

## Highlights

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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](mailto:skittrell@communitycarenc.org).



## CCPN: Ready for 2020

With the suspension of Medicaid Managed Care in North Carolina, many people have been asking "What happens now?"

While we do not know what the future holds for Medicaid Managed Care implementation, we do know we need to continue our preparation for value based care and contracting.

As we learn more about the new timetable of Medicaid Managed Care, we will keep you informed.

Our focus in the coming months will be on making sure CCPN continues to fulfill its core mission: To establish a physician-led, innovative, high performing primary care network across North Carolina, which will support continuous quality improvement through evidence-based data metrics and best practices.

CCPN will strive to help you lower your operating costs and support reimbursement models which reflect the value of the care you provide and allow your practice to thrive so you can continue to take great care of your patients.

Just because Medicaid Managed Care will not begin next month as was planned, does not mean that our work is on hold.

CCPN still has many opportunities as commercial and government payers move towards value based care and reimbursement models.



*Allen Dobson, M.D., Chairman*

CCPN's quality improvement infrastructure will remain in place and continue to support you as you work to meet quality benchmarks.

We will work now on the Medicaid quality metrics so we will be meeting our quality targets when Medicaid Transformation goes live.

Our local Provider Relations Representatives will still actively engage with practices and provide assistance on a variety of issues.

These are just a few examples of how CCPN will be here for you in 2020.

If you would like to speak with me or any of our physician leaders about what's ahead, you can email me directly at [adobson@communitycarenc.org](mailto:adobson@communitycarenc.org) or at [CCPNsupport@communitycarenc.org](mailto:CCPNsupport@communitycarenc.org).

I also encourage you to [register](#) for the 4th Annual CCPN Clinician Conference at the Grandover Resort in Greensboro on April 19-20, so you can hear directly from CCPN's physician leaders and participate in planning for CCPN's future.

Thank you for all you do for your patients and your communities.

# Medicaid Managed Care Suspended

On November 19, 2019, the NC Department of Health and Human Services (NC DHHS) issued a press release advising that North Carolina's transition to Medicaid Managed Care has been suspended.

See the link below for more information.

While this is important news, it doesn't change CCPN's commitment to supporting North Carolina's independent clinicians as you continue to serve your patients.

CCPN is ready for the new Medicaid system no matter what implementation timetable the state establishes.

We have a strong regional system with boots on the ground ready to assist you with care management, provider services, and quality improvement support in all 100 counties.

NC Medicaid will continue to operate under the current fee-for-service model administered by NC DHHS.

Nothing will change for Medicaid beneficiaries and all health providers enrolled in Medicaid are still part of the

program and will continue to bill the state through NCTracks.

The North Carolina Enrollment Broker Call Center closed on December 13, 2019.

Notices have been sent via mail to beneficiaries informing them to continue accessing health services as they do now rather than through the new health plans.

We will keep you informed on news related to North Carolina's transition to Medicaid Managed Care and continue to work to make the transition as smooth as possible for our Clinicians.

If you have any questions, please contact your local CCPN Provider Relations Representative or CCPN directly at [CCPNSupport@communitycarenc.org](mailto:CCPNSupport@communitycarenc.org).

[NC DHHS Medicaid Managed Care Suspension Press Release.](#)

## Registration Open for the 4th Annual CCPN Clinician Conference

CCPN is excited to announce that registration is now open for the 4th Annual CCPN Clinician Conference, which will take place at the Grandover Resort in Greensboro on Sunday April 19 and Monday April 20, 2020. CCPN participating clinicians and 1 office administrator per practice can register at this time.

Registration costs vary and are as follows:

- If you are staying overnight at the Grandover, the cost is **\$100 per person**. Conference registration includes 1 night hotel stay, plus an evening reception, dinner, and breakfast.
- If you do not need overnight accommodation, the cost is **\$50 per person**. Conference registration includes the evening reception, dinner, and breakfast.
- Cost for spouses or guests attending only the evening reception and dinner is **\$30**.

More information on the exciting conference topics and speakers coming soon.

**Click [here](#) to register now!**

If you have any questions, please contact Jessica Whelan at [jwhelan@communitycarenc.org](mailto:jwhelan@communitycarenc.org) or 919-926-3894.

We look forward to seeing you in Greensboro!

# SAVE THE DATE

## April 19 - 20, 2020

### 4th Annual Clinician Conference

Grandover Hotel & Resort | Greensboro, NC



### Board of Managers

*Greg Adams, MD,  
Boone, NC*

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Fayetteville, NC*

### Co-Presidents

*Greg Adams, MD,  
Boone, NC*

*Conrad Flick, MD,  
Raleigh, NC*



## CCPN Regional Meetings Across the State

CCPN is hosting regional provider meetings across the state.

The next regional meeting will be held in Region 6 in New Bern at the Chelsea Restaurant on January 29, 2020, from 6:00 - 8:00 pm.

This meeting is designed for CCPN clinicians to meet CCPN physician leaders and regional staff. The CCPN Board of Managers wants to hear from you so that we can provide the support and services you need.

As CCPN continues to prepare for the transition to Medicaid Managed Care and value-based payments, learn more about CCPN's:

- Quality improvement and reporting infrastructure
- Current contracts and new opportunities
- Statewide practice and care management support

There will also be CCPN staff available to provide a demonstration of the PracticePerfect<sup>SM</sup> CareImpact<sup>SM</sup> Dashboard and share your practice's data with you.

Dinner will be served. [Please RSVP and register here.](#)

CCPN held provider meetings in late 2019 in Regions 2, 3, and 4. Be on the lookout for future meetings in Regions 1 and 5.

Please contact CCPN Support with any questions at [CCPNsupport@communitycarenc.org](mailto:CCPNsupport@communitycarenc.org).

### 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](mailto:jyork@communitycarenc.org)

## Improving Quality Through the PracticePerfect<sup>SM</sup> CareImpact<sup>SM</sup> Dashboard

Is your practice utilizing data to help drive quality improvement? CCPN is able to support our practices' continuous quality improvement goals by providing data through the PracticePerfect<sup>SM</sup> CareImpact<sup>SM</sup> Dashboard.

For example, practices can see how they are performing on specific quality goals or identify individual patients who may need an outreach contact from the practice.

If you would like to learn more about how you can use data from the PracticePerfect<sup>SM</sup> CareImpact<sup>SM</sup> Dashboard to improve quality or how your practice can become connected to the PracticePerfect<sup>SM</sup> CareImpact<sup>SM</sup> Dashboard, please contact your local CCPN Provider Relations Representative or contact CCPN directly at [CCPNSupport@communitycarenc.org](mailto:CCPNSupport@communitycarenc.org).

# CCPN Behavioral Health Clinician Update

CCPN has worked over the last several months to communicate with the NC Department of Health and Human Services (NCDHHS) and the Medicaid Prepaid Health Plans (PHPs) regarding concerns with the initial behavioral health care rates in the Medicaid PHP contracts.

Presently, WellCare and UnitedHealthcare have agreed to update their contract rates for our behavioral health clinicians and discussions continue with Healthy Blue, AmeriHealth Caritas, and Carolina Complete Health about how they will address this issue.

The CCPN Behavioral Health Workgroup continues to meet monthly.

The workgroup has been providing valuable input into the discussions about the fee schedule and other matters which are important for CCPN's behavioral health clinicians.

In addition, Dr. Karen Melendez and other key CCPN and CCNC staff have kept the workgroup up-to-date on key issues which

impact CCPN's behavioral health clinicians including but not limited to:

- Suspension of North Carolina's transition to Medicaid Managed Care/ Negotiations with the Medicaid PHPs
- Tailored Plan Care Management Request for Proposals
- Potential for utilizing the PracticePerfect<sup>SM</sup> CareImpact<sup>SM</sup> Dashboard to improve management for patients who receive behavioral health services
- New ways to engage with key decision makers across North Carolina and share the message about the importance of high quality, accessible behavioral health services

The CCPN Behavioral Health Workgroup meets on the fourth Wednesday of each month from 1:00pm - 2:00pm via conference call/webinar.

If you are interested in joining the CCPN Behavioral Health Workgroup, please contact Shelley Kittrell at [skittrell@communitycarenc.org](mailto:skittrell@communitycarenc.org).

# CCNC Regional Medical Directors

## Invoice Questions

In 2020, CCNC's Regional Medical Directors will be part of the Quality Improvement and Provider Services regional teams which are available to assist practices as they work to identify opportunities for quality improvement and develop plans to reach quality improvement goals.

The CCNC Regional Medical Directors are:

### Regions 1 and 2

Adult Medicine - Dr. R.W. "Chip" Watkins

Pediatrics - Dr. Gregory Adams

Behavioral Health - Dr. Karen Melendez

### Region 3

Adult Medicine - Dr. R.W. "Chip" Watkins

Pediatrics - Dr. William Stewart

Behavioral Health - Dr. Karen Melendez

### Region 4

Adult Medicine - Dr. Conrad Flick

Pediatrics - Dr. Gregory Adams

Behavioral Health - Dr. Mary Mandell

### Region 5

Adult Medicine - Dr. Tommy Newton

Pediatrics - Dr. William Stewart

Behavioral Health - Dr. Mary Mandell

### Region 6

Adult Medicine - Dr. Donald Ribeiro

Pediatrics - Dr. William Stewart

Behavioral Health - TBD

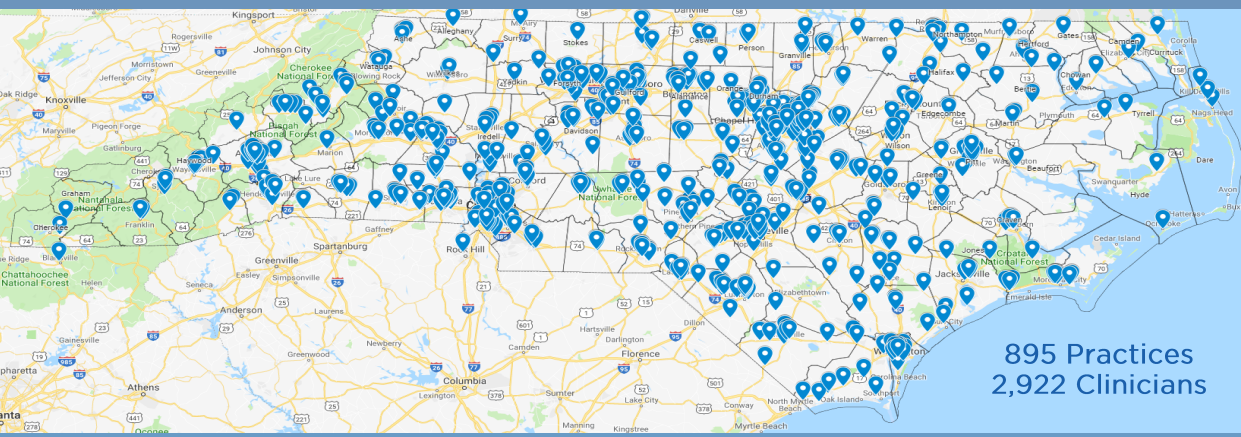
If you would like to speak with the Regional Medical Director in your area, please contact [CCPNSupport@communitycarenc.org](mailto:CCPNSupport@communitycarenc.org) and we will forward you the appropriate contact information.

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

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



# CCPN: Spanning North Carolina



## CCPN Vaccine Purchasing Partner Update

CCPN currently has two vaccine purchasing partners - Atlantic Health Partners and Vaccine Connect.

Recently CCPN informed our participating clinicians that Atlantic Health Partners has updated its vaccine purchasing program by adding GSK vaccines.

Practices can explore this new option if they are interested in the full GSK portfolio or just interested in using Bexsero.

Atlantic Health Partners now offers CCPN clinicians favorable pricing on vaccine options for Merck, Sanofi, GSK, Pfizer (Trumenba), Seqirus, and Dynavax vaccines.

Vaccine Connect continues to offer favorable pricing for GSK vaccines.

Atlantic Health Partners and Vaccine Connect both also offer rebates to CCPN practices and provide excellent customer service.

If you have any questions, please contact one of the following:

Atlantic Health Partners - Kimberly Thompson at 800-741-2044 or [kthompson@atlantichhealthpartners.com](mailto:kthompson@atlantichhealthpartners.com).

Vaccine Connect - Amanda Pritchett at 843-973-2711 or [amanda.pritchett@vacconnect.com](mailto:amanda.pritchett@vacconnect.com).

You can also contact CCPN Support for additional information at [CCPNsupport@communitycarenc.org](mailto:CCPNsupport@communitycarenc.org).

New Practices

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

## Contact Us

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