

Highlights

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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.



Change is Here; CCPN is Here to Help

Change is here.

Next month, the NC Department of Health and Human Services will announce the Managed Care Organizations (MCOs) and Provider Led Entities (PLEs) which will be serving Medicaid recipients starting in November 2019 in one to two regions of the state. Statewide implementation is anticipated in February 2020.

Do you have questions about what comes next? CCPN has answers and solutions to help you though this significant time of change.

CCPN already has great contracts in place for you with most of the PHPs competing to serve NC Medicaid and through our partnership with CCNC we are poised to be a high performing Advanced Medical Home (AMH) network.

Practice Meetings - We want to discuss next steps with each of our practices. To schedule a



Allen Dobson, M.D., Chairman

one-on-one meeting at your office with CCPN practice relations staff contact Shelley Kittrell at skittrell@communitycarenc.org.

Advanced Medical Home (AMH) Attestation - A practice must complete its Tier 3 AMH Attestation through NC TRACKS to be considered for Year One certification by the selected MCOs and the CCPN Board of Managers encourages all CCPN practices to attest. We are [offering a webinar](#) to review the ways which CCPN will support you in each of the 29 attestation questions you will be completing in NCTracks. See page 2 for more information on this webinar.

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Change is Here; CCPN is Here to Help

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If you have additional questions about how CCPN can support your practice as a Tier 3 AMH or as you complete the Tier 3 AMH attestation questions, please contact Tiffany Ferguson-Cline at tferguson-cline@communitycarenc.org.

On-going Independent Practice Support - CCPN and CCNC are already working to support independent practices in a value-based healthcare system through the development of comprehensive payer contracts, innovative quality data gathering and reporting tools, and business solutions for our members. If you

would like additional information on how CCPN is working on your behalf, contact Shelley Keir at skeir@communitycarenc.org.

If you have suggestions on how CCPN can provide assistance to you - our participating clinicians - during the upcoming year and beyond, please contact me at adobson@communitycarenc.org.

CCPN is here to help. It is time to think BIG! Join your primary care colleagues in making CCPN the premier primary care network in the country.

Invoice Questions

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

If so, please contact Jon York at
[***jyork@communitycarenc.org***](mailto:jyork@communitycarenc.org).

THE CCPN TIER 3 ATTESTATION PACKET IS HERE!

SAVE THE DATE

You are invited to a “How To” session on the CCPN Tier 3 Attestation Packet

What: Walk through the 20 page document outlining how CCPN will support you for each of the 29 Tier 3 attestation questions your practice is attesting to in NCTracks

When: January 8, 10:30am - 12:00pm

Where: Click here to register for Go To Webinar

This session will be recorded and available for those unable to attend

Come with your questions
and your reading glasses!



COMMUNITY CARE
PHYSICIAN NETWORK



COMMUNITY CARE
Physician Network

New Medicaid Rule Change Makes it Easier to Treat Opioid Patients

We are happy to share that Medicaid has made it easier to treat patients with opioid dependence!

Historically, practices have been frustrated by the limit on the number of visits permitted annually for patients with opioid dependence.

Most treatment programs for opioid dependence that employ Medication Assisted Treatment (MAT) follow strict protocols where patients are seen every one to four weeks.

Given the past limitations on the number of visits, a provider who was following the protocol would have to request a special exemption for every patient on MAT from Medicaid.

With the new policy, this barrier to care is removed. *MAT providers can now follow best practices treatment protocol without requesting special exemptions, and these appointments do not count towards the annual visit*

limit for Medicaid patients.

If your practice provides treatment for opioid dependence, please be sure to use the ICD-10 code F11.20 to take advantage of this new rule around annual office visits.

If your office provides long term opioid analgesia, you may also consider using Z79.891 (Long Term Current use of Opiate Analgesic).

If your practice has been considering MAT but is not sure where to start, please reach out to Shelley Kittrell at skittrell@communitycarenc.org.

CCPN is able to connect you to many resources which will help you gain confidence in treating patients with opioid dependence. We are here to connect you to these different resources and want to hear from you if this is a priority for your practice.

Value-Based Dashboard Tool

Are you wondering how your practice will manage data from several health plans and identify those patients who should be targeted for enhanced interventions and care management? We have the solution!

The CCNC analytics team, in collaboration with CCPN, has developed a new, innovative tool that cuts through massive amounts of data, criteria, metrics, and requirements to enable practices to smartly and resourcefully conduct population health management for their patients. Simply said, this new CCNC product helps physicians quickly sort through multiple health plan requirements in an efficient way to improve outcomes and patient satisfaction and to reduce the administrative costs of practicing medicine.

Look for more information on this exciting new tool in the coming weeks. If you would like to speak with someone to learn more, please contact Helene Lane at hlane@communitycarenc.org.

DHHS Public Notice

Good news! NC DHHS plans to increase Medicaid rates closer to Medicare rates for all primary care providers in 2019. Click [here](#) to read more from CCPN about this change. Click [here](#) to read the notice from DHHS.

Conference Registration is Now Open

[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.

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

[Register now!](#)

3rd Annual Clinician Conference

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



Communication Changes

CCPN is excited to let you know the new ways we will be communicating with you in 2019 so you can receive all of the information you need as an independent clinician in the rapidly changing health care environment.

Look for new weekly emails going to CCPN participants beginning in January. These will be topical and relevant to our CCPN clinicians. The emails will be brief and to the point.

With weekly emails going out, the newsletter will be published once a quarter rather than monthly. The next CCPN newsletter will be sent in April 2019.

We are happy to let you know the new CCPN website is now live! We hope you find the new content and features informative. The website address is the same: www.communitycarephysiciannetwork.com. As always, if there is information you would like on the website please let us know.

Board of Managers

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

Successfully Engaging Patients to Sustain Healthy Blood Pressure:

The Experiences of a Solo Physician and His Staff in a Rural Practice

“Data is the Spark, Collaboration is the Fuel”¹

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

Dr. Christian Anderson is a dual enrolled CCPN/PTN practice and a solo physician in Kings Mountain, NC.

Since early 2017, Dr. Anderson and his dedicated staff have been showing consistent improvement in helping patients control their blood pressure (BP).

Improvements in this chronic condition are being achieved by refining current workflow processes, taking patients' BP three (3) times during an office visit, and improving patient activation. The practice has achieved outstanding results. From 2nd Quarter 2017 to 3rd Quarter 2018, patient blood pressure control has increased from 20% to 57% and the practice anticipates continued improvement.

The first change step was to implement the AMA STEPSforward Improving Blood Pressure objectives. The PTN coach collaborated with the staff and physician to implement training and provide STEPSforward resources.

Resources included accurate BP measurement education posters for exam rooms, DASH diet information, and a tracking sheet for patients monitoring BP at home.

The PTN coach was mindful to work within the current practice workflow processes when testing and implementing changes.

Shortly after patient information posters were added in exam rooms, the staff received positive comments from the patients. Patients are reminded to sit with both feet on the floor, stay relaxed and be aware their arm is supported.

The physician and practice staff then work together to take a patient's BP several times if needed, using the EMR to calculate BP while explaining the process to the patient.

Patient activation has become a natural part of the patient appointment. Patients are encouraged by the physician and practice staff to share barriers they experience while improving BP and how they overcome these barriers.

Sustaining a healthy blood pressure away from the doctor's office is the ultimate goal.

Dr. Christian and his staff help support patients and their caregivers in this endeavor by distributing educational materials about the positive effects keeping BP under control has on daily life.

As this practice's success shows, it takes multiple processes and a focus on quality to implement change.

http://www.nrhi.org/uploads/benchmark_report_final_web.pdf - accessed November, 9 2018 ⁽¹⁾

NCAFP Family Physician of the Year

Congratulations to Dr. Ken Yang who has been named the 2018 NC Family Physician of the Year. Dr. Yang is a CCPN physician who practices at Clinton Medical Clinic.

Dr. Yang's achievements in health workforce development, the importance of youth fitness and athletics in his community, and mentorship of his colleagues were just a few of the highlights mentioned when he received his award.

New Advanced Medical Home (AMH) Update from DHHS

Below is information directly from the NC Department of Health and Human Services Division of Health Benefits document "Programmatic Guidance on PHP Contracting Requirements for Tier 3 AMH Practices" published by the NC Department of Health and Human Services' (DHHS) Division of Health Benefits on December 17, 2018.

The entire document can be found here: <http://bit.ly/ProgrammaticGuidance>

Remember CCPN can help your practice meet the requirements to become a Tier 3 AMH.

Contracting with Tier 3 AMHs

DHHS' general expectation is that PHPs will attempt to contract with all certified Tier 3 practices in each of the regions the PHP serves. DHHS recognizes two permissible reasons why PHPs would be unable to reach mutual agreement to contract with a certified Tier 3 practice at a Tier 3 level:

1. The PHP and AMH practice are unable to reach an agreement on Care Management or Performance Incentive Payments; and/or
2. The PHP determines through an audit that the State-certified AMH lacks the required capabilities set by DHHS for AMH Tier 3 practices.

PHPs are not permitted to refuse to contract with Tier 3 AMH practices for reasons other than those above*. If a PHP cannot reach agreement to contract with a Tier 3 practice at a Tier 3 level, it is required to contract with that practice at a Tier 2 level (i.e. the contract must include, at minimum, the required payment elements set for Tier 2).

In order to promote PHP accountability for contracting with as many certified Tier 3 practices as possible, DHHS requires that each PHP contract with at least 80% of Tier 3-certified AMHs at a Tier 3 level in each of its regions.

*This guidance is subject to the general provision in the Medicaid reform legislation that "PHPs may not exclude providers from their networks except for failure to meet objective quality standards or refusal to accept network rates." This provision applies to all providers, including AMHs.

Tell Us What's Changed

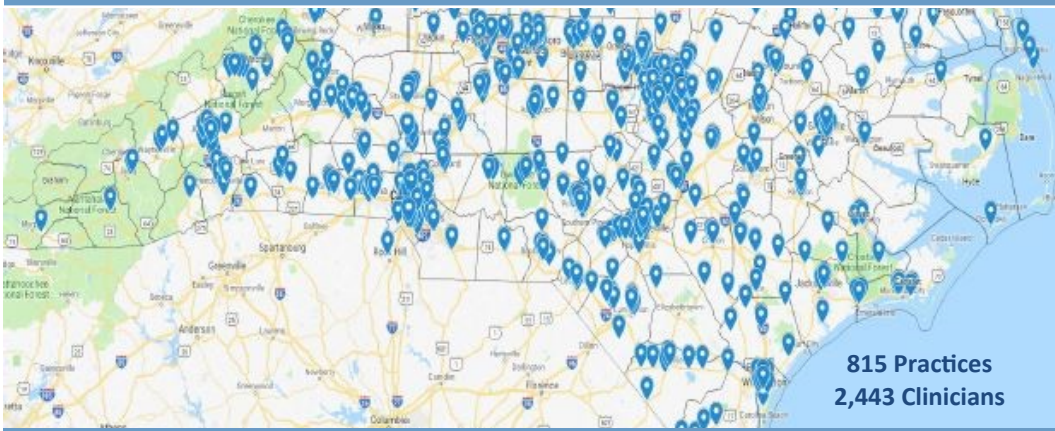
Have clinicians joined or left your group?

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

Please let us know!

Contact:
Jon York at
jyork@communitycarenc.org

CCPN: Spanning North Carolina



Welcome New Practices

Burke County Health Dept.

First Pediatric Care Center

Millbrook Internal Medicine

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

Advanced Medical Home (AMH) Update from DHHS

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AMH Attestation

Practices wishing to enter AMH Tier 3 should attest to Tier 3 requirements within NC Tracks on or before January 31, 2019. Attestation after January 31 will be possible; if practices attest after January 31, DHHS will still expect PHPs to contract with those practices except in the two circumstances described above.

However, practices are asked to attest by January 31, 2019 to ensure that they are included on the initial Tier 3 attestation lists that DHHS will transmit to PHPs; to ensure maximum time for start-up and testing prior to launch; and to provide DHHS with early insight into relative counts of practices and beneficiaries within each AMH Tier.

Practices should note that attestation is not binding. Completing the Tier 3 attestation signifies that the practice expects to be ready with Tier 3 capabilities by Managed Care go-live in November 2019.

However, should the practice need to change that designation to Tier 2 later, it may do so at any time without penalty.

If you have questions about how CCPN can support your practice as a Tier 3 AMH, please contact Tiffany Ferguson-Cline at tferguson-cline@communitycarenc.org.

Contact Us

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