

# CCNC Update

Community Care of North Carolina

12/21/2015

## NCCCN RECOGNIZED WITH NCQA CASE MANAGEMENT ACCREDITATION

All 14 regional networks receive three-year accreditation

NC Community Care Networks (NCCCN), CCNC's nonprofit organization that serves 1.4 million North Carolina Medicaid recipients, has received a three-year accreditation in intensive case management from the National Committee for Quality Assurance (NCQA). The three-year accreditation recognizes "strong performance" in NCQA's Case Management standards as well as dedication to care coordination, patient-centeredness and continuous quality improvement.

"We're gratified by NCQA's recognition of our case management process," said NCCCN Acting President and Chief Medical Officer **Thomas Wroth, MD**. "I would like to commend staff who worked hard for three years to obtain this accreditation, and who give their all each day to help their patients get better care. This accreditation adds to the significant body of evidence supporting the value of NCCCN's statewide, community-based medical home system."

NCQA's accreditation is the culmination of a voluntary, nearly three-year review process. NCQA's high standards encourage Case Management organizations to continuously enhance the quality of services delivered. (See *NCQA* next page.)

## NCQA Standards for Case Management

- 1. Program Description:** Uses up-to-date evidence-based information to develop its case management program, and regularly updates the program with relevant findings and information.
- 2. Patient Identification and Assessment:** Systematically identifies patients who qualify for its programs.
- 3. Care Planning:** Coordinates services for patients through the development of individualized care plans.

(See *STANDARDS* next page)



Staff from all 14 CCNC regional networks gather in Raleigh to commemorate NCQA case management accreditation

## NCQA Accreditation (from page one)

NCQA Case Management Accreditation is the only program that focuses on care transition, the management of patients moving between providers or treatment settings.

“The NCQA accreditation demonstrates that while CCNC’s local networks are tailored to the resources and needs of each community, core standards and functions are uniform throughout our system,” said **L. Allen Dobson, Jr., MD**, President and CEO of CCNC.

Of the 33 organizations nationally accredited for case management, 14 are associated with CCNC. See Page 4 for the list of organizations.



**Dr. Dobson** honors CCNC Accreditation Coordinator **Sherry Hedrick RN, BSN, MPH** for overseeing the accreditation project over a three-year period

### NCQA CASE MGMT STANDARDS (from page 1)

**4. Care Monitoring:** Has systems in place to support case management activities and monitors individualized care plans.

**5. Care Transitions:** Has a process to manage care transitions, identify problems that could cause care transitions and prevent unplanned transitions, when possible.

**6. Measurement and Quality Improvement:** At least annually, measures patient satisfaction, program effectiveness and participation rates.

**7. Staffing, Training and Verification:** Defines staffing needs, provides staff with ongoing training and oversight and verifies health care staff credentials.

**8. Rights and Responsibilities:** Communicates its commitment to the rights of patients and its expectations of patients’ responsibilities.

**9. Privacy, Security and Confidentiality**

**Procedures:** Has procedures to protect the privacy of patients’ health information.

**10. Delegation:** Provides written documentation of each delegated arrangement.



## Primary care survey assessing BH treatment in Medical Homes

NCCCN’s Behavioral Health Integration Team is surveying North Carolina primary care practices to determine how CCNC medical homes are handling behavioral healthcare issues.

The goals of the survey are to assess current integration practices, ascertain regional variations at the referral level and identify Medical Homes that will be a focus for Primary Care Integration projects associated with federal grant initiatives in 2016-2017.



## CCNC clinical quality scores well above HEDIS mean

A review of a 4,111 randomly-sampled patient charts from more than 1,000 practices show strong performance in virtually all quality measures under CCNC's Quality Measures and Feedback (QMAF) program. Overall, results were consistently above the NCQA HEDIS Mean in all measures with available benchmarks. All measures but "diabetes A1c control <8.0" were level or improved from 2013 to 2015 (the declining metric remained just below the NCQA HEDIS 90th Percentile, well above mean scores for health plans nationally.)

Statistically significant improvement was observed in measures for diabetes foot exams, assessment of asthma triggers and smoking status/cessation advice. Results for "A1c Poor Control >9.0" continue to improve and remain above the HEDIS 90th Percentile.

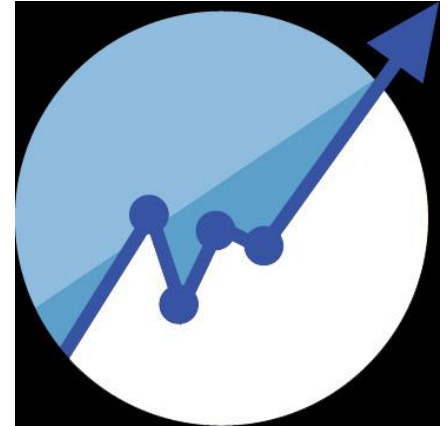


Chart reviews for the assessment were conducted between March and July of 2015.

## Organizations with NCQA case management accreditation\*

CCNC organizations listed in **boldface** type

Accordant Health Services

**Access East, Inc.**

**AccessCare**

ActiveHealth Management

Alere Health LLC

AmeriHealth Administrators

Beacon Health LLC

Caregiver Homes Network, Inc.

**Carolina Collaborative Community Care (4C)**

**Carolina Community Health Partnership**

**Community Care of Lower Cape Fear**

**Community Care of Wake and Johnston Counties**

**Community Care of Western North Carolina, Inc.**

**Community Care Partners of Greater Mecklenburg**

**Community Health Partners, Inc.**

ComplexCare Solutions (CCS)

**Duke University Health System**

Falcon Subsidiary LLC, dba AxisPoint Health

Health Integrated, Inc.

Healthways, Inc.

MDwise, Inc.

Michigan Education Special Services Association (MESSA)

MissionPoint Health Partners, Inc.

MMSI

MP CareSolutions

**Northwest Community Care Network**

OptumHealth Care Solutions, Inc.

Partners in Care Foundation

**Partnership for Community Care**

RGA Reinsurance Company

**Community Care of the Sandhills**

**Southern Piedmont Community Care Plan, Inc.**

UnitedHealthcare Military & Veterans Services, LLC

\* Accredited or scheduled for accreditation per NCQA website as of December 17, 2015

### Upcoming Events

#### Christmas Holiday

CCNC's Central Office in Raleigh will be closed Wednesday, Dec. 23 through Friday, Dec. 25.

#### NC Care Transitions Summit

Jan. 28-29, 2016; Durham, NC. "Engaging Patients, Professionals and Populations in Care Transitions." Learn how to submit abstracts [here](#).

#### NC Pediatric Society Winter Open Forum

Jan. 30, 2016 in Concord, NC. Go [here](#) for details.

#### NC Hospital Association Winter Membership Meeting

February 18-19, 2016 in Cary, NC. More info available [here](#).

## CCNC in the News

News coverage on CCNC, Medicaid reform and other relevant health care issues is noted below.

### CNBC News

[Many doctors can't manage multiple chronic conditions.](#)

### NC Healthcare News

[Medicaid Reform Plan Short on Details, Long on Questions](#)

### Triad Business Journal

[Triad's largest health systems partnering on new Medicaid care company](#)

### Asheville Citizen Times

[Mission Health part of new NC Medicaid system](#)

### NC Healthcare News

[NC Hospitals Collaborate to Face New Medicaid World](#)

### Business North Carolina

[State's big health groups forming Medicaid plan](#)

### Rural Health Information Hub

[Summary of Project Lazarus](#)

### WGHP TV 8

[Burlington Police to get overdose reversal drug](#)



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