



CCPN Provider Services & Practice Support

Support that Results in Practices that Thrive

CCPN Provider Services & Practice Support: The Difference Maker

With a focus on supporting over 2,500 independent primary care clinicians across North Carolina, CCPN has developed a suite of services that specifically address the challenges providers face, turning obstacles into opportunities.



Tier 3 Advanced Medical Homes can receive enhanced revenue and value-based payments from health plans for meeting quality targets. With this opportunity comes additional responsibilities, and CCPN is your partner to support you in reaching quality benchmarks.

Supporting Practices through Connection, Knowledge, and Action

CCPN supports practices by providing services in these areas:



Provider Services that enable physician leaders to implement cutting-edge strategies and tactics that lead to better access, lower costs, and more qualified clinicians.



Practice Support & Quality that transforms data into actionable strategies for improving health outcomes and lowering costs for patients, payers, and communities. Practice PerfectSM, CCPN's data and analytics tools, is an included benefit for CCPN participants.

As a CCPN participant, your benefits include:

- **Comprehensive practice support** from your local Provider Relations Representative who will support you in the transition to value-based care
- **Access** to consistent, measurable, industry-standard services that drive improvement and ensure high-quality care
- **Assistance** in meeting contract deliverables, avoiding penalties, and hitting quality targets
- **Assistance** with improving HEDIS measures and Medicare Star ratings

Accountability

Collaboration

Excellence

Innovation



Practice Transformation

Intensive coaching by CCPN facilitates the transformation and sustainability of practices in a value-based care environment.

Ways We're Making It Happen:

- Empowering a proactive population-based approach to care
- Working with practices to identify transformation opportunities in areas such as workflows, patient satisfaction, and optimizing quality data
- Developing implementation strategies to help practices move to value-based care and thrive in the new healthcare environment



Quality Improvement

CCPN's network of independent clinicians are committed to providing the best care for their patients. CCPN works with them to reach quality targets and improve outcomes.

Ways We're Making It Happen:

- Delivering data-driven quality performance reports and creating Quality Improvement Plans as needed
- Providing technical assistance and coaching on how to best utilize Practice PerfectSM data
- Offering peer review and support from other local, independent physician leaders



Practice Support

CCPN's local Provider Services staff is able to assist practices in a variety of ways to support them in their transition to value-based care.

Ways We're Making It Happen:

- Engaging with practices on a routine basis to hear their concerns and help find solutions
- Ensuring practices understand Tier 3 Advanced Medical Home (AMH) initiatives and how CCPN is supporting practices in meeting Tier 3 AMH requirements

Bringing CCPN Provider Services and Practice Support to Your Practice

CCPN Provider Services and Practice Support have been designed to support your efforts to deliver the best possible healthcare to those in your community. We help clinicians manage all of the moving parts, allowing you to focus on what you do best: improving the lives of your patients.

For more information about CCPN Provider Services & Practice Support, contact:

CCPNSupport@communitycarenc.org

More information on the web at:

<http://ccnc.care/practiceperfect>