

Highlights

- Collaborative Care Webinar • P. 2
- Conference Registration • P. 3
- Support, Inc. QI Focus • P. 4

Don't miss out on the weekly CCPN participant emails in 2019!

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.

[December Medicaid Bulletin](#)



Communication is Key

It has been said that effective communication is necessary for success. Recently the CCPN Board of Managers began brainstorming about how we can communicate more effectively with all of our participating clinicians.

Several ideas were discussed (look for more about these ideas in the January newsletter) but one idea was universally well received - sending a weekly email directly to each CCPN clinician.

In order to make these emails an effective communication tool we need to make sure we have a correct email address for each individual CCPN participant.

Many practices only submitted one email address for the practice when they joined CCPN.

The feedback we have received from clinicians is that they want to hear directly from CCPN about matters which affect them. I am asking for your help to make this happen.



Steve Wegner, M.D.

If you are a CCPN participant and you are not sure that every clinician in your practice is receiving this newsletter please forward it to them with the request that they submit their email address to us (see the sidebar to the left of this column for instructions).

If you are a practice manager and you need to update email addresses for your practice's current CCPN clinicians please follow the instructions on the sidebar as well.

If you have new clinicians which need to be added as new CCPN participants, click [here](#).

Thank you for helping our members get the information they need and want at this critical time.

CCPN Supporting Advanced Medical Homes—Tier 3

Many CCPN clinicians are asking "How can CCPN and primary care practices join together to accomplish the goals of the Medicaid Tier 3 Advanced Medical Home (AMH) program?" Clinicians need accurate, current, accessible data in order to succeed under value-based care.

To meet this need, CCPN has developed a Value-Based Practice Dashboard which will synthesize risk-stratified claims data, care management data, ADT data, and a practice's clinical data

to provide clinicians with actionable information targeting their most impactful patients.

The graphic below illustrates how this will work. If you would like more detailed information on how CCPN can partner with your practice to obtain Tier 3 AMH status and reach the quality goals of a Tier 3 AMH, [click here](#) or you can contact Tiffany Cline-Ferguson at tcline-ferguson@communitycarenc.org.

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



Upcoming Collaborative Care Model Webinar

Would you like to learn more about how Primary Care Providers can improve health outcomes for their patients with a behavioral health diagnosis? The American Psychiatric Association and Community Care of NC are offering a webinar on the Collaborative Care Model, an evidence-based model of behavioral health integration that is designed for the primary care medical home. The model has four essential elements - it is team driven, population-focused, measurement guided, and evidence-based. Services provided under this model of care recently became billable to NC Medicaid and are also billable to Medicare.

The webinar will occur on Wednesday December 12 from 12:30pm - 1:30pm. The webinar link is <https://global.gotomeeting.com/join/507317173>. You can also dial in to the webinar by calling 1-571-317-3122; Access Code 507-317-173.

We hope you can join us for this informative webinar.

Conference Registration is Now Open

Registration is now open for our 3rd Annual CCPN Clinician Conference: **Medicaid 2020—Bringing Value Home.**

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

Our conference will once again be held at the **Grandover Resort in Greensboro on Sunday May 19 and Monday May 20, 2019.**

Registration cost is \$50 per participating provider or office manager. Conference registration includes 1 night hotel stay, plus an evening reception, dinner, and breakfast.

Cost for spouses or guests attending only the evening reception and dinner is \$30.

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

[Register now!](#)

3rd Annual Clinician Conference

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



Welcome New Board of Managers Members!

The CCPN Board of Managers is pleased to announce two new members.

Christoph R. Diasio, MD, from Sandhills Pediatrics has joined the Board as the Pediatric representative and Karen Melendez, MD, has joined the Board as the Psychiatrist representative.

Their terms began on December 1, 2018. We will feature more information on our newest BOM members in an upcoming newsletter.

Board of Managers

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

*Terry Daniel, M.D.,
Vice Chairman
Eden, NC*

*Christoph R. Diasio, M.D.,
Southern Pines, NC*

*Allen Dobson, M.D.,
Chairman
Mt. Pleasant, NC*

*Beverly Edwards, M.D.,
Ahoskie, NC*

*Tagbo Ekwonu, M.D.,
Charlotte, NC*

*Stephen S. Hsieh, M.D.,
Lexington, NC*

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

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

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



Support, Inc. Focuses on Quality Improvement

In December 2016, Support, Inc. joined Community Care Physician Network and one year ago this practice enrolled in Community Care of North Carolina's Practice Transformation Network (PTN) as one of 11 behavioral health agencies currently supported by PTN.

Support, Inc. offers a wide range of services, therapies, and treatment options for children, youth, and families in order to treat various behavioral and mental health needs, as well as support substance abuse recovery.

They utilize a number of evidence based practices in an array of services including medication management, outpatient and school based therapy, therapeutic foster care, Intensive Alternative Family Treatment, Family Centered Treatment, intensive in home treatment, High Fidelity Wraparound treatment, and day treatment.

Support, Inc. promotes care and treatment using a person-centered approach that honors the interconnectedness of influential developmental and social systems in which children and families live.

Enrollment in Community Care of North Carolina's Practice Transformation Network enabled Support, Inc. to utilize a multi-disciplinary approach in how they envisioned advancing their agency towards value based care, influ-

encing the makeup of their internal work group/Leadership Team, as well as the goals/aims they chose to address in their organization's transformation plan.

Their Leadership Team meets monthly with their Practice Transformation Coach, Cameron Graham.

The practice's team represents a cross-section of roles and responsibilities across the agency.

Team members include: Executive Director, Josh Martin, Medical Director, Karen Melendez, MD, Clinical Director, Shante Vines, Quality Improvement Director, Jill Pegram, Outpatient Services Supervisor, Ashley Birk, as well as Front Office Management staff.

Through the PTN Assessment Process, Support developed a transformation plan that had the following focus:

- Improve the medication management workflow to increase efficiencies and streamline processes.
- Evaluate their Outpatient Services line to determine ways to decrease administrative burden among staff and expand patient engagement to improve service delivery and outcomes.

Continued on Page 5...

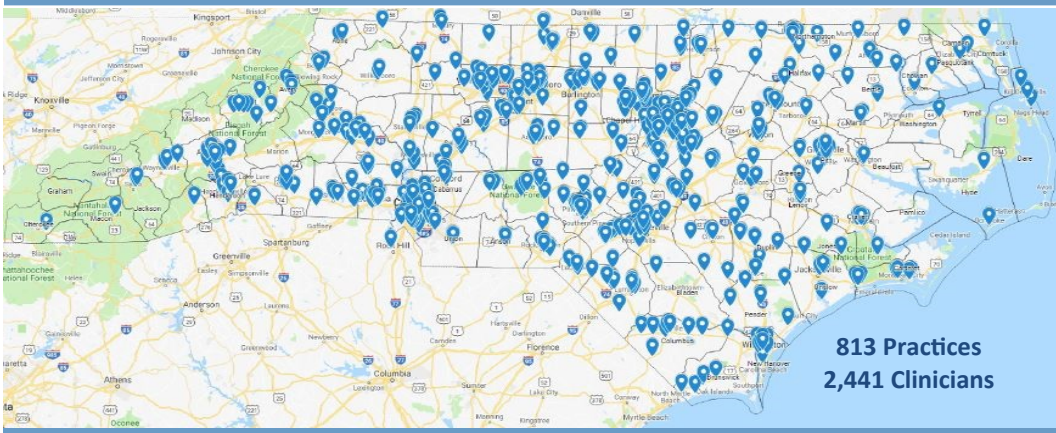
Tell Us What's Changed

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
jyork@communitycarenc.org



Rowan County Health
Department
Sandpiper Pediatrics
Vistar Medical Clinic, PA

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

Support, Inc. Focuses on Quality Improvement

Continued from Page 4...

- Reduce staff turnover in order to positively impact the organization and its operations, and ultimately, improve the quality of care.
- Increase collaboration with local primary care providers to improve efforts to deliver whole person care.

Since enrollment in PTN, a couple of areas of improvement have been realized. Support, Inc. offers consumers and families in-depth treatment outcome surveys in order to gauge their well-being and satisfaction with services. Survey feedback is reviewed by leadership and used to improve operations.

Additionally, the leadership team at Support, Inc. is reviewing recent employee survey feedback, and the current training protocol for staff and new hires, in order to maximize employee engagement and satisfaction.

The PTN Coach and Support, Inc. will continue to leverage PDSA's and other QI Strategies to study the effectiveness of their efforts so far and additional transformation movement in 2019.

Contact Us

Denise Levis Hewson
Chief Operating Officer, CCPN
dlevis@communitycarenc.org

Shelley Keir
Vice President, CCNC
skeir@communitycarenc.org

Steve Wegner, MD,
Chief Executive Officer, CCPN
swegner@ncaccesscare.org

2300 Rexwoods Drive
Suite 340
Raleigh, NC 27607

