

THE UPDATE



CCNC kicks off regional meetings



CCNC staff from Regions 4, 5 & 6 attend kickoff meetings held in Southern Pines (top) and Raleigh (bottom)

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CCNC employees from Regions 4, 5 & 6 gathered for kickoff meetings recently to welcome newly onboarded staff and to discuss continuous quality improvement during the transition to Medicaid Managed Care in North Carolina.

Attended by over 120 field staff combined, these kick off meetings assure alignment with CCNC's culture, contract deliverables, and strategic goals resulting in a high performing workforce that is personally and professionally motivated and ready to deliver on the demands of the new environment.

"Our employees are excited about being one company and moving to a regional state-wide approach, recognizing the value and need for standardization across the state," said Denise Levis-Hewson, executive vice president of care management and provider services at CCNC.

CCNC's HR team has been an integral part of the transition and onboarding of staff. "In the face of explosive growth, John Dowd & Nikki May's support and individual touch with employees, especially to those in need, remains a strength in our organization," said Jennifer Wehe-Davis, Regional Vice President overseeing Regions 1-3.

During these kickoff meetings, staff expressed their love for CCNC's culture and mission. "There is nowhere else that does things like CCNC does! The relationship we have with our providers, with each other, on the team, is phenomenal. Still, there's nothing that compares to that feeling of knowing that I am actually able to help somebody," says Ben MacDonald, care management supervisor in Region 5.

On the future of CCNC, Levis-Hewson told employees, "We are on track to implement, deliver, and meet the expectations of delivering a high-performing network. No doubt, our teams have the passion for the work and are 100% mission aligned to delivering an excellent service to providers and members, alike."

Kickoff meetings in Regions 1, 2, and 3 will be held in September.

NC DHHS revises timeline for Medicaid Managed Care go-live

The NC Department of Health and Human Services (NC DHHS) announced last week that due to the delay in finalizing the state budget, the first phase of the Medicaid Managed Care go-live has been rescheduled from November 1, 2019 to February 1, 2020. As a result, all 100 North Carolina counties will now go live at the same time instead of the previously scheduled two phases.

Enrollment for the 27 counties originally scheduled for go-live on November 1 has been extended until December 13, 2019. For more information, see the news release from NC DHHS: <http://bit.ly/golivedelay>.

Trygstad facilitates *Pharmacy Times* panels on vaccines and immunizations

Troy Trygstad, PharmD, MBA, PhD, vice president for pharmacy provider partnerships at CCNC, facilitated several panels in *Pharmacy Times*' Peer Exchange series entitled "The Progression of Immunization."

Watch the videos at:
<http://bit.ly/trygstadvideos>.



NY Times recognizes NC leaders for efforts to transform healthcare

An article in the *New York Times* Business Section this week highlighted efforts by DHHS Secretary Dr. Mandy Cohen and Blue Cross and Blue Shield of North Carolina (BCBSNC) CEO Patrick Conway to move the delivery of health care toward paying for value over traditional fee-for-service payments: <http://bit.ly/nytimesncleaders>.



For the Secretary, value-based payments to providers serving the state's Medicaid population are a key part of the Advanced Medical Home Tier 3 system that will go live when the new Medicaid Managed Care systems begins.

BCBSNC is moving toward value-based payment both for their commercial customers and through the participation of Healthy Blue (a partnership between Blue Cross and Anthem) in that Medicaid Managed Care system.

See also a related editorial from WRAL: <http://bit.ly/wralncleaders>.



Denise Levis-Hewson to serve on Telligen's Board

Denise Levis-Hewson, BSN, RN, MSPH, CCNC's Executive Vice President of Care Management and Provider Services & CCPN's Chief Operating Officer, was named to Telligen's Board of Directors in July 2019.

"I am excited and honored to serve on Telligen's Board of Directors. Telligen has innovative leaders committed to developing and implementing strategies that improve the health of populations and truly transform delivery systems – making a positive difference for patients, clinicians and payers."

Learn more at: <http://bit.ly/denisetelligen>.

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Region 1 Care Managers Give Back(packs)

Kudos to our awesome Care Managers from Region 1 who prepared backpacks full of school supplies to members & their families who need the support for the beginning of the school year!



*Pictured: **Julie Shuford**, care manager (top left), **Sherry Noto**, pediatric program manager (top right), **Jason Butler**, behavioral health liaison (bottom left), **Valerie Hicks-Leacock**, care manager (bottom right)*