

## Highlights

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### CCPN Agreements Create More Options for Practices

From Allen Dobson, MD, Chairman

Over the last few weeks, several months of work by the Board of Managers and CCPN staff, on behalf of our participating clinicians, has come together. First, CCPN has executed two group vaccine purchasing agreements that will provide our practices with the opportunity to order vaccines efficiently. By leveraging the combined purchasing power of CCPN, all clinicians should benefit and qualify for a higher rebate tier. Second, CCPN is implementing a Medicare Advantage plan in a five-county area with a select number of practices. And



most recently, CCPN has signed an agreement with EverMed Direct Primary Care (DPC) where the CCPN network is the exclusive EverMed network in North Carolina. The EverMed DPC model contracts with self-insured companies that incentivize their employees to choose a primary care provider. Practices are paid a per-member, per-month fee covering a reasonable set of primary care services. CCPN is committed to giving our physicians the tools to become more efficient and quality-focused as healthcare reforms continue to evolve. You will find more information about the group vaccine purchasing agreements and EverMed DPC contract in this newsletter. I look forward to sharing even more opportunities with you in the near future.

### Simplified Vaccine Purchasing Now Available for CCPN Practices

CCPN is excited to offer our participating practices a new opportunity to save money and streamline vaccine ordering. CCPN has signed Group Vaccine Purchasing agreements with two companies – Atlantic Health Partners and Vaccine Connect - which will allow CCPN practices to purchase vaccines through a simpler ordering process and at a discounted rate.

Atlantic Health Partners contracts negotiated rates for Merck and Sanofi Pasteur vaccines. Vaccine Connect contracts negotiated rates for GlaxoSmithKline vaccines.

CCPN practices can join either agreement at no cost to the practice.

Vaccines purchased through these agreements are discounted from their market rate, and practices may be eligible to receive additional rebates based on the total amount purchased.

Additional information will be sent to practices in the next few weeks.

If you would like to join the group purchasing agreements, please contact Jessica Whelan at [jwhelan@ncaccesscare.org](mailto:jwhelan@ncaccesscare.org).

## Board of Managers Hear Contract Details

The CCPN Board of Managers met face-to-face in Greensboro on September 7 to discuss several topics:

Dr. Steve Wegner provided an update on CCPN's discussions with the Direct Primary Care company EverMed DPC and the CCPN physician leaders who participated in vetting this agreement.

After receiving this update, the Board of Managers approved entering into a contract with EverMed, which will allow CCPN practices to become affiliates of EverMed.

The Board also discussed establishing a Contracting Committee that can take the lead in reviewing and fine-tuning

service contracts on behalf of the Board of Managers/CCPN.

Dr. Wegner also let the Board know that since the Group Vaccine Purchasing agreements with Atlantic Health Partners and Vaccine Connect/GSK have been signed, communication about these agreements will be going out to CCPN practices soon.

Tork Wade updated the group on potential new payers who are interested in working with CCPN and Denise Levis Hewson provided an update on physician recruitment efforts. Prior to adjourning the Board discussed meeting dates and scheduling a retreat before the end of 2017.

## Fall Focus Groups Provide Insights to Core Team



**Shown above, a regional focus group meets in September**

The CCNC Provider Services Transformation Workgroup was created in April as a result of the September 2016 CCNC Network Leadership Strategic Retreat.

The Core Team is composed of seven members representing community based CCNC Networks across the state: Kathi Slack (Region 1), Treiste Newton (Region 2), Dr. Janice Huff and Debbie Clapper (Region 3), Anne Morton (Region 4), Randy Barrington (Region 5) and Jennifer Polo (Region 6). The CCNC team leads are

Jennifer Cockerham, Senior Vice President of Provider Relations and Denise Levis, Chief Operating Officer of Community Care Physician's Network, LLC.

The aim of the workgroup is to transform CCNC Provider Services to deliver consistent, industry standard services to practices allowing them to be successful in a value based care environment. This will be achieved through two domains: Provider Relations, Education & Recruitment and Quality Improvement (QI) and Practice Support. CCNC Provider Services will be supporting CCPN practices in these endeavors as well.

Regional Focus Groups are meeting through October. Once the sessions conclude, the Core Team will review all feedback, identify common themes and assimilate relevant items into the workflows and documents.

## Board of Managers

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Boone, NC*

*Debbie Ainsworth,  
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*Terry Daniel, M.D.,  
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Raleigh, NC*

*Ted Nifong, M.D.,  
Winston-Salem, NC*

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

## Quality Focus: Rainbow Pediatrics



### Patient Satisfaction Climbs at Cumberland County Practice

Patient satisfaction is an integral component of the medical home model, which is a road map to success in the world of value-based health care. One success story is a Cumberland County pediatric practice that has utilized patient satisfaction surveys to drive change.

Rainbow Pediatrics has four locations, all of which are members of Community Care Physician Network (CCPN). In addition, they are participating in the Practice Transformation Network (PTN) that utilizes transformation coaches to support practices in these efforts. This high-performing pediatric group already had some quality improvement strategies in place when a patient satisfaction survey was launched in March 2017.

Based on the survey results, the practice decided to focus on appointment access as one main area for improvement. In March, only 60% of patients responded that appointment access was “excellent.” The practice then implemented same-day appointments for well visits and sick visits across all payer types.

It also educated patients about after-hours communication, extended week-day and weekend hours already in place, and utilizing the patient portal accounts for communication and education. In May 2017 surveys were distributed again to measure satisfaction with appointment availability and 100% of respondents replied that appointment availability was “excellent.” The practice now has a patient satisfaction survey integrated in its online check-in service, which has proven beneficial as it has increased patient participation and increased the volume of responses. As part of the practice’s on-going quality improvement activities Rainbow Pediatrics continues to monitor these responses on a monthly basis to assess further patient and practice needs.

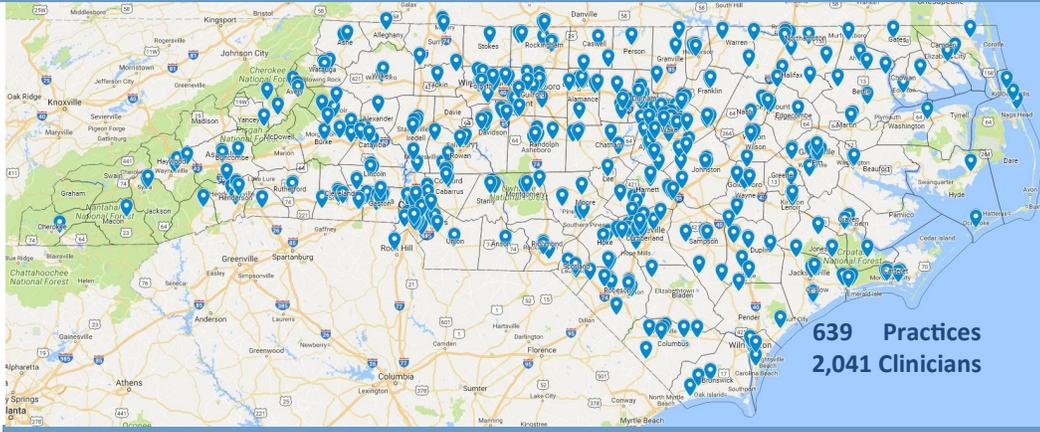
## Symposium

The Patient and Clinical Engagement Carolinas Symposium “Setting the PaCE” will take place October 11, 2017 at Carolinas Medical Center in Charlotte from 10am – 2pm.

The symposium is sponsored by the Patient-Centered Outcomes Research Institute and will cover topics such as primary care research, advocacy, and patient engagement.

Registration ends October 5. If you would like more information or want to learn how to register send your inquiries to [pace.carolinas@gmail.com](mailto:pace.carolinas@gmail.com).

## CCPN: Spanning North Carolina



## Welcome New Practices

Dr. Jamila Battle and Associates, PA  
Chatham Recovery  
Children's Health Services  
Cornerstone Medical Clinic  
James J. Crosswell, Jr. MD  
Davidson Family Medicine  
Doctors Making Housecalls  
Johnston Recovery  
Morse Clinic of North Raleigh  
Morse Clinic of Hillsborough  
Morse Clinic of Zebulon  
Triad Psychiatric and Counseling Center, P.A  
Vance Recovery

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

## 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  
[jjork@n3cn.org](mailto:jjork@n3cn.org)

## EverMed Model Reduces Administrative Burden for Practices

CCPN practices now have the opportunity to offer Direct Primary Care services to patients through an affiliation agreement with EverMed Direct Primary Care. EverMed Direct Primary Care is not insurance, but works with employers to link patients with practices, which are paid based on a per member/per month fee schedule.

This model reduces the administrative burden for practices, while providing a known amount of revenue for each patient enrolled.

EverMed patients are part of Employer Health Plans, which contract with EverMed. EverMed provides patients with an EverMed Member Card and provides practices with a monthly Master Census/Roster with weekly updates. The primary care services covered are outlined in materials provided by EverMed, which can be found on the CCPN website [communitycarephysiciannetwork.com](http://communitycarephysiciannetwork.com)

Additional information is available to address common questions, which is also available at [communitycarephysiciannetwork.com](http://communitycarephysiciannetwork.com)). Consider signing up now to be an EverMed Practice, as open enrollment for employees to choose an EverMed practice begins October 15. If you would like to discuss becoming an EverMed affiliate, please contact Catherine Battle at [cbattle@n3cn.org](mailto:cbattle@n3cn.org) or 919-926-3911.

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