Community Pharmacy Enhanced Services Network: A Primer for Primary Care Providers Working with CCNC

In 2014, Community Care of North Carolina (CCNC) created the Community Pharmacy Enhanced Services Network (CPESN), an open network of 246 North Carolina pharmacies committed to broadening the availability of medication management resources to our state’s highest-needs population. The goal of the CPESN is to improve quality of care and patient outcomes related to medication use, enhance patients’ overall health trajectory and reduce the total cost of care. Community pharmacists are ideal partners for this effort, as North Carolina Medicaid claims data indicate that the portion of the population most in need of medication management visits a local pharmacy more than 35 times annually.

Key to the CPESN approach is active integration of pharmacist activity with the larger care team, including the primary care physicians, specialty providers such as behavioral health professionals, and the extended care team of the Patient Centered Medical Home. Each local Community Care network identifies a lead pharmacist and care manager for the CPESN, along with other clinicians ready to provide additional support as needed. The community pharmacies are linked to a CCNC network which grants them access to additional resources including care manager communication, PHARMACeHOME, and Provider Portal to improve care coordination.

The CPESN is funded by a 3-year grant from the Center for Medicare and Medicaid Innovation (CMMI) to test payment reform in community pharmacies for Medicaid, Medicare, dually eligible Medicare-Medicaid, and NC Health Choice beneficiaries by using a collaborative care model where community pharmacy is part of the medical home care team. The project is titled “Optimizing the Medical Neighborhood: Transforming Care Coordination through the North Carolina Community Pharmacy Enhanced Services Network”. The grant funds will primarily be used to support the provision of enhanced services by CPESN pharmacies.

Importance to Primary Care Providers
The CPESN is an opportunity to access a pharmacy network that supports the enhanced pharmacy service needs of patients who are beneficiaries of NC Medicaid, NC Health Choice, Medicare, and Medicare-Medicaid without additional cost to the patient.

CPESN pharmacies:
- Offer a private and confidential setting to talk with the patient about medications and related healthcare issues and counseling regarding how to use and take medications safely (prescription medications, remedies, vitamins, and other over-the-counter medications);
- Establish an ongoing professional relationship with the patient;
- Provide in depth review of patient medication regimens to identify opportunities to optimize therapy;
- Provide information about the benefits and potential side effects of medications;
- Answer questions about medications and other health concerns;
- Assist the patient with understanding the importance of all medications and taking them as prescribed or recommended;
- Work with you and other health care professionals to resolve any concerns with the patient’s medications.

CPESN pharmacies have access to some clinical information and care team connectivity through CCNC’s PHARMACeHOME platform.

1 Membership as of 12/1/2015.
Last updated: 12/1/2015
Additional benefits of working with CPESN pharmacies include:

- Reinforcement of the patient’s care plan;
- Enhanced care coordination and additional monitoring between provider office visits for patients, especially those who are non-adherent to medications and/or are medically complex;
- Pharmacy communications that reflect genuine patient interactions and clinically significant medication-related concerns, as compared to information about drug-drug interactions or therapeutic duplications that may have low clinical significance;
- Potential streamlining / consolidation of medical office communications, particularly around medication refill requests.

To better coordinate care with the medical home, pharmacies may contact your practice for patient records, such as medication lists, medical problem lists, or the care plan from the most recent office visit. CPESN pharmacies are HIPAA-covered entities, NC Medicaid providers, and also members of the broader CCNC care team. As such, it is appropriate to share patient information with them for the purposes of care coordination and treatment.

**CPESN’s Enhanced Pharmacy Services**

All participating pharmacies have agreed to support medication adherence, conduct medication reconciliation after hospital discharge, and prevent medication wastage by verifying patient need prior to each fill. Likewise, clear and clinically-relevant communication with the provider and care team is a core service of all CPESN pharmacies. Pharmacies participating in the grant additionally offer comprehensive medication review, care plan development and reinforcement, and longitudinal follow up as core services.

Services such as synchronization of a patient’s chronic medication fill dates, adherence monitoring and coaching, compliance packaging, and home delivery are offered by many CPESN pharmacies. Below is the list of additional enhanced and optional services offered by CPESN pharmacies.

**Optional Enhanced Services Provided by CPESN Pharmacies**

- 24-hour Emergency Service/On Call – Dispensing and Non-Dispensing
- Adherence Packaging
- Collection of Vital Signs or Standardized Assessments (PHQ, etc.)
- Comprehensive Medication Review
- Home Delivery
- Medication Synchronization Program
- Medication Dispensing for Patients with Presumptive Medicaid Eligibility
- Smoking Cessation Program
- DME Billing – Medicare and Medicaid
- Home Visits

- Care Plan Development/Reinforcement
- Point of Care Testing
- Immunizations – Non-Medicaid
- In Depth Counseling/Coaching
- Long-Acting Injections
- Multi-Lingual Staff
- Naloxone Dispensing
- Nutritional Counseling
- Printout of Patient’s Personal Medication Record
- Pre-filling Syringes for Oral Administration
- Specialty Pharmacy Dispensing
- Disease State Management Programs
- Compounding, Sterile and/or Non-Sterile
CPESN Pharmacies Across NC

A “collaboration card” – available through your local CCNC Network – identifies participating pharmacies by county and provides contact information and the specific enhanced services that they offer. The card can be used as a tool to address individual patient care needs as well as a reference for pharmacies with the requested services.

A searchable website is in development and will be available in the coming months. It will allow providers and patients to quickly locate CPESN pharmacies in a specific area of the state that offer certain types of enhanced services. Patients may be referred to a CPESN pharmacy by contacting the specific pharmacy chosen.

CPESN Patient Referrals

Providers may directly refer patients to these pharmacies when they identify a need for enhanced services or an in-depth review of the current medication regimen. Referrals may be made telephonically directly to the pharmacy or through your CCNC network.

More Information

For more information about this program and what participation can mean for you and your patients, contact your local CCNC network pharmacist.

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<thead>
<tr>
<th>Network</th>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>AccessCare</td>
<td>Kristin Lundeen</td>
<td><a href="mailto:klundeen@ncaccesscare.org">klundeen@ncaccesscare.org</a></td>
<td>(919) 380-9962</td>
</tr>
<tr>
<td>Community Care of Western NC</td>
<td>Dana Arrington</td>
<td><a href="mailto:darrington@ccwnc.org">darrington@ccwnc.org</a></td>
<td>(828) 348-2817</td>
</tr>
<tr>
<td>Community Care of the Lower Cape Fear</td>
<td>Megan Rose</td>
<td><a href="mailto:megan.rose@carelcf.org">megan.rose@carelcf.org</a></td>
<td>(910) 332-9554</td>
</tr>
<tr>
<td>Carolina Collaborative Community Care</td>
<td>Kara Gagnon</td>
<td><a href="mailto:kgagnon@carolinaccc.com">kgagnon@carolinaccc.com</a></td>
<td>(910) 495-8478</td>
</tr>
<tr>
<td>Carolina Community Health Partnership</td>
<td>Lori Wilson</td>
<td><a href="mailto:lori.wilson@clevelandcounty.com">lori.wilson@clevelandcounty.com</a></td>
<td>(704) 418-3604</td>
</tr>
<tr>
<td>Community Care of Wake/Johnston Counties</td>
<td>Cheryl Viracola</td>
<td><a href="mailto:cviracola@wakedocs.org">cviracola@wakedocs.org</a></td>
<td>(919) 792-3661</td>
</tr>
<tr>
<td>Community Care Partners of Greater Mecklenburg</td>
<td>Naomi Ohuabunwa West</td>
<td><a href="mailto:naomi.ohuabunwa@carolinashealthcare.org">naomi.ohuabunwa@carolinashealthcare.org</a></td>
<td>(704) 512-2463</td>
</tr>
<tr>
<td>Community Care Plan of Eastern Carolina</td>
<td>Tracey Simmons-Kornegay</td>
<td><a href="mailto:tracey.simmons-kornegay@vidanthealth.com">tracey.simmons-kornegay@vidanthealth.com</a></td>
<td>(252) 560-3417</td>
</tr>
<tr>
<td>Community Health Partners</td>
<td>Misty Lail McIntosh</td>
<td><a href="mailto:mlail@gfhs.info">mlail@gfhs.info</a></td>
<td>(704) 477-0433</td>
</tr>
<tr>
<td>Northern Piedmont Community Care</td>
<td>Vera Farkas Reinstein</td>
<td><a href="mailto:vera.reinstein@duke.edu">vera.reinstein@duke.edu</a></td>
<td>(919) 613-4334</td>
</tr>
<tr>
<td>Northwest Community Care Network</td>
<td>Neal Roberts</td>
<td><a href="mailto:wrober@nwcommunitycare.org">wrober@nwcommunitycare.org</a></td>
<td>(336) 716-2717</td>
</tr>
<tr>
<td>Partnership for Community Care</td>
<td>Patrick Johnson</td>
<td><a href="mailto:pjohnson@p4care.org">pjohnson@p4care.org</a></td>
<td>(336) 553-4432</td>
</tr>
<tr>
<td>Community Care of the Sandhills</td>
<td>Nydia Mancini</td>
<td><a href="mailto:nmancini@cc-sandhills.org">nmancini@cc-sandhills.org</a></td>
<td>(910) 246-9806</td>
</tr>
<tr>
<td>Community Care of the Southern Piedmont</td>
<td>Tamika Robinson</td>
<td><a href="mailto:tamikarobinson@ccofsp.com">tamikarobinson@ccofsp.com</a></td>
<td>(704) 262-1056</td>
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