About Provider Portal

This Community Care Provider Portal was created by Community Care of North Carolina (CCNC) to improve care provided to NC Medicaid recipients. The Portal now serves additional commercially-insured patients enrolled in CCNC programs. The aim is to give clinicians a more comprehensive view of their patients’ medical history and foster better care coordination between providers.

Through the Provider Portal, members of the patient’s care team may view medical and pharmacy claims history; contact information for the patient’s primary care and specialist physicians, mental health services provider, Health Check coordinator, DME supplier, home health or personal care service providers; laboratory results from participating lab service providers; information uncovered in CCNC medication review and issues identified by care managers in close contact with the patient; clinical alerts when recommended care is overdue; information on how to obtain assistance from CCNC with care management and behavioral care referrals; secure messaging to CCNC clinical pharmacists available for consultation.

Why Use Provider Portal?

The Provider Portal provides key information about the patient that may be unavailable within the provider chart or electronic health record. Through the portal, providers may:

- View information on patient encounters occurring outside the local clinic or health system (including hospitalizations, ED visits, primary care and specialist visits, laboratory and imaging).
- Review a comprehensive view of the patient’s medication regimen, including fill history and adherence indicators, and medications prescribed by other providers.
- Access a compendium of low-literacy patient education materials, and evidence-based practice tools for screening and assessment, health coaching and disease management.
- Retrieve medication instructions for patients in multiple languages, in video or print format.
- Access population management reports and quality metrics for their own patient population.

Log on to the Provider Portal at: https://portal.n3cn.org
Contact Information
To contact your local Network Account Manager (NAM), go to https://portal.n3cn.org and click on the NAM contact link.

AccessCare
(919) 380-9962 Ext. 119
Alamance, Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Caswell, Catawba, Chatam, Cherokee, Clay, Graham, Haywood, Iredell, Jackson, Macon, Orange, Robeson, Sampson, Swain, Watauga and Wayne

Carolina Collaborative Community Care
(910) 495-8476
Cumberland

Carolina Community Health Partnership
(704) 669-3161
Rutherford and Cleveland

Community Care of Eastern Carolina
(252) 227-2668
Beaufort, Bertie, Camden, Carteret, Chowan, Craven, Currucut, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Hertford, Hyde, Jones, Lenoir, Martin, Nash, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, Washington and Wilson

Community Care of Southern Piedmont
(704) 262-1085
Cabarrus, Rowan and Stanly

Community Care of the Lower Cape Fear
(910) 763-0200
Bladen, Brunswick, Columbus, New Hanover, Onslow and Pender

Community Care of the Sandhills
(910) 246-9806
Harnett, Hoke, Lee, Montgomery, Moore, Richmond, and Scotland

Community Care of Wake and Johnston Counties
(919) 387-3670
Wake and Johnston

Community Care of Western North Carolina
(828) 348-2822
Buncombe, Henderson, Madison, McDowell, Mitchell, Polk, Transylvania, and Yancey

Community Care Partners of Greater Mecklenburg
(704) 512-2283
Anson, Mecklenburg and Union

Community Health Partners
(704) 874-1933 / (704) 874-1935
Gaston and Lincoln

Northern Piedmont Community Care
(919) 613-6898
Durham, Franklin, Granville, Person, Vance and Warren

Northwest Community Care
(336) 716-2363
Davie, Davidson, Forsyth, Stokes, Surry, Wilkes, and Yadkin

Partnership for Community Care
(336) 288-8356
Guilford, Randolph and Rockingham

(rev. April 2013)

How Do I Access the Provider Portal?
1. A system access agreement must be in place between your organization and Community Care of North Carolina.
2. To register, go to https://portal.n3cn.org and click on the “Click here to pre-register” option.
3. Complete the pre-registration form and click “Submit.”
4. An email notification will be sent to you and your local CCNC network. A network representative will contact you or your designee to complete registration.