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## **NCCCN RECEIVES THREE-YEAR CASE MANAGEMENT ACCREDITATION FROM NCQA**

*All 14 regional NCCCN networks meet high national standards for case management processes*

**Raleigh, N.C. (November 19, 2015)** – North Carolina Community Care Networks (NCCCN), the nonprofit organization that serves 1.4 million North Carolina Medicaid recipients, has received a three-year accreditation in intensive case management provided to Medicaid patients from the National Committee for Quality Assurance (NCQA).

The three-year accreditation recognizes “strong performance” of the functions outlined in NCQA’s Case Management standards as well as dedication to care coordination, patient-centeredness and continuous quality improvement.



“We’re extremely 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 not only worked hard for three years to obtain this accreditation, but 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 for NCCCN. NCQA’s high standards (see the ten benchmarks on the following page) encourage Case Management organizations to continuously enhance the quality of services they deliver. NCQA Case Management Accreditation is the only program that focuses on care transition, the management of patients moving between providers or treatment settings.

**Margaret E. O’Kane**, NCQA President said in a statement: “Case Management Accreditation moves us closer to measuring quality across population health management initiatives. Not only does it add value to existing quality improvement efforts; it also demonstrates an organization’s commitment to the highest degree of improving the quality of their patients’ care.”

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### **Ten Standards of NCQA Case Management Accreditation**

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.
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.

### **About North Carolina Community Care Networks**

NCCCN is a community-based, public-private partnership that takes a population management approach to improving health care and containing costs for North Carolina's most vulnerable populations. NCCCN creates "medical homes" in all 100 counties for Medicaid beneficiaries, individuals that are eligible for both Medicare and Medicaid, privately-insured employees and uninsured people. To learn how NCCCN saves North Carolina millions of dollars every year, visit [www.CCNCcares.com](http://www.CCNCcares.com). For more information, visit our website, [www.communitycarenc.org](http://www.communitycarenc.org).

### **About the National Committee for Quality Assurance (NCQA)**

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers.