



# CCNC Provider Services

*Support that Results in Practices that Thrive*

## CCNC Provider Services: The Difference Maker

*With a focus on supporting the growth and development of 1,800+ practices throughout North Carolina, CCNC has developed a suite of services that specifically address the challenges providers face, turning obstacles into opportunities.*

## Supporting Practices through Connection, Knowledge, and Action

CCNC supports practices by providing services in two primary areas:



**Provider Relations** that enable physician leaders to implement cutting-edge strategies and tactics that lead to better access, lower costs, and more qualified clinicians.



**Practice Support and Quality** that transforms reporting into actionable strategies for improving health outcomes and lowering costs for patients, payers, and communities.

## As part of the CCNC network, you'll benefit from:

- **Comprehensive provider support** across practice settings—from primary care, to behavioral health, to OB/GYN care
- **Access** to consistent, measurable, industry-standard services that drive improvement and ensure high-quality care
- **Assistance** in meeting contract deliverables, avoiding penalties, and hitting quality targets
- **Guidance** in gaining PCMH/APCMH status
- **Assistance** with improving HEDIS measures and Medicare Star ratings

## CCNC Support for Advanced Medical Homes

Your advanced medical home has many different components that demand your attention. And, in order to operate at the very highest levels, all of these facets must work well and work together.

Accountability

Collaboration

Excellence

Innovation



## Practice Transformation

Intensive coaching by CCNC facilitates the transformation and sustainability of practices that are operating in a value-based care environment.

### *Ways We're Making It Happen:*

- Assisting in moving to a quality-based reimbursement system
- Rethinking excess utilization as cost—not revenue
- Empowering a proactive, population-based approach to care



## Provider Education

CCNC works with you on payer/plan contracts, ensuring deliverable requirements are met. Then, we stay engaged to keep you updated about policy changes and new payer programs.

### *Ways We're Making It Happen:*

- Ensuring contract obligations are met
- Providing guidance regarding appeals
- Collaborating in the creation of new clinical programs
- Developing MOC and CME measures



## Practice Support

Delivering exceptional customer service is key to practice success. CCNC helps you resolve workflow issues and provide training in operational best practices.

### *Ways We're Making It Happen:*

- Training staff and providers to deliver quality customer service
- Assisting with billing/coding procedures
- Reducing administrative burdens
- Ensuring compliance with prior authorizations and preferred drug list procedures
- Supporting EHR & self-reporting



## Quality Improvement

You have an engaged network of clinicians who are committed to providing the best care to their patients. CCNC works with them to reach quality targets and improve outcomes.

### *Ways We're Making It Happen:*

- Helping practices meet contract deliverables, improve screening rates, avoid penalties
- Enabling practices to meet MIPS, BQPP, MCO quality targets
- Providing peer review and support with local physician leaders

## Bringing CCNC Provider Services to Your Practice Community

CCNC Provider Services have been designed to support your efforts to deliver the best possible healthcare to those in your community. We'll help you manage all of the moving parts—from practice management to payer relations to quality control—allowing clinicians to focus on what they do best: improve the lives of the patients they care for.

### **For more information about accessing CCNC Provider Services, contact:**

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