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For the latest information and updates on COVID-19 please visit our [COVID-19 webpage](#).

CCPN is Working For You During the COVID-19 Outbreak

When CCPN's last newsletter came out in January, who knew our world be so different a few months later?

North Carolina's primary care, behavioral health, and OB-GYN clinicians have experienced unprecedented changes in a short period of time as they have worked to deliver care to their patients during the COVID-19 outbreak.

North Carolina's independent and rural primary infrastructure is in jeopardy.

We know that you are facing lower patient visit volumes, financial pressures, lack of supplies, and extraordinary pressure just to stay in business.

CCPN has worked to support you and provide you with the tools you need to help you deal with COVID-19 as effectively as possible and has advocated for you during this difficult time.

We also want to help by advocating for specific resources, support, and policies



Allen Dobson, M.D., Chairman

that will help you survive this challenging time and successfully move forward from here.

If you are having severe financial difficulties, are having to reduce staff, have considered closing your office temporarily or permanently, or have gone without income during this crisis, we simply ask you to email us at

ccpnsupport@communitycarenc.org.

We will send a follow-up email with some questions and information that we will use to try to get more specific and targeted support for our primary care practices.

Thank you for your dedication and resilience as you have worked to meet these challenges.

CCPN, CCNC, and NC AHEC Join Forces to Support NC's Healthcare Workforce

CCPN, CCNC, and NC AHEC have come together to launch many initiatives to provide NC's clinicians timely and critical information during the COVID-19 pandemic.

One major initiative is the joint [COVID-19 website](#). In order to direct clinicians to one central place for all COVID-19 information, the decision was made to create one website for all three agencies to refer people who need additional information.

The Navigating COVID-19 webinar series is another joint venture which focuses on the financial challenges facing clinicians during this time. These [weekly webinars](#) take place on Tuesdays at 6:00 p.m. and have covered topics such as applying for the CARES program and Preserving Practices' Human Capital. The NC Academy of Family Physicians, NC Pediatric Society, and NC Psychiatric Association are also partners in this webinar series.

CCNC and AHEC are also providing support for the North Carolina Department of Health and Human Services' [Health Care Professional Webinar Series](#). These webinars have been taking place on Thursdays at 5:30 p.m. This webinar series is taking a two week hiatus and will not take place on Thursday, May 14, and Thursday, May 21, and will resume on Thursday, May 28.

CCPN, CCNC, and NC AHEC have also worked together on several practice education one-pagers regarding coding and telehealth. Working on these items together helps ensure that NC's clinicians get consistent, correct information from these trusted sources. The one-pagers are on the joint COVID-19 website.

With all of the challenges that COVID-19 has presented, CCPN, CCNC, and NC AHEC are proud to serve North Carolina's clinicians and citizens through these efforts.

CCNC and NC AHEC Partner to Implement Contact Tracing Across North Carolina

Governor Roy Cooper has laid out his plan for easing certain COVID-19 restrictions while continuing to protect North Carolinians from a second wave of the virus.

Increasing contact tracing across the state in collaboration with community-based agencies was identified as a key element of Governor Cooper's plan.

Community Care of North Carolina (CCNC), in partnership with NC AHEC, is pleased to have been selected by the North Carolina Department of Health and Human Services (NC DHHS) as a partner agency in the deployment of statewide contact tracing.

Effective contact tracing will require a rapid increase in the public health workforce who will carry out this work.

Local Health Departments (LHDs) already have staff who perform this function, but as coronavirus testing becomes more widespread, the need for contact tracers will increase quickly.

CCNC has been asked to collaborate with LHDs, under the guidance of NCDHHS, to facilitate an increase in this workforce. CCNC hopes to attract applicants with knowledge of existing health needs in their communities and relationships with local support agencies.

Please make any members of your staff who have been furloughed aware of these job opportunities in case they would like to apply.

Please visit the [CCNC website](#) for more information about the program and how to apply. Staff will be hired across the state for telephonic and field-based work beginning in May 2020.

MagMutual Introduces New Benefits to Support Policyholders on the Front Lines of COVID-19

Invoice Questions

As a mutual healthcare liability insurance company, MagMutual is committed to always putting our Policy Owners first and doing all we can to protect, support, and reward them. That applies now more than ever. Healthcare providers across the country are facing unprecedented challenges during the coronavirus outbreak.

On top of the professional and emotional stress, many are experiencing financial strain, as well.

To help them during this critical time, MagMutual is offering all of our medical professional liability policyholders the option to [defer their premium payment for nine months](#).

At the end of the nine months, policyholders will have the additional option to pay their outstanding balance in interest-free, quarterly installments.

Both new and existing policyholders can take advantage of this offer.

We are also pleased to provide assistance to those policyholders who are staying in hotels to prevent the spread of infection to their loved ones.

The MagMutual Foundation has donated \$1,000,000 to

[reimburse qualified hotel stays](#).

We will continue to offer this benefit as long as funds remain available.

Details on both of these new benefits can be found on our website, [MagMutual.com](https://magmutual.com).

There, you will also find the [MagMutual COVID-19 Resource Center](#), which provides easy access to guidelines, statements, and alerts from key sources. Information is updated frequently as new developments emerge.

We join the country in sending our sincere and heartfelt thanks for the sacrifices and dedication of physicians and other healthcare providers, and we will continue to look for new ways we can help you.

MagMutual is a leading provider of healthcare liability insurance, delivering comprehensive coverage for the practice, business and regulation of medicine to 30,000+ healthcare providers nationwide.

To learn more, contact Mike Tekely at 980-307-0439 or email mtekely@magmutual.com.

Helping Practices Find PPE

Has your practice experienced difficulty obtaining PPE during the COVID-19 outbreak? Most practices have had trouble getting some or all of the PPE needed to test patients for COVID-19 and see patients in general in their office.

CCPN has received several communications about vendors who might be able to provide PPE to our practices.

While not endorsing any PPE vendor, we have attempted to vet these businesses and pass on their contact information to our practices if we thought they could provide PPE.

If you need information on how to obtain PPE from the State of North Carolina/your local emergency management officials, please [click here](#).

Register for CCPN's Weekly Webinars

Have you missed one of the weekly Tuesday or Thursday COVID-19 webinars?

Click [here](#) to hear the webinar recordings or register for upcoming webinars.

Financial Resources Available to Small Businesses

CCPN has worked to keep our practices informed about financial resources, such as the CARES Program, Small Business Administration loans, and advanced payments from Medicare, available from the federal government to provide financial assistance to small businesses dealing with the impacts of COVID-19.

There have been several email blasts and two webinars on this topic which can be accessed by clicking on the [Webinars for Providers link](#) found on the CCPN COVID-19 website.

The State of North Carolina has also recently passed legislation which designates bridge loan money for small businesses but details on how this money can be accessed by small businesses have not yet been determined.

We will continue to send out information to our practices on this important topic.

You can also get the latest information on financial resources for North Carolina's small businesses on the [CCPN COVID-19 website](#) - Financial Assistance/Small Business Options section.

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Statewide COVID-19 Triage Plus Helpline Now Open

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
hyork@communitycarenc.org

At the request of the North Carolina Department of Human Services (NC DHHS), in early April CCNC began operating North Carolina's COVID-19 Triage Plus Helpline to help answer questions from North Carolina citizens, regardless of insurance status, about COVID-19.

The helpline is open seven days a week from 7:00 a.m. – 11:00 p.m.

A letter was sent by NC DHHS to the Head of Household for all Medicaid Beneficiaries which included information about this helpline.

Shortly thereafter, COVID-19 related calls from the statewide "211" information line began forwarding to the CCNC helpline.

Currently, the helpline is fielding about 400 calls a day.

In addition to providing general information to the public about COVID-19 and

providing clinical triage of symptomatic patients, if patients who call into the helpline have health or social determinants of health needs, the nurses may direct these patients back to their primary care clinician or the appropriate resource.

When needed, documentation of the call is sent to the primary care clinician or care manager for follow-up.

The COVID-19 Triage Plus does not order COVID-19 tests, perform COVID-19 tests, or interpret test results for COVID-19.

Nor do they have a list of all testing site locations.

If you would like more information about the COVID-19 Triage Plus Helpline or the COVID-19 Medicaid Beneficiary Guidance and Resources available from NC DHHS, click [here](#).

Medicaid Coverage for Home Blood Pressuring Monitoring Equipment

Many OB-GYN, behavioral health, and primary care clinicians have reached out to us to get additional information about Medicaid coverage for home blood pressure monitoring equipment.

We have created two information sheets for our clinicians about this – one for our [OB/GYN clinicians](#) and one for our [behavioral health/primary care clinicians](#).

CCPN Behavioral Workgroup Exploring Telehealth

Add Participants

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.

CCPN's behavioral health clinicians have adjusted their workflows and practices in response to COVID-19.

These changes have largely focused on integrating telehealth into their practices.

Patient access to the internet is a problem that is being faced across all practice types in delivering telehealth and is a primary factor in limiting telehealth visits for behavioral health.

Guidance on billing Medicaid for telehealth visits can be found [here](#) and guidance on telehealth visits for Medicare and other commercial payers can be found [here](#).

CCPN's Behavioral Health Workgroup has been exploring ways that telehealth can be incorporated into the relationship with primary care clinicians to improve access to behavioral health services and communication between clinicians going forward.

Grant funding to expand telehealth services in a "medical neighborhood" model is under consideration.

There are several additional opportunities also being explored.

Discussions continue regarding fees for behavioral health services under the Medicaid Prepaid Health Plans.

Additional outreach to the plans and CCPN practices about this will take place at an appropriate later date.

Welcome to our new behavioral health practices that have joined CCPN since our last newsletter!

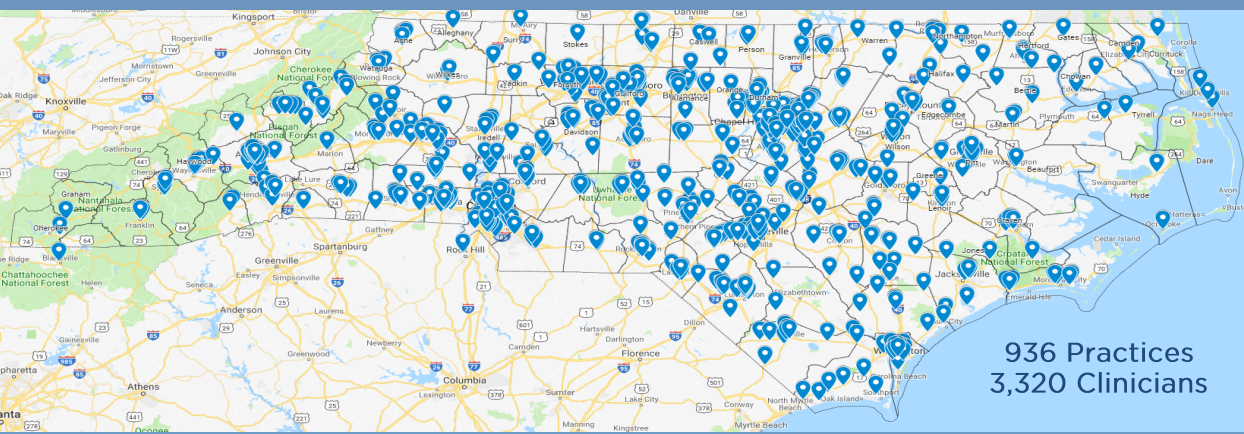
They are Easter Seals UCP of North Carolina and Virginia and Phoenix Counseling Center.

CCPN currently has 69 behavioral health agencies (separate locations are counted together as one agency) and 878 behavioral health clinicians.

We have had several new members join the Behavioral Health Workgroup.

If you would like to join this workgroup please contact Shelley Kittrell at skittrell@communitycarenc.org.

CCPN: Spanning North Carolina



New Practices

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

936 Practices
3,320 Clinicians

CCPN Clinicians Receive Special Pricing on Telehealth Platforms

Telehealth is an important tool in delivering care to your patients during the COVID-19 pandemic and will play an ever-growing role in health care delivery after the pandemic begins to subside.

CCPN is here to support our practices as they begin to offer expanded telehealth services.

Currently, CCPN is offering access to the DocsInk telehealth platform at no cost for our clinicians through July 31, 2020. CCPN clinicians can click [here](#) to activate an account and use code NCDEAL. As of August 1, 2020, CCPN clinicians will continue to receive preferred pricing from DocsInk. Information on pricing as of August 1, 2020, can be found [here](#).

CCPN is also pleased to announce that preferred pricing for CCPN clinicians has been negotiated for additional telehealth platforms beginning now.

The new platforms for which CCPN preferred pricing is now available are:

- Allscripts/FollowMyHealth
- Henry Schein Medpod
- CureMD
- VisuWell

To learn more about each of these vendors and the special pricing for CCPN practices, click [here](#).

If you have any questions please contact your local CCPN Provider Relations Representative or CCPN directly at CCPNSupport@communitycarenc.org.

Contact Us

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