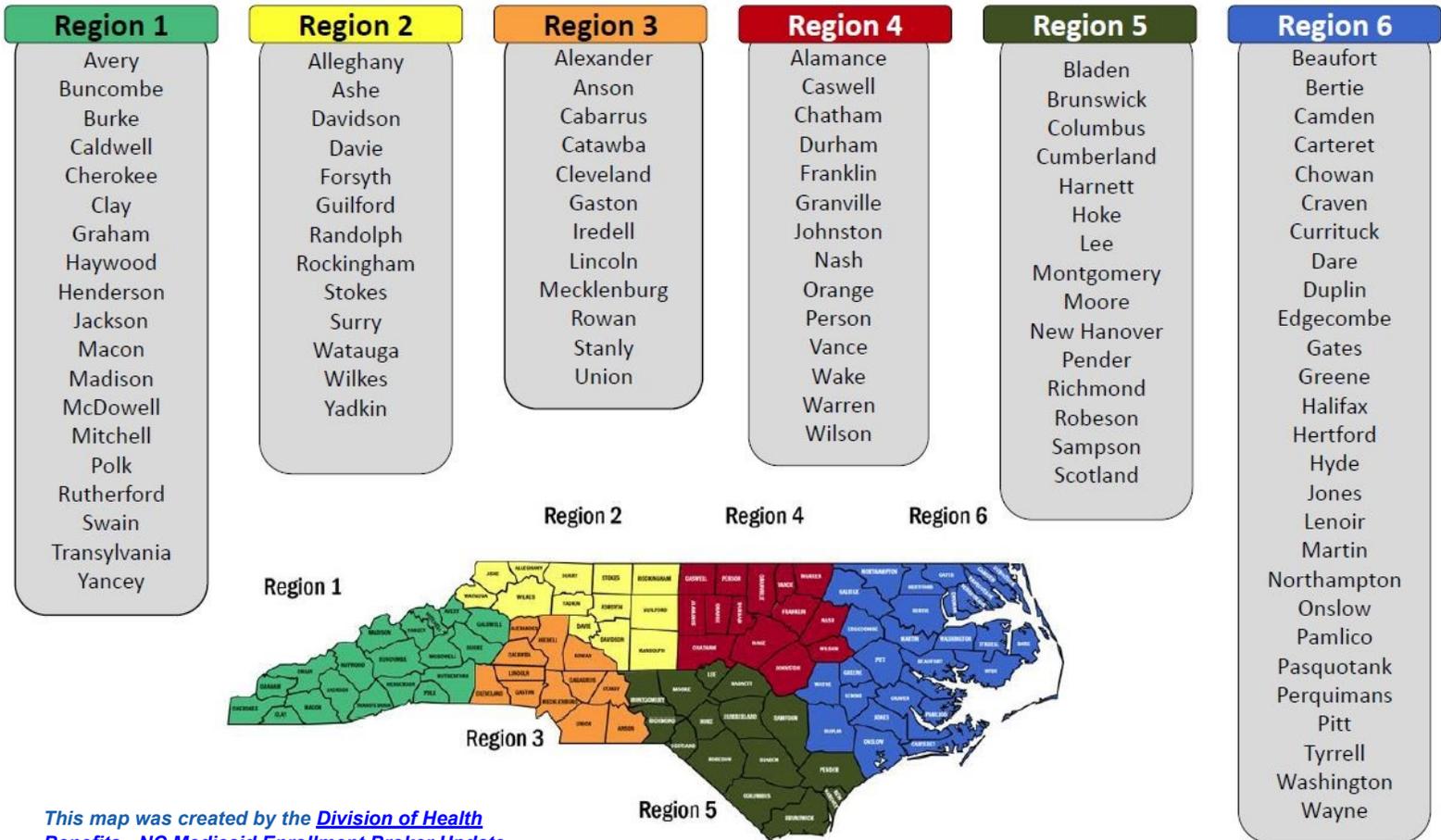
Topics include opioid and concomitant use of Benzos or Alcohol, non-pharmacologic management of low back pain, setting functional goals with patients, and more.

Enroll [here](#) to participate in sessions every other Wednesday from 12:30pm – 1:20pm until September 2019.

Visit [Project ECHO's \(http://ccnc.care/echo\)](http://ccnc.care/echo) website for more information.

Now offering .75 AMA Category 1 Credits to Providers.

Medicaid Managed Care Regions



This map was created by the [Division of Health Benefits - NC Medicaid Enrollment Broker Update](#)

Register Now! Limited Spaces Remain!

[Register now](#) for our 3rd Annual Clinician Conference, to be held at the Grandover Resort in Greensboro on Sunday, May 19, and Monday, May 20, 2019.

Registration is open for all participating CCPN clinicians and 1 office administrator per practice.

Registration cost is \$50 per attendee. Conference registration includes 1 night hotel stay, plus an evening reception, dinner, and breakfast.

The conference will be a great opportunity to network with other independent providers and to learn about how CCPN will help you with Medicaid reform.

Spots are filling up quick, so reserve your space today!

If you have any questions, please contact Jessica Whelan at jwhelan@communitycarenc.org or 919-926-3894.

[Register now!](#)

Behavioral Health Breakout Session

CCPN Behavioral Health Clinicians - Are you planning to attend the **3rd Annual CCPN Clinician Conference - Bringing Value Home** at the Grandover Resort in Greensboro on May 19 - 20? We need you there!

In addition to the Medicaid Transformation information and updates that will be shared with all of CCPN's clinicians, this year's Behavioral Health breakout session will focus on what you need to know as Medicaid and the health care system transition to value-based care.

- Do you understand how your patient data can be used to improve quality and help you meet the benchmarks required for value-based care reimbursements?
- Do you want to learn more about CCPN's contracts with the Medicaid Prepaid Health Plans (PHPs)?
- Do you have ideas about how CCPN can support our Behavioral Health clinicians during the transition to value-based care?

Join us at the conference as we address these questions and give you a forum for sharing your thoughts and ideas.

To learn more about the conference and to register click [here](#).

Board of Managers

*Greg Adams, M.D.,
Boone, NC*

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Eden, NC*

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Lexington, NC*

*Larry D. Mann, M.D.,
Raleigh, NC*

*Karen Melendez, M.D.,
Dallas, NC*

*Rueben Rivers, M.D.,
Fayetteville, NC*

Story ideas?

If you have suggestions about articles you would like to see in the CCPN Update, please contact:

Shelley Kittrell at
skittrell@communitycarenc.org

Carolina Partners in Mental HealthCare (CPMH) is a dual enrolled CCPN/PTN organization.

CPMH was founded in 1994, and operates thirty-seven offices across the state delivering psychiatric, psychological, and therapeutic services.

Diego Garza, MD, MPH, Director of Telehealth for CPMH, actively leads a monthly practice transformation meeting to drive performance excellence across multiple areas of this large, statewide organization.

Dr. Garza serves as the lead practice champion for this organization's work and investment in practice transformation, in addition to overseeing a robust telehealth program.

The monthly practice transformation meetings, led by Dr. Garza, involve a core staff workgroup that helps steer transformation efforts, including the Chief Operating Officer, Abigail Sheriff, Community Outreach Manager, Elizabeth Carroll, Marketing Manager, Heather Daniel, as well as Operations Manager, Victoria Wood.

CCNC Transformation Coaches, Julia Thakkar and Cameron Graham, provide coaching and guidance on how to advance through designated phases of transformation that include 22 practice transformation milestones, directly tied to achieving the quadruple aim of healthcare, that ultimately lead to excellence in behavioral and mental health care.

The practice transformation efforts with Carolina Partners in Mental HealthCare include developing and communicating a staff vision for the organization, workflow process mapping, and providing a standardized methodology for collecting and tracking Key Performance Indicators, clinical performance, and outcomes data.

In addition to focusing on enhanced organizational performance, CCNC Transformation Coaches have provided guidance on how to expand the medical neighborhood of CPMH, including enhancing their referral and follow up with primary care providers.

As a result, they are partnering with an adult medicine practice to enhance their referral and follow up process which will include encouraging their referred patients to utilize the telehealth and telemedicine services for immediate mental and behavioral health services.

Since enrolling in PTN in July 2018, CPMH has quickly moved through the beginning phases of Practice Transformation.

They are developing exciting resources and processes that will help advance their organization through the more integrated and final phases of this large-scale transformation in the coming months.

Dr. Christoph Diasio Joins the CCPN Board of Managers

Dr. Christoph Diasio, one of the two new members of the CCPN Board of Managers, is an independent general pediatrician at Sandhills Pediatrics in Southern Pines.

Dr. Diasio joined his practice when he moved to North Carolina seventeen years ago after completing his residency at the University of Tennessee - Memphis/ LeBonheur Children's Hospital.

Dr. Diasio's practice is 55% Medicaid children and he is proud to care for the entire economic spectrum of his community.

In addition to patient care Dr. Diasio is heavily involved with practice administration at Sandhills Pediatrics and has served on the BlueCross BlueShield Physician Advisory group.

He was Chair of the Section on Administration and Practice Management (SOAPM) of the American Academy of Pediatrics for the last 4 years.

He currently is the Co-Chair of the

NC Pediatric Council and is the Vice President of the NC Pediatric Society.

Dr. Diasio believes one of the biggest issues facing NC's independent physicians is change.

The health care delivery system overall is in the middle of massive changes and Medicaid, the largest payer of healthcare for children in NC, is moving to a prepaid health plan model managed by insurance companies.

The State Employees Health Plan is also discussing major changes in its care delivery system.

As a member of the CCPN Board of Managers Dr. Diasio hopes to bring together independent physicians to manage these changes and make certain all patients have access to high quality care.

Welcome Dr. Diasio to the CCPN Board of Managers!

3rd Annual Clinician Conference

Sunday, May 19 - Monday, May 20, 2019
Grandover Resort, Greensboro



Practice PerfectSM - Getting Your Data to Work for YOU!

Understanding and acting upon your clinical data is essential for success as Medicaid and other commercial payers transition to value-based care.

Demonstrating the high quality care you are delivering and securing your practice's revenue will be done by analyzing your practice's data.

As a CCPN participant, you will have access to our analytic tools - **Practice PerfectSM** - designed with your success in mind. These tools will allow you to focus your efforts where it matters most.

The **CareImpactSM Dashboard** will help you prioritize patient needs, analyze the cost, utilization, and disease burden of your Medicaid patients, monitor your quality measures, and identify targeted patients for intervention.

MediQuireTM Clinical Reporting will allow you to examine clinical quality scores, identify care gaps, and organize care alerts.

The **VirtualHealthTM Provider Portal** will give you secure access to care management documentation and patient team communications and allow you to view patient history

from claims, pharmacy, and hospital data.

These new approaches to managing quality and physician reimbursement offer many opportunities to enhance patient care and practice revenue.

But to succeed you need a partner who understands your patients, your data needs, and what it is like to run a busy practice.

CCPN is that partner. Our physician leaders and participating clinicians will work together to help our practices thrive in the new healthcare environment.

CCPN will have a demonstration of the **Practice PerfectSM** analytic tools at the 3rd Annual Clinician Conference in May.

If you have questions now or would like to schedule a demonstration of **Practice PerfectSM** at your practice, contact your CCPN Provider Relations Representative or CCPN directly- CCPNSupport@communitycarenc.org.

Tell Us What's Changed

Have clinicians joined or left your group?

Have you recently changed addresses, phone numbers, or tax identification numbers?

Please let us know!

Contact:
Jon York at
jjork@communitycarenc.org

Dr. Melendez Featured in the NCPA Newsletter

Dr. Karen Melendez, a member of the CCPN Board of Managers, submitted an article *"What Psychiatrists Need to Know About Clinically-Integrated Networks - Why CIN Membership Deserves a Second Look"* to the North Carolina Psychiatric Association newsletter in March.

Check it out [here](#).

Project ECHO



Register for Project ECHO sessions [here](#).

Member enrollment is a critical issue for CCPN's clinicians. There are several entities which will play a part in enrolling Medicaid members into the Medicaid Prepaid Health Plans (PHP) and then linking them to their PCP. The NC Department of Health and Human Services (NC DHHS) has contracted MAXIMUS to serve as North Carolina's independent Enrollment Broker. The Enrollment Broker is responsible for educating Medicaid members and enrolling Medicaid members into a Medicaid PHP.

FAQs

How will Medicaid beneficiaries be enrolled into the Medicaid PHPs?

1. Current Medicaid beneficiaries will select a plan through NC's independent Enrollment Broker. The Enrollment Broker will contact current Medicaid enrollees and assist them in selecting a Medicaid PHP and PCP.
2. New Medicaid enrollees will select their Medicaid PHP at application.
3. Medicaid beneficiaries who do not choose a Medicaid PHP will be auto-assigned to one. The NC DHHS is finalizing the algorithm for the auto-assignment process.
4. A member has 90 days after their enrollment effective date to change their PHP without cause.
5. At Medicaid redetermination a member can remain with their current PHP or change to a different PHP.

How will members choose PCPs?

1. During Managed Care Open Enrollment, NC's Enrollment Broker will help current Medicaid members select a PCP. If the member does not select a PCP they will be auto-assigned a PCP.
2. After Managed Care Open Enrollment, members will contact their PHP to change their PCP.
3. New Medicaid members will select their PCP at application. If they do not choose a PCP they will be auto-assigned a PCP.

How will the auto-assignment process work for beneficiaries who do not choose a PHP?

Click [here](#) to read more about the auto-enrollment process on CCPN's Medicaid Managed Care Member Enrollment FAQ.

What is the timeline for enrolling current Medicaid beneficiaries into the Medicaid PHPs?

Regions 2 and 4

June 3, 2019 – Soft Launch begins; Enrollment Broker Call Center opens; Welcome Packets mailed

July 15, 2019 - September 13, 2019 – Open Enrollment

November 1, 2019 – Managed Care Launch; Enrollment Effective Date

Regions 1, 3, 5, and 6

September 2, 2019 – Soft Launch begins; Welcome Packets mailed

October 14, 2019 – December 13, 2019 – Open Enrollment

February 1, 2020 – Managed Care Launch; Enrollment Effective Date

Continued on Page 9...



[Click for a full list of CCPN practices](#)

Medicaid Managed Enrollment - What We Know (cont.)

Continued from Page 8...

Can a PCP limit enrollment based on factors such as current patients only or patient age?

While NC DHHS and MAXIMUS have indicated they are still finalizing some member enrollment issues, based on the information we have currently, Medicaid PHPs will be responsible for managing practice guidelines for member enrollment with PCPs. CCPN's contracted PHPs have provided us with the following information about enrollment guidelines:

Carolina Complete Health - Practices may set a cap on enrollees or establish limits on ages or siblings so long as the same rules are applied across all Medicaid payers and are not considered discriminatory.

UnitedHealthcare - Practices can limit enrollment to siblings of existing patients or set an age limit on enrollees as practices currently do.

WellCare - PCPs may limit their panels of WellCare members to existing patients, by a maximum count of members, by age range, and by specialty.

Exceptions may be submitted by a PCP to the plan to add members to the panel who are outside of the limit(s) that the PCP has indicated (e.g., a pediatrician limits patients to 14 years old and younger but submits to add a 16 year old to his or her panel).

WellCare is open to further discussions about specific types of circumstances which may not be addressed in this information.

This information has been condensed for space. For source information please click [here](#).

Do you have additional questions about Medicaid member enrollment? Contact your CCPN Provider Relations Representative or CCPN directly at CCPNsupport@communitycarenc.org.

Contact Us

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