

CCNC Community Pharmacy Enhanced Services Network Program

Purpose: The Program is part of a CCNC quality improvement initiative in partnership with Participants to improve the quality and coordination of health care services to mutual patients through enhanced access to electronic Patient Information and other clinical support provided under a dispensing pharmacy model in collaboration with CCNC Medical Homes and wrap around supports (e.g. care management team(s)) under CCNC's direct oversight and in accordance with CCNC's policies and procedures. CCNC will ensure that local care managers and other appropriate personnel are made available to Participant to provide guidance, training and other support as needed to achieve significant potential to achieve quality and cost improvements.

Participant's Roles and Responsibilities:

- (a) Provide medication management services in collaboration with the participating CCNC Networks that reach beyond traditional dispensing services currently understood to be the standard of practice for dispensing pharmacies and as outlined the "*Community Pharmacy Enhanced Services Network 'CPESN' Service Provision List*" that is maintained by the CCNC central office, updated quarterly with the input of the CPESN Participants and the CCNC Network Pharmacists with ultimate approval by the CCNC Central Office.
- (b) Participate in a "Proactive Waste Management Program." The "Proactive Waste Management Program" is an initiative to minimize the number of prescription fills that are received by the patient but not used and is a mandatory service provision for all CPESN Network Pharmacies. At a minimum, Participant will provide training for all staff in the pharmacy on methods to reduce the number of prescription fills for which the patient already has 20% or more of the medication currently in their possession.
- (c) Respect each patient's right to choose their own practitioners and pharmacies.
- (d) Maintain registration of the pharmacy and all involved pharmacists and technicians with the North Carolina Board of Pharmacy and, at all times, remain in good standing with the North Carolina Board of Pharmacy.
- (e) Use CCNC Informatics Center PHARMACeHOME applications or, when available, North Carolina Health Information Exchange applications for medication management activities in coordination with CCNC.
- (f) Execute the related and required documents including, but not limited to the TECCA and attached Exhibits, as reasonably requested and as updated from time to time.
- (g) Report immediately to the CCNC main office should the pharmacy or any of the pharmacy's Authorized Users be debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any Federal or State program, department or agency, including but not limited to Medicare and any State Medicaid agency.

CCNC's Roles and Responsibilities:

- (a) Maintain overall accountability for the creation of the network of pharmacies.
- (b) Maintain overall accountability for determining the required and optional services.
- (c) Perform regular reviews, no less frequently than quarterly, of required and optional services.
- (d) Update all related documents and manuals as a result of the regular reviews and seek input from Participant pharmacies.
- (e) As appropriate, seek input from the participating CCNC Networks on required and optional service updates.
- (f) Finalize and distribute updates to all related documents and manuals.

Minimum Required CPESN Services (required services will be updated or modified each quarter by CCNC through its policies and procedures):

- (a) Provide patient counseling and adherence coaching based on the referral from the CCNC Care Manager or Primary Care Provider. For purposes of this Exhibit B, a primary care provider is a licensed physician or practitioner, such as a family practitioner, internist, pediatrician, family nurse practitioner, physician assistant or other physician provider or extender who is chosen by or assigned to an individual patient to provide continuous primary medical care ("Medical Home Services") and who can manage and/or treat a wide variety of health-related problems, and is responsible for referral to specialists as needed.
- (b) Assist with medication reconciliation, based on the referral from a CCNC Care Manager or Primary Care Provider.

Optional CPESN Services:

- (a) Medication synchronization services.
- (b) Home delivery services.
- (c) Behavioral health compliance and persistency programs.
- (d) Other services as agreed to by CCNC staff.
- (e) Provide feedback as program-related documents and manuals are updated