

NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits



# COVID-19 Webinar for Medicaid Providers

*August 13<sup>th</sup>, 2020*

**Shannon Dowler, MD**

Chief Medical Officer, NC Medicaid

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President and CEO, Community Care of North Carolina

**Hugh Tilson, JD, MPH**

Director of North Carolina AHEC

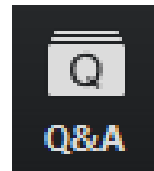
# Agenda

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- Welcome & Logistics
- Medicaid Policy Updates
- Keeping Kids Well Initiative
  - Well Child Visits and Immunizations Data Trends
  - Lessons from the Field
  - Project Overview & Interventions
- Questions & Resources

# Logistics for today's COVID-19 Forum

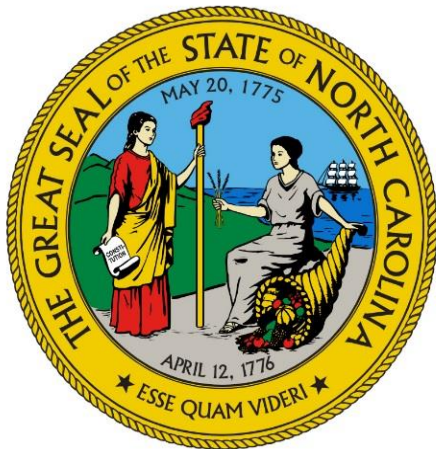
**Question during the live webinar**



[questionsCOVID19webinar@gmail.com](mailto:questionsCOVID19webinar@gmail.com)

**Technical assistance**

[technicalassistanceCOVID19@gmail.com](mailto:technicalassistanceCOVID19@gmail.com)



NC Department of Health and Human Services

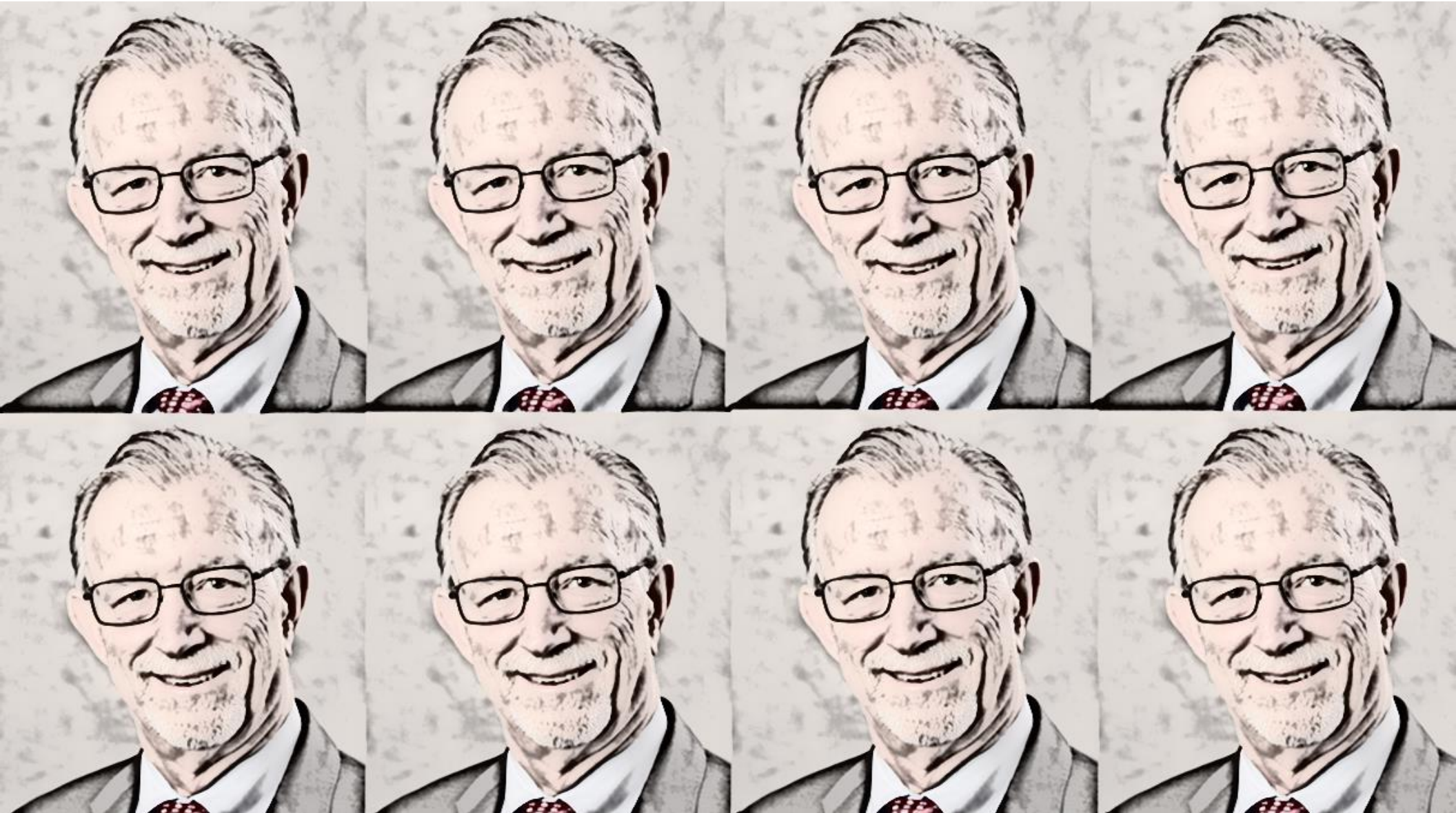
# NC Medicaid Updates

**Shannon Dowler, MD**  
**Chief Medical Officer**

**8/13/20**



# Behind every great boss...



# NC Medicaid COVID-19 Response Accomplishments



### Member Enrollment

- **497k** (~23% of NC Medicaid population) Medicaid eligibility extensions conducted
- **1.2M** Letters mailed to members - stacked together would be taller than the Statue of Liberty
- **318K** Enrollment applications processed since March 1st, 2020, averages to 2,304 applications processed per day



### Provider Enablement and Financial Support

- **\$1.6B** DSH MRI GAP net payment issued to hospitals as a single payment – this can pay for 3,000 SpaceX trips to Mars
- **\$49.6M+** Advanced payments issued to Providers; this is enough to pay for tuition for 225 Medical School students.
  - ~\$16M to 23 Outbreak Providers
  - ~\$30.8 to Rural Independent Hospitals
- **97** Provider Disaster applications processed to extend Provider coverage for Medicaid members, approximately equal to the number of counties in North Carolina



### Member Experience and Access to Quality Care

- **135** Telehealth flexibilities implemented to enable continuity of care for Medicaid beneficiaries across **482** health services codes
- **527,156** Telehealth claims processed successfully since March 10th, 2020, averaging 4,217 telehealth claims per day
- **41,224** Pharmacy orders were mailed to beneficiaries, an estimated saving of 107,000 miles in trips to the Pharmacy, using 2.6 mile per trip average.
- **272** PA & Service Limits waivers were put in place, this is more than double the number of hospitals in North Carolina
- **200** individual flexibilities implemented across Behavioral health services offered through LME-MCO, this would be equivalent to one flexibility per mile of the entire Outer Banks



### Federal Authority

- **15** Federal waiver documents submitted to CMS to request temporary flexibilities during the pandemic, as compared to 5 waivers documents submitted for Hurricane Dorian last year



### Communication and Education

- **90** Provider webinars hosted with **38,416** attendees, which would fill the Dean Dome and Duke Stadiums
- **879** inquiries processed through COVID-19 inbox, enough to average 8.79 inquiries per each NC county
- **97** NCTracks special bulletins to providers covering 115+ topics, 1 topic per every mile of hiking trails in Raleigh, NC
- **67,429** calls handled, **33 sec** avg wait time – the number of people served could fill the Carolina Panthers stadium
- **COVID-19 Triage Plus** line enabled with CCNC, **23,577** calls received since launch, averaging 231 calls per day

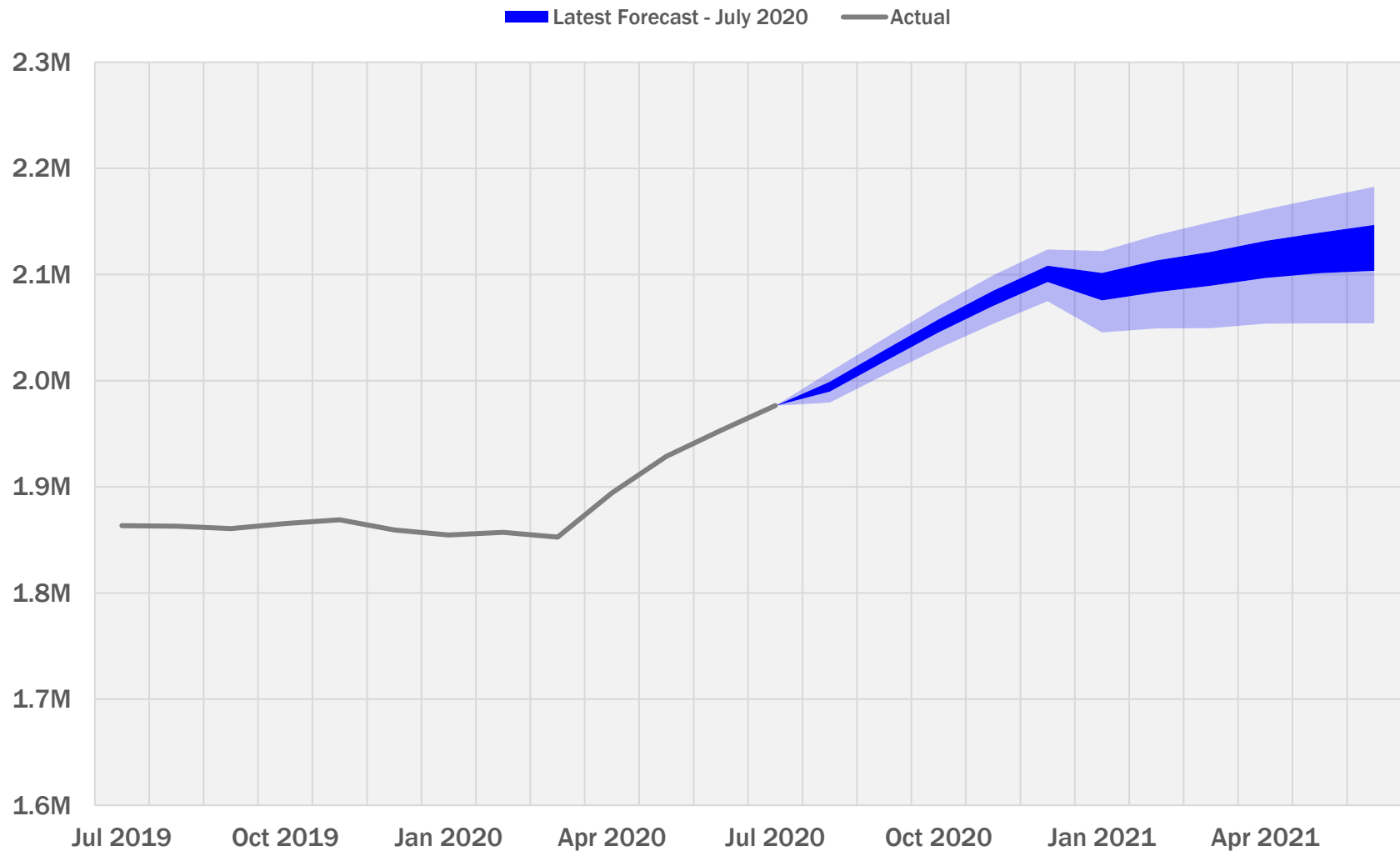


### Continuous Evaluation

- All implemented Flexibilities are being continuously evaluated to track utilization and care impact to drive improved access and health outcomes

# Total Monthly Medicaid & NCHC Enrollment

Not including family planning



# Medicaid COVID-19 Testing for the Uninsured

- **Families First Coronavirus Response Act (FFCRA) allows states to pay for COVID-19 testing for uninsured individuals through Medicaid**
- **Provides another source of federal funding for testing, freeing up CARES Act and HRSA funding**
- **States will receive 100% federal funding for COVID-19 testing**
- **Does not pay for the treatment of COVID-19**
- **Testing/collection site providers must be enrolled in Medicaid to receive reimbursement through NCTracks**
- **Available September 1, 2020 through the end of the federal public health emergency (PHE)**
- **Requires an application and approval of application prior to payment for testing services**
  - **Simplified application available online September 1, 2020 – paper application available August 17, 2020 for download**
  - **Accepts self-attestation of uninsured status, residency, and citizenship/immigration**
  - **Must meet citizenship/immigration status requirements – State will verify**
  - **Allows up to 3 months retro-eligibility**
- **NC Medicaid Bulletin on process forthcoming**



# **“I need a Doctors Note”**

- **Indoor exercise facility use is meant to be limited – indoor exercise facilities carry an increased risk of viral transmission, so we need to limit the number of people (and especially high risk people) being potentially exposed.**
- **This should be reserved for people who must use the indoor equipment as part of a specific treatment plans – again for something specific like rehab or PT where a specific exercise, treatment plan is prescribed.**
- **Outdoor fitness is lower risk and allowable and would be a good option for people with chronic conditions or elevated BMI.**



--The Betsey Tilson

# Medicaid Announcement:

- <https://medicaid.ncdhhs.gov/about-us/covid-19-guidance-and-resources/providers/covid-19-special-medicaid-bulletins>
- <https://medicaid.ncdhhs.gov/providers/fee-schedules>

# COVID-Rate Extensions

- **Special Bulletin announced continuation of rate changes through 9/30/20**
- **What's Included and What's Not?**

In	In	Not Necessarily In
Home Health	LHD Rate Changes	LME/MCO Rate increases will depend on <i>their</i> determinations to pass on rates
CAP C/DA Waivers	FQHC Core Rate Adjustments	
Pharmacy Delivery	Medical Home PMPM Increase	
Swing Beds	Skilled Nursing Facilities	
Home Health	Hospice	
ICF	Private Duty Nursing	
All Provider 5% increase(GA)		

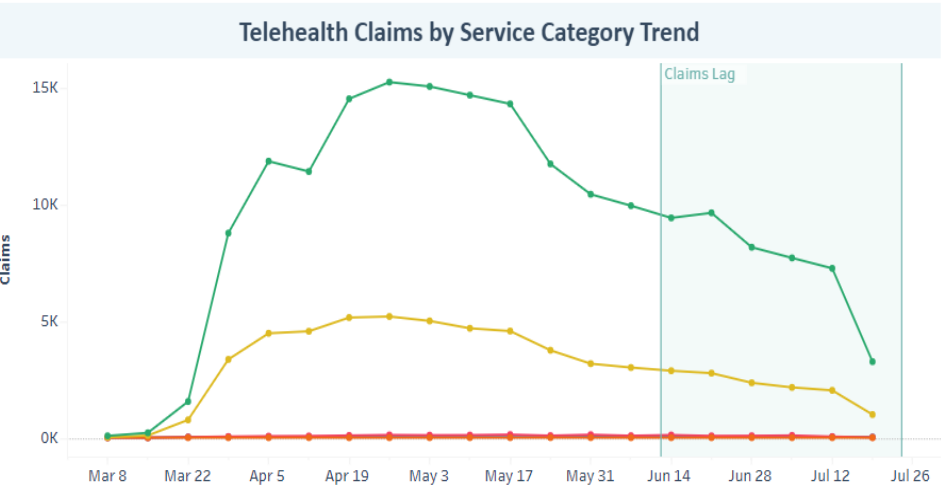
poly-

Telehealth Utilization – Outpatient Specialized Therapy



Modality Type

Service Category



Service Provider County

Record Type

Telehealth Claims by Service Category Counts

	March 2020	April 2020	May 2020	June 2020	July 2020
Speech Evaluation and Therapy	4,948	56,937	57,357	43,360	22,289
PT & OT Evaluation and Therapy	2,026	20,779	18,726	12,885	6,406
Nutrition/Dietary Eval and Counseling	36	359	438	435	188
Audiology	40	147	119	152	118
Outpatient Respiratory Therapy	1	2	6	2	0

Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# Virtual/Telephonic Utilization – Outpatient Specialized Therapy

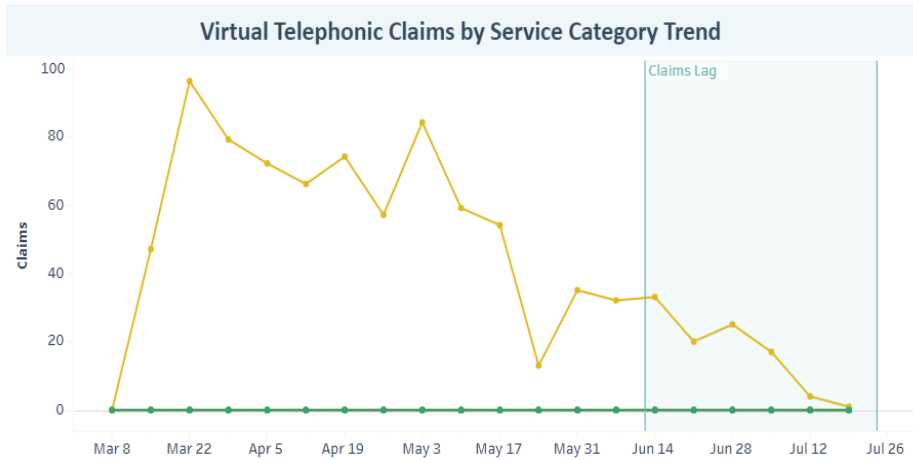


Modality Type

Virtual Telephonic Claims

Service Category

(Multiple values)



Service Provider County

(All)

Record Type

(All)

Virtual Telephonic Claims by Service Category Counts

	March 2020	April 2020	May 2020	June 2020	July 2020
PT & OT Evaluation and Therapy	176	310	215	124	43
Speech Evaluation and Therapy	0	0	0	0	0
Outpatient Respiratory Therapy	0	0	0	0	0
Nutrition/Dietary Eval and Counseling	0	0	0	0	0
Audiology	0	0	0	0	0

Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.



# Telehealth Utilization – Behavioral Health Services



Modality Type

Service Category

Service Provider County

Record Type

Telehealth Claims

(Multiple values)

(All)

(All)

Telehealth Claims by Service Category Trend

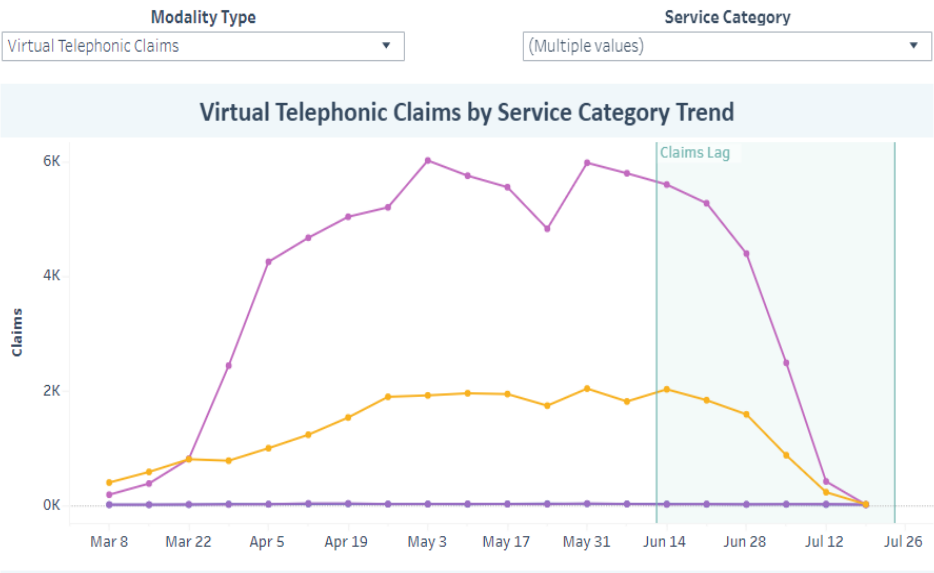
Telehealth Claims by Service Category Counts

Date	Psychiatric Diagnostic Evaluation and Psychotherapy	Enhanced Behavioral Health Services	Autism Spectrum Disorder	Developmental/Behavioral Screening and Testing
Mar 8	0	0	0	0
Mar 22	7,000	1,000	100	50
Apr 5	13,000	2,500	200	100
Apr 19	15,000	4,000	250	150
May 3	15,500	5,000	300	200
May 17	15,000	5,500	350	250
May 31	14,500	6,000	400	300
Jun 14	13,000	5,500	350	250
Jun 28	10,000	4,000	300	200
Jul 12	2,000	1,000	100	50
Jul 26	0	0	0	0

	March 2020	April 2020	May 2020	June 2020	July 2020
Psychiatric Diagnostic Evaluation and Psychotherapy	13,335	62,735	64,253	60,972	14,341
Enhanced Behavioral Health Services	1,237	14,789	22,948	24,815	5,952
Autism Spectrum Disorder	253	2,434	3,744	2,789	393
Developmental/Behavioral Screening and Testing	113	807	1,373	1,461	541

Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# Virtual/Telephonic Utilization – Behavioral Health Services



Service Provider County: (All)  
Record Type: (All)

### Virtual Telephonic Claims by Service Category Counts

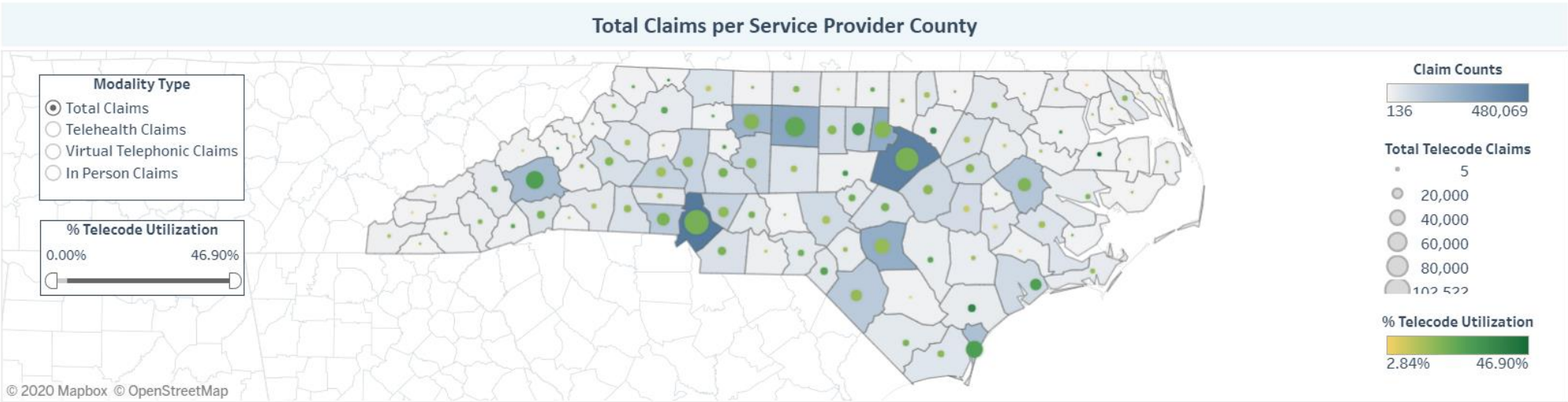
	March 2020	April 2020	May 2020	June 2020	July 2020
Enhanced Behavioral Health Services	1,918	19,777	23,503	24,643	5,194
Psychiatric Diagnostic Evaluation and Psychotherapy	2,059	5,769	7,860	8,500	1,841
Developmental/Behavioral Screening and Testing	7	62	43	48	27
Autism Spectrum Disorder	1	47	52	50	8

Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# All Claims – COVID Flexibilities Utilization



NC Medicaid COVID-19  
Telecode Utilization by Modality

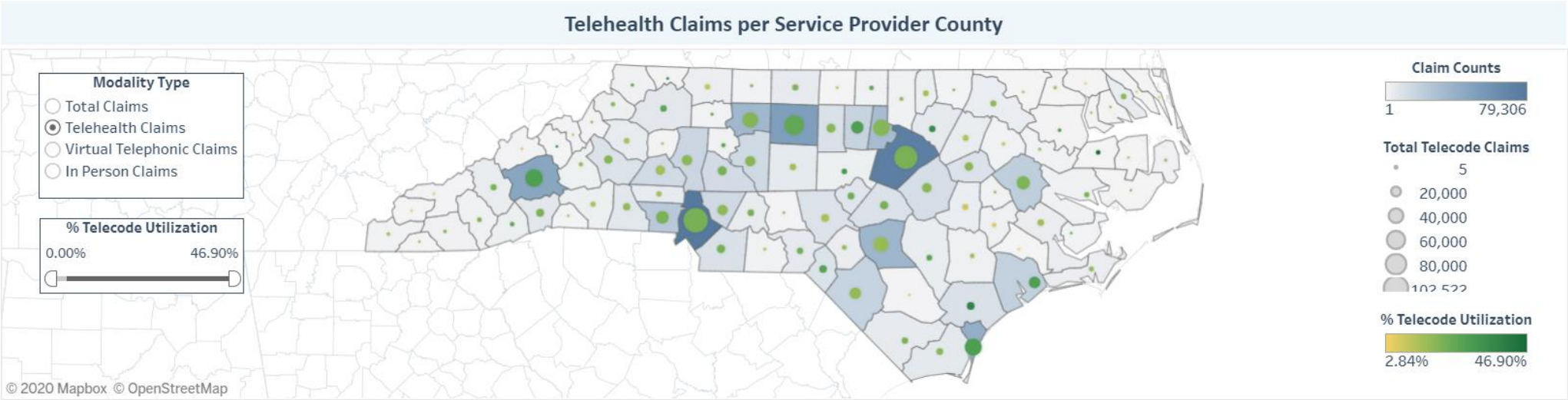


Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# Telehealth Claims –COVID Flexibilities Utilization



NC Medicaid COVID-19  
Telecode Utilization by Modality

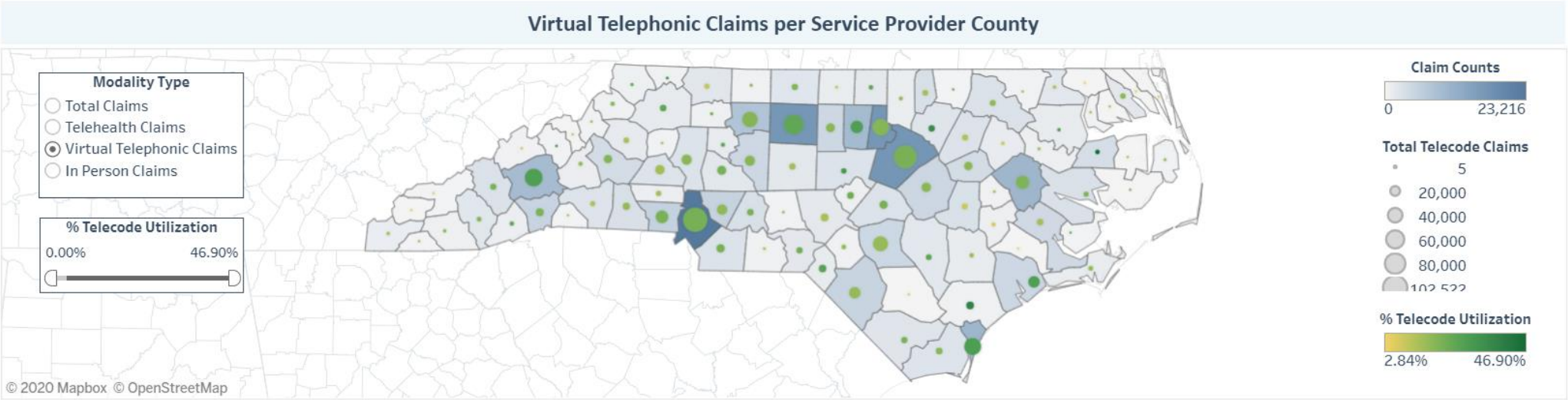


Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# Telephonic Claims – COVID Flexibilities Utilization



NC Medicaid COVID-19  
Telecode Utilization by Modality



Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.



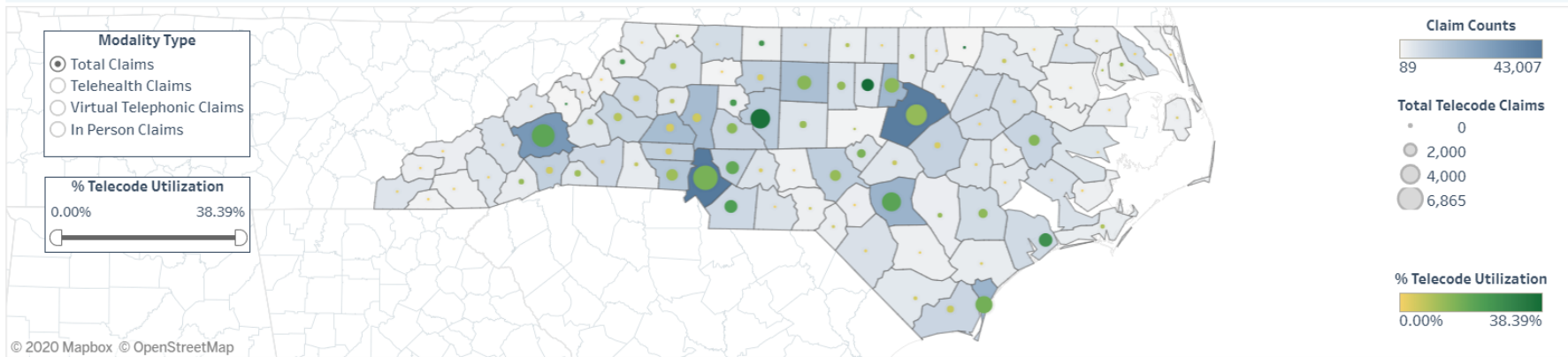
# All Claims – COVID Flexibilities PT/OT



## NC Medicaid COVID-19 Monitoring

Telecode Utilization by Modality - Provider County

Total Claims per Service Provider County



**Record Type**

- (All)
- FFS Claims
- LME-MCO Encounters

**Service Category**

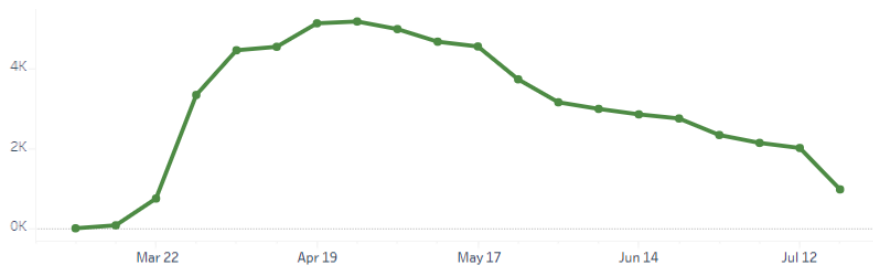
PT & OT Evaluation and Ther...

### Claims by Service Provider County

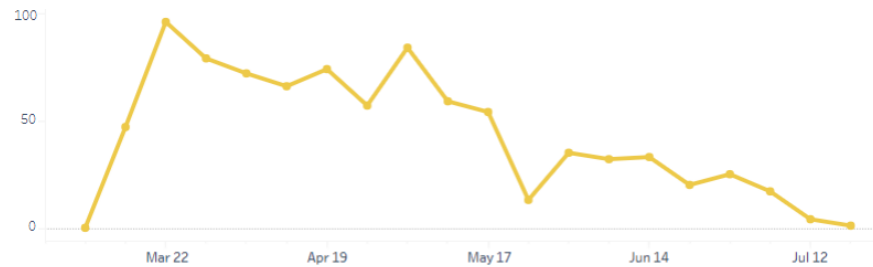
Service Provider County	Total Claims
ALAMANCE	6,230
ALEXANDER	3,062
ALLEGHANY	691
ANSON	5,205
ASHE	2,370
AVERY	441
BEAUFORT	4,834
BERTIE	1,201
BLADEN	1,489
BORDER COUNTI..	238
BRUNSWICK	9,004
BUNCOMBE	#####
BURKE	9,644
CABARRUS	#####
CALDWELL	7,483
CARTERET	2,275
CASWELL	2,164
CATAWBA	#####
CHATHAM	434
CHEROKEE	4,422
CHOWAN	638

NC Medicaid Telecode Utilization

60,822  
Telehealth Claims

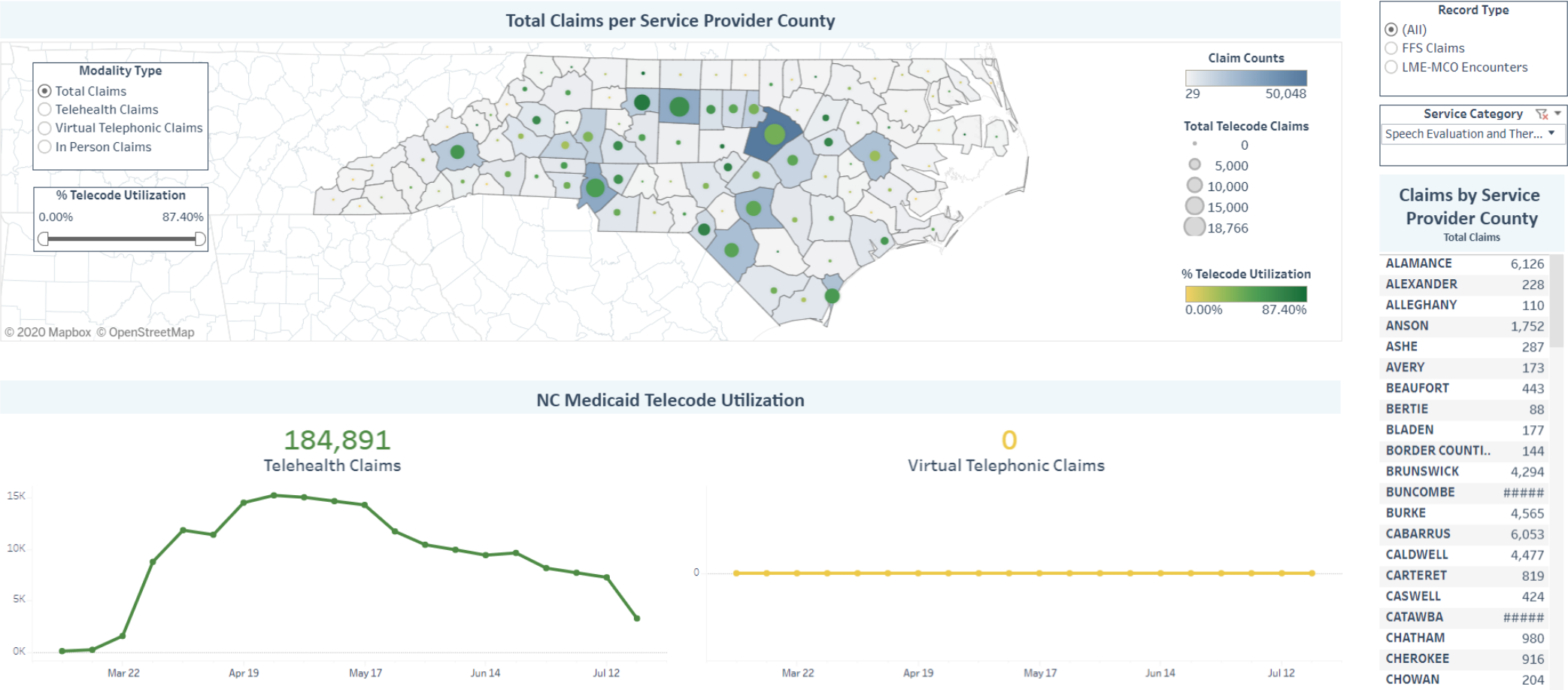


868  
Virtual Telephonic Claims



Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# All Claims – COVID Flexibilities Speech



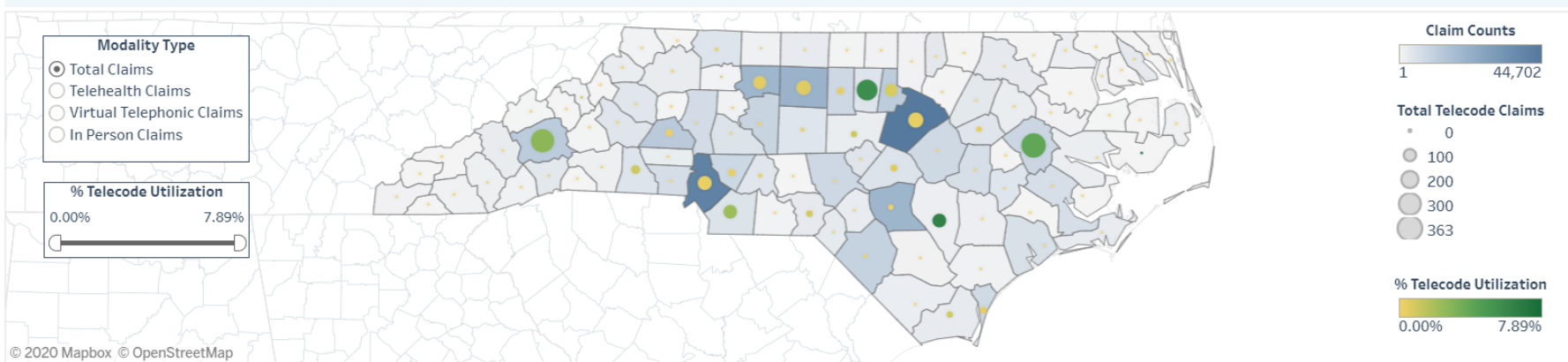
# All Claims – COVID Flexibilities Well Child Care



## NC Medicaid COVID-19 Monitoring

Telecode Utilization by Modality - Provider County

Total Claims per Service Provider County



**Record Type**

- (All)
- FFS Claims
- LME-MCO Encounters

**Service Category**

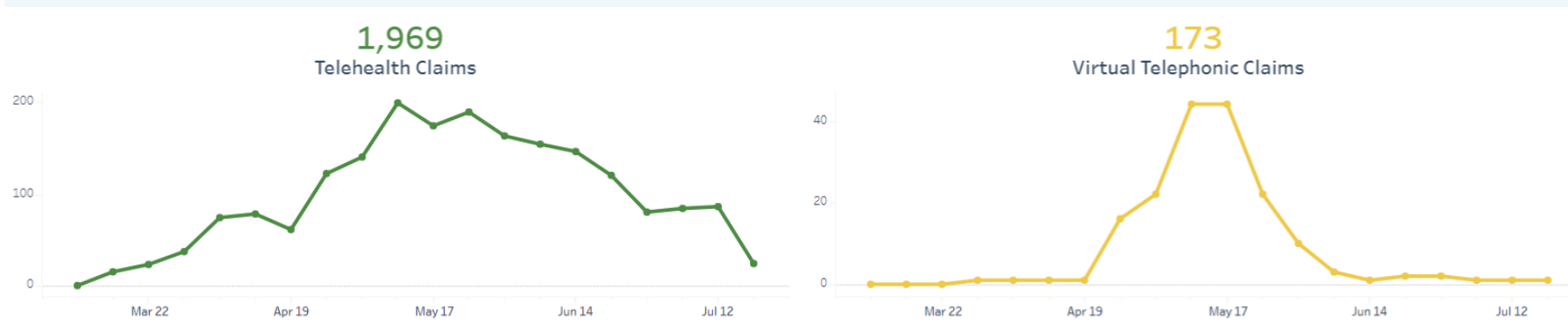
Well Child Home Visits and ...

### Claims by Service Provider County

Total Claims

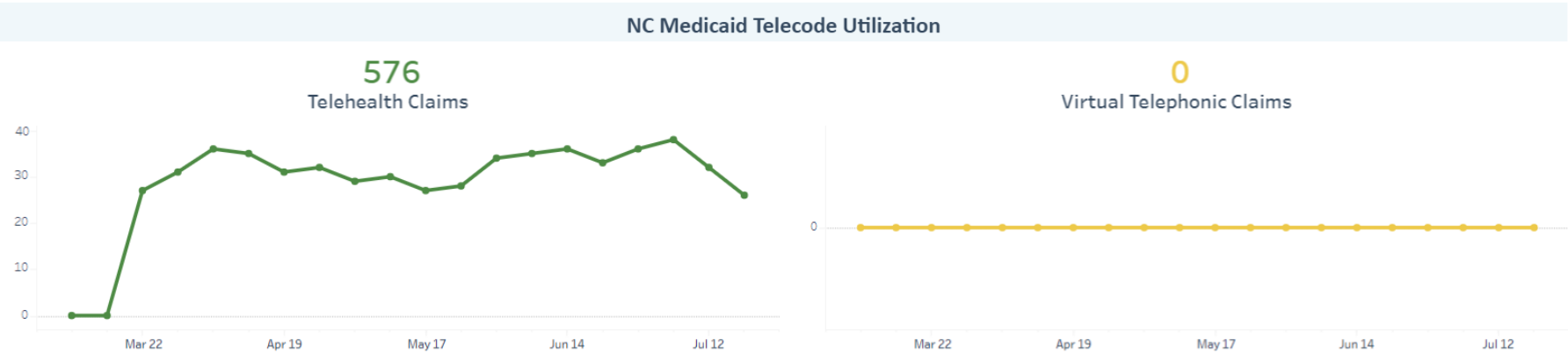
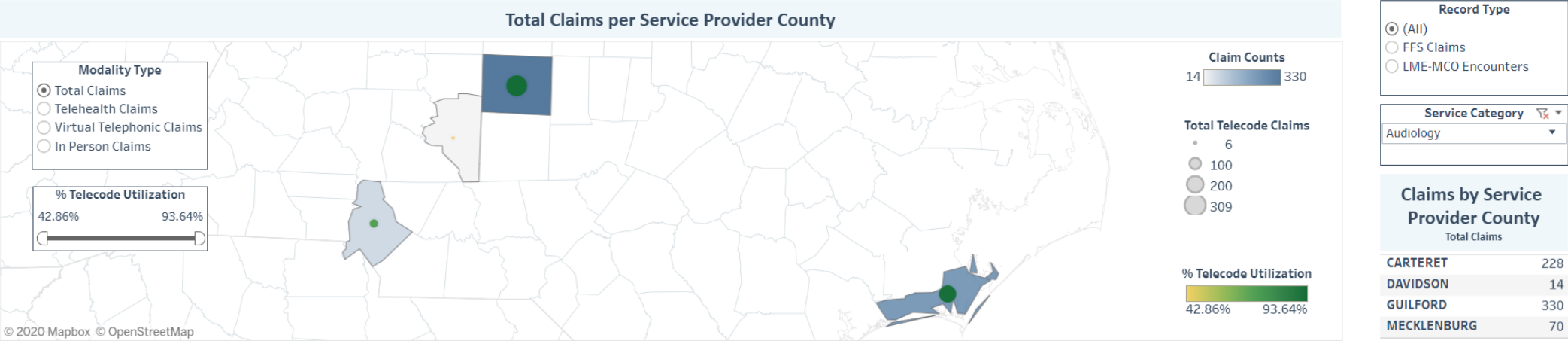
ALAMANCE	8,249
ALEXANDER	199
ALLEGHANY	142
ANSON	528
ASHE	532
AVERY	87
BEAUFORT	1,836
BERTIE	44
BLADEN	823
BORDER COUNTI..	1,505
BRUNSWICK	2,676
BUNCOMBE	####
BURKE	4,257
CABARRUS	8,624
CALDWELL	4,163
CAMDEN	2
CARTERET	2,644
CASWELL	449
CATAWBA	####
CHATHAM	2,187
CHEROKEE	730

NC Medicaid Telecode Utilization



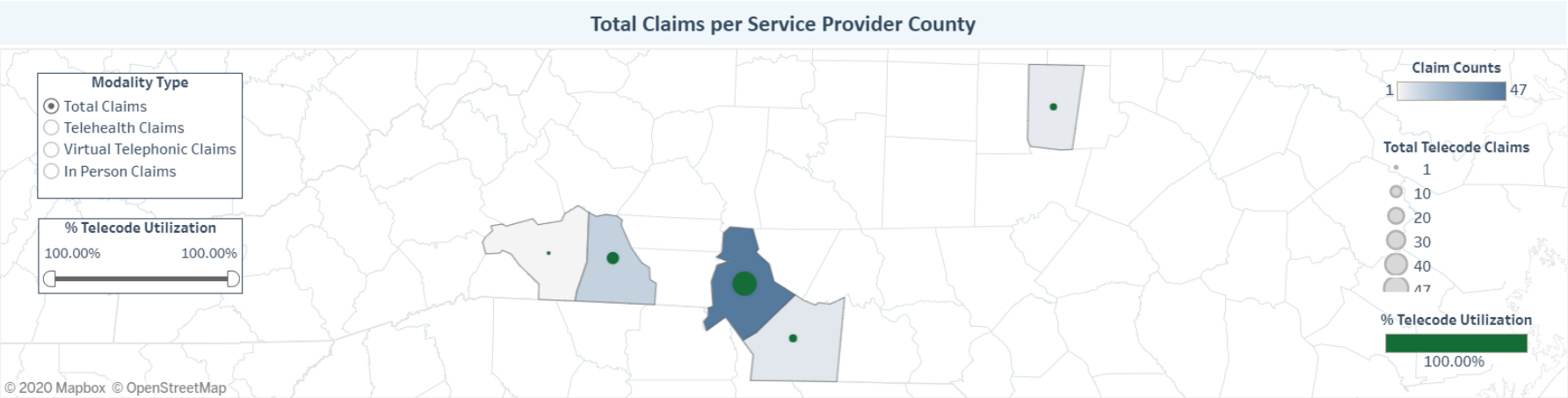
Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# All Claims – COVID Flexibilities Audiology



Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# All Claims – COVID Flexibilities Self Measured Blood Pressure

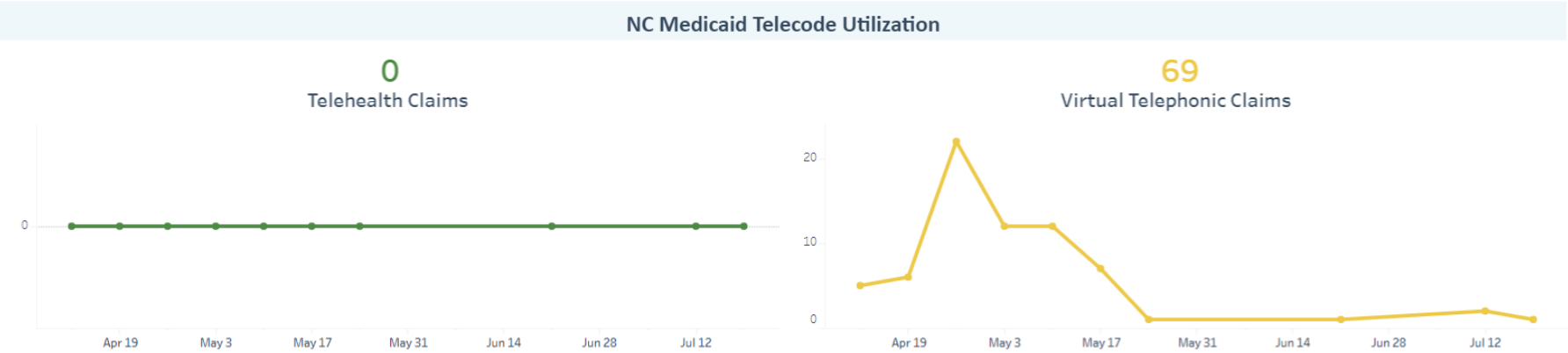


**Record Type**  
☒ (All)  
☐ FFS Claims  
☐ LME-MCO Encounters

**Service Category**  
Self-Measured Blood Pressu...

**Claims by Service Provider County**  
Total Claims

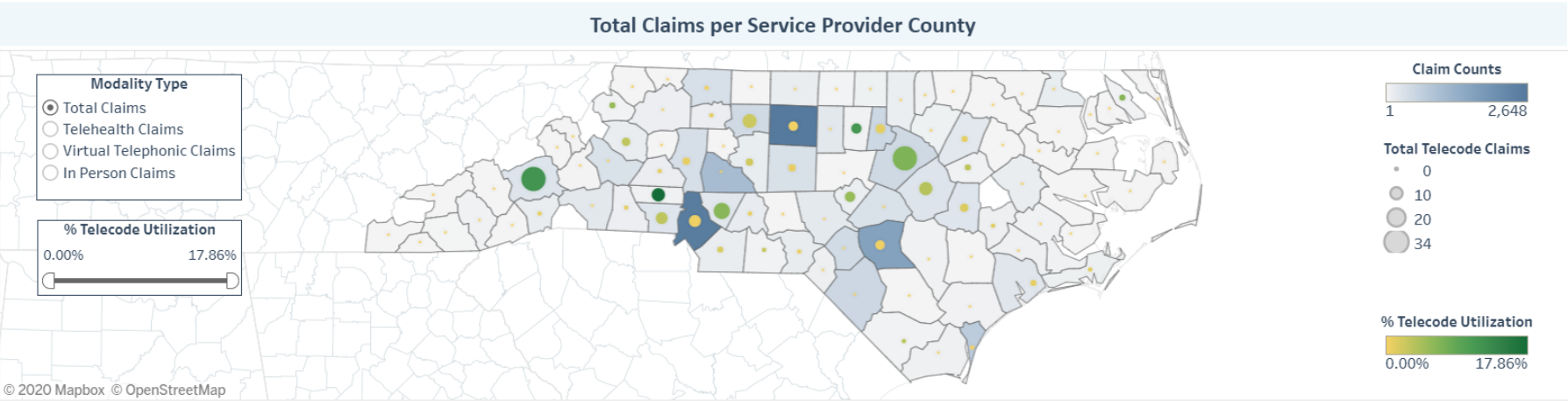
CLEVELAND	12
MECKLENBURG	47
ORANGE	4
RUTHERFORD	1
UNION	5



Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.



# All Claims – COVID Flexibilities Smoking and Tobacco Cessation



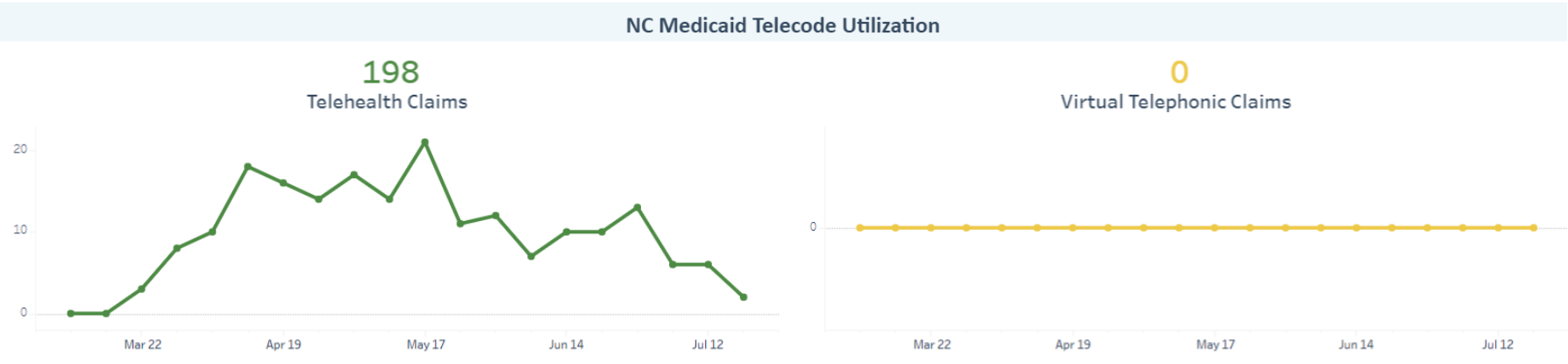
**Record Type**

- (All)
- FFS Claims
- LME-MCO Encounters

**Service Category**

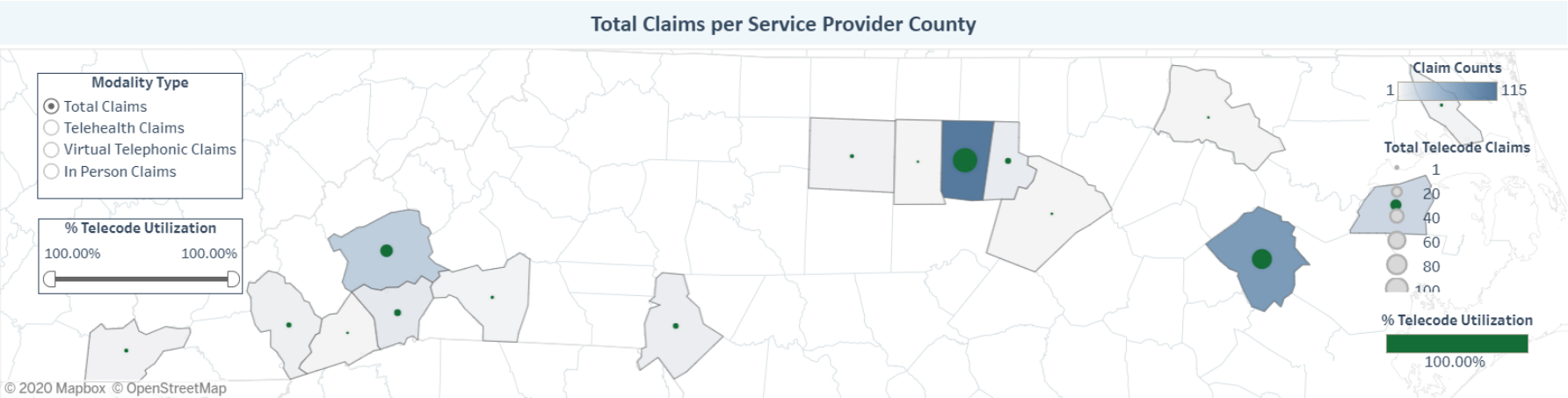
Smoking and Tobacco Cessa...

Claims by Service Provider County	
Total Claims	
ALAMANCE	216
ALEXANDER	1
ALLEGHANY	4
ANSON	38
ASHE	8
BEAUFORT	4
BERTIE	8
BLADEN	2
BORDER COUNTI..	18
BRUNSWICK	76
BUNCOMBE	284
BURKE	332
CABARRUS	233
CALDWELL	133
CARTERET	84
CASWELL	24
CATAWBA	117
CHATHAM	7
CHEROKEE	4
CHOWAN	7
CLAY	7



Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# All Claims – COVID Flexibilities Interprofessional Consult



Record Type

☒ (All)

☐ FFS Claims

☐ LME-MCO Encounters

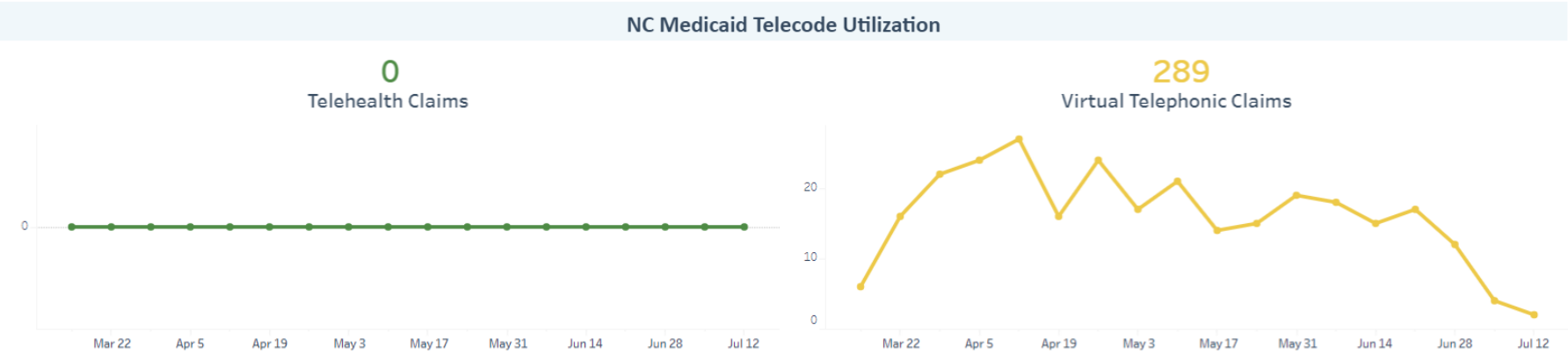
Service Category

Interprofessional Consultat...

Claims by Service Provider County

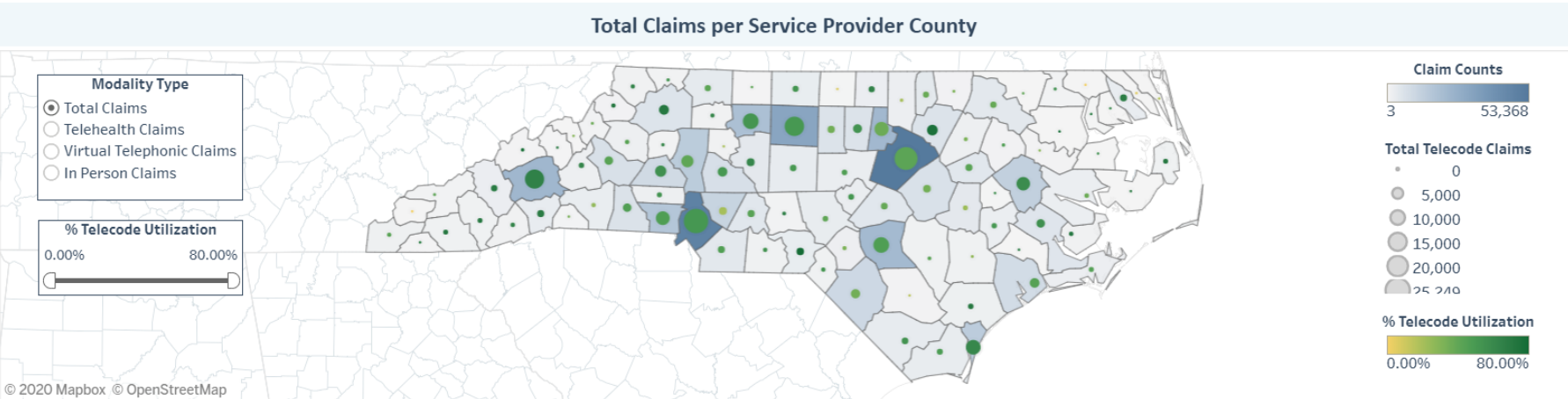
Total Claims

ALAMANCE	1
BUNCOMBE	31
CHEROKEE	3
DURHAM	7
GUILFORD	3
HALIFAX	1
HENDERSON	9
JACKSON	5
MECKLENBURG	6
ORANGE	115
PASQUOTANK	2
PITT	78
RUTHERFORD	2
TRANSYLVANIA	1
WAKE	1
WASHINGTON	24



Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# All Claims – COVID Flexibilities Psych Diagnostic Eval



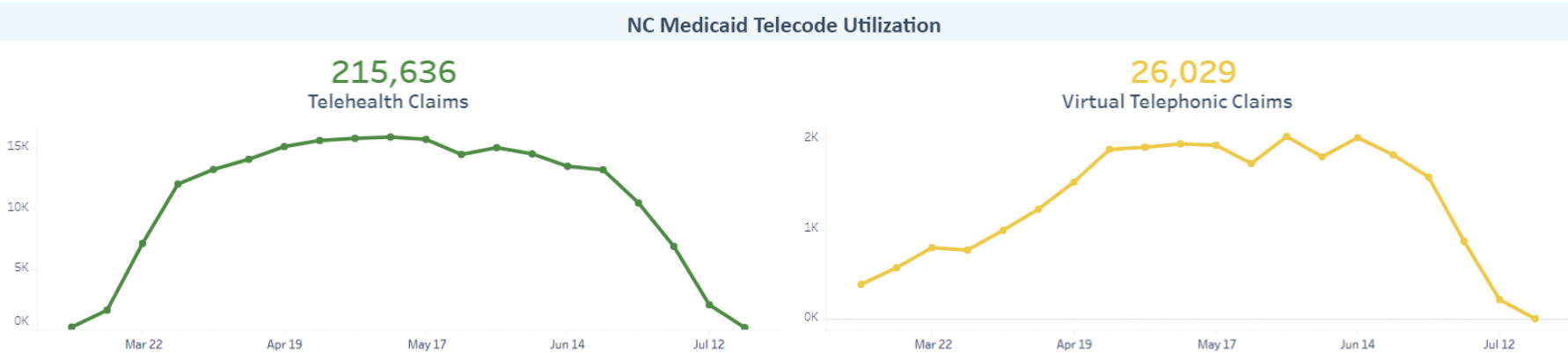
Record Type

- (All)
- FFS Claims
- LME-MCO Encounters

Service Category

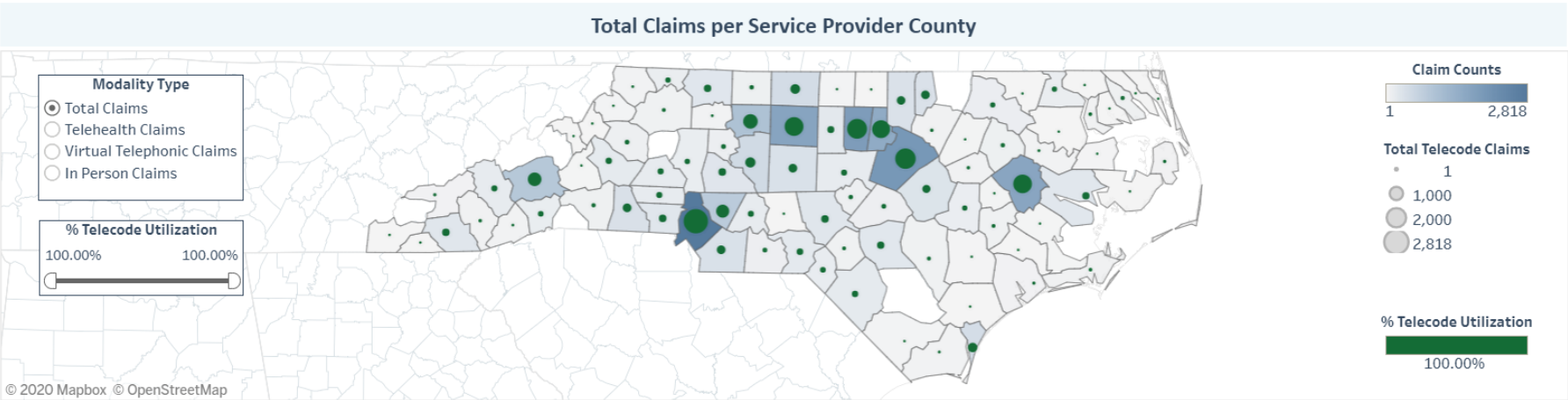
Psychiatric Diagnostic Eval...

Claims by Service Provider County	
Total Claims	
ALAMANCE	6,021
ALEXANDER	648
ALLEGHANY	718
ANSON	1,333
ASHE	1,061
AVERY	783
BEAUFORT	2,215
BERTIE	43
BLADEN	592
BORDER COUNTI..	176
BRUNSWICK	2,981
BUNCOMBE	#####
BURKE	6,908
CABARRUS	#####
CALDWELL	1,770
CAMDEN	62
CARTERET	2,150
CASWELL	210
CATAWBA	9,398
CHATHAM	2,571
CHEROKEE	1,536



Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# All Claims – COVID Flexibilities Online Digital E/M



Record Type

☒ (All)

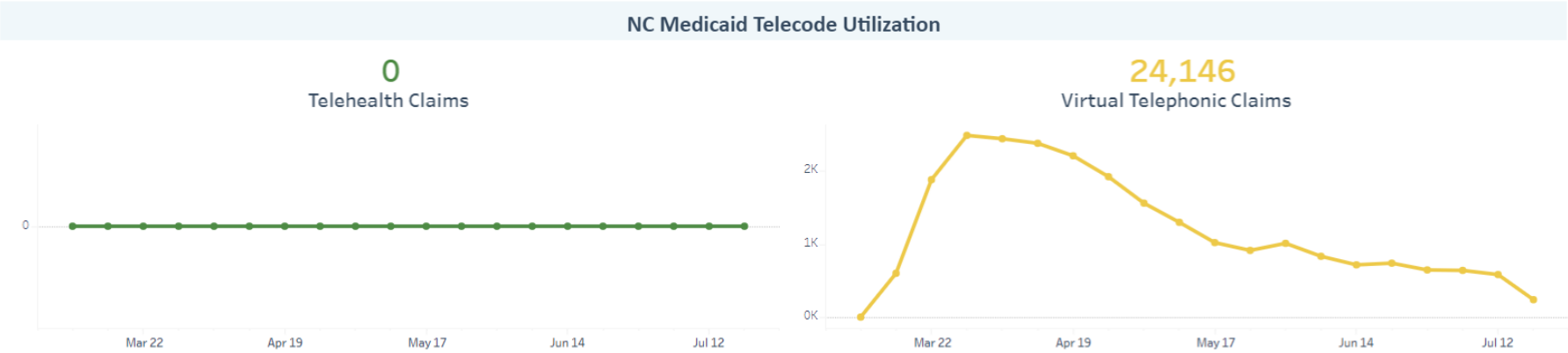
☐ FFS Claims

☐ LME-MCO Encounters

Service Category

Online digital Evaluation an...

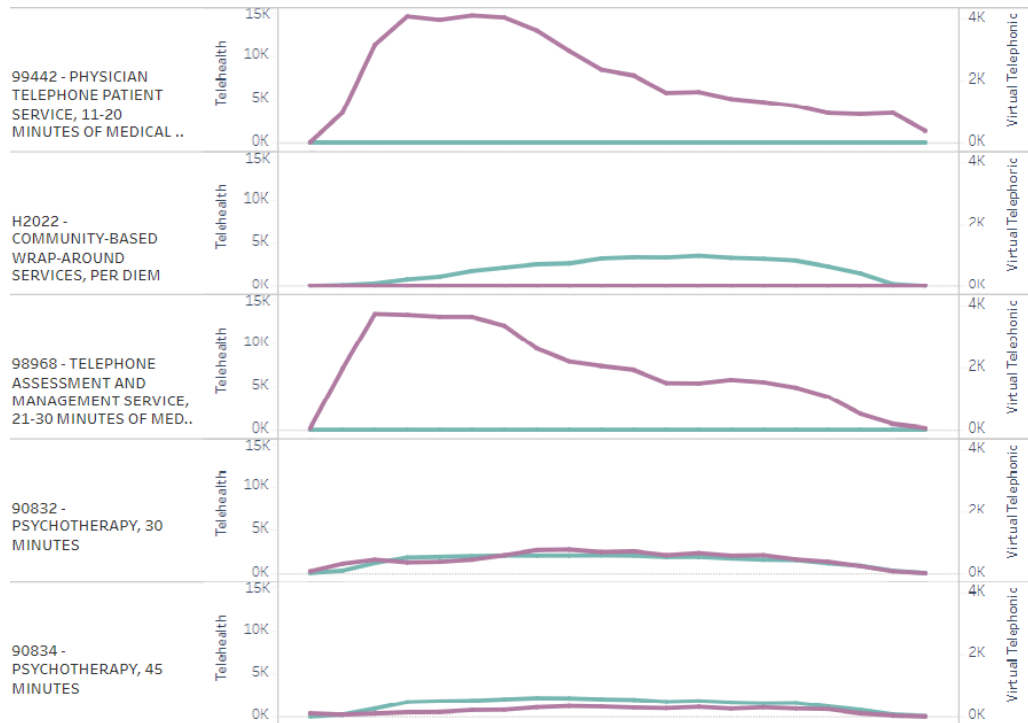
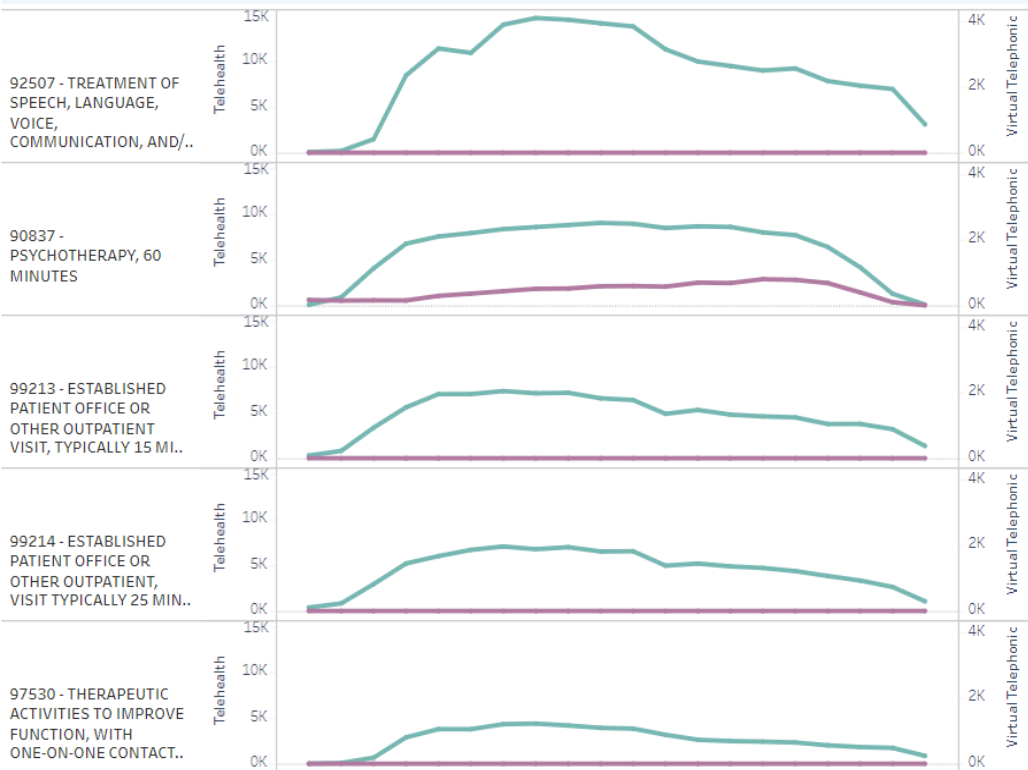
Claims by Service Provider County	
Total Claims	
ALAMANCE	226
ALLEGHANY	135
ANSON	105
ASHE	35
AVERY	4
BEAUFORT	249
BERTIE	10
BORDER COUNTI..	24
BRUNSWICK	38
BUNCOMBE	879
BURKE	190
CABARRUS	805
CALDWELL	102
CAMDEN	1
CARTERET	60
CASWELL	24
CATAWBA	175
CHATHAM	169
CHEROKEE	6
CHOWAN	63
CLAY	4



Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# Top 10 Utilized COVID Flexibilities Telecodes

Top 25 Procedure Codes by Telecode Claim Counts



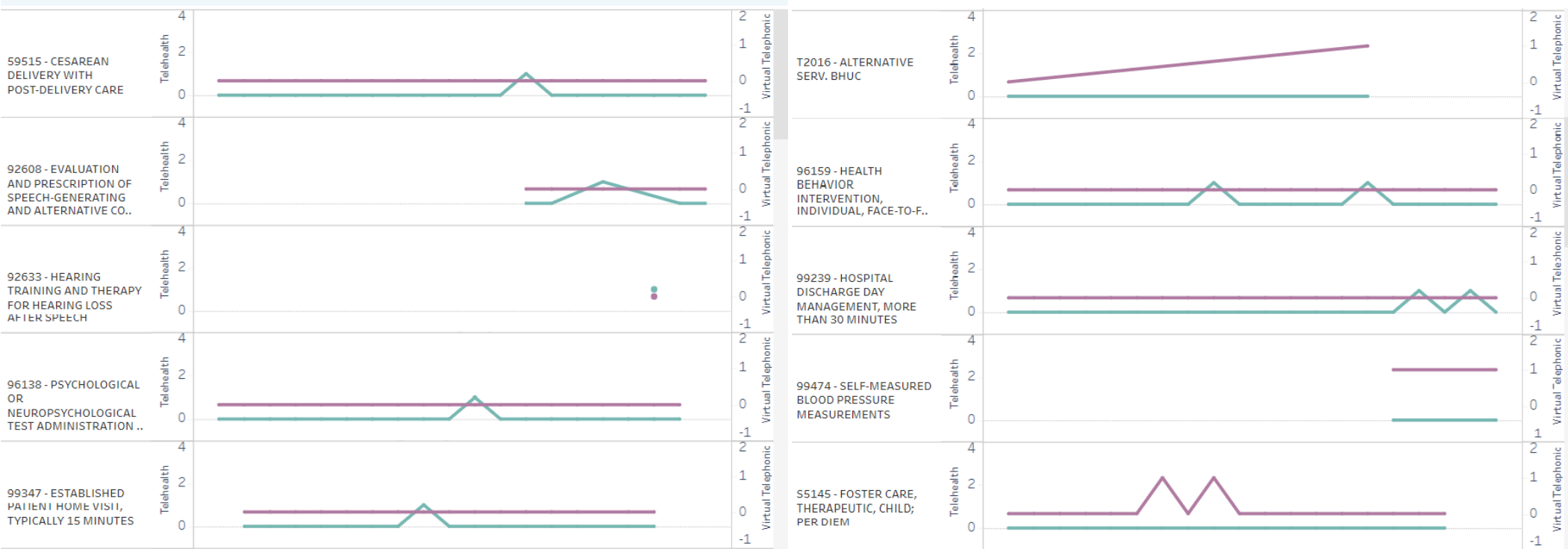
■ Telehealth Clai... ■ Virtual Telepho...

Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.



# Bottom 10 COVID Flexibilities Utilized Telecodes

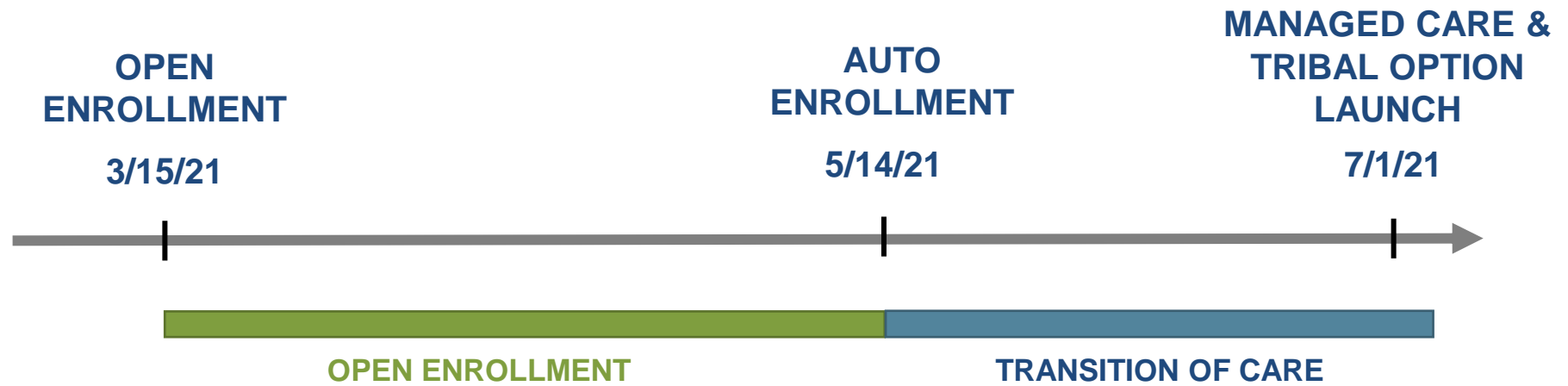
Bottom 25 Procedure Codes by Telecode Claim Counts



■ Telehealth Clai... ■ Virtual Telepho...

Data refreshed as of 8/3/2020, and claims data reflective of 7/24/2020 service begin date.

# Managed Care Launch Timeline



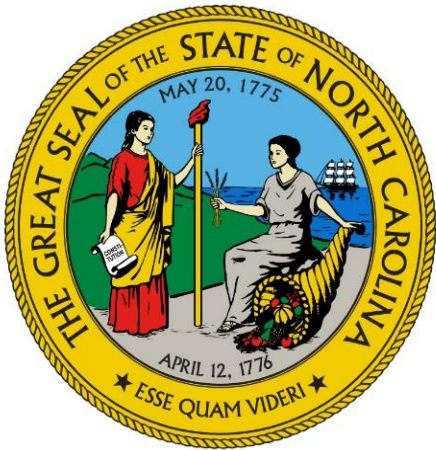
**RISK: COVID-19 Pandemic**

# Telehealth Billing Updates

- **88.87% processed, 11.13% denied**(may include duplicates)
  - Only 7% of denied from tele
- **Most utilized Service Category:**
  - **Psychiatric Diagnostic Evaluation and Psychotherapy**
    - 43,267 of 130,835 Telehealth/Telephonic paid claims
- **Most denied Claims Service Category:**
  - **Office or Other Outpatient Service and Office and Inpatient Consultation**
    - 4,479 of 20,662 Telehealth/**Telephonic** denied claims
- **Trends:**
  - **Increase in claims volume**
    - (From 66,542 to 207,230 claim lines)

# October 1 Extension...

- We are writing to make you aware of a new [Executive Order](#) issued today by Governor Roy Cooper and a [State Health Director Memo](#) issued by State Health Director Dr. Elizabeth Tilson that **suspends** but does not waive documentation deadlines for **proof-of-immunization and health assessment requirements for school and child-care facilities**. Students and families will receive additional time to address access to care disruptions they may have experienced as a result of the COVID-19 pandemic.
- Families are strongly encouraged to obtain the required immunizations for their children on a timely basis. Extending these deadlines by several weeks will allow more time to work with families, providers, local health departments and schools on facilitating access to needed immunizations and health assessments.
- The Executive Order and State Health Director Memo will apply to students enrolled in public, private, or religious educational institutions, including child care facilities and K-12 schools as well as colleges and universities. The Order also extends the deadline for each child entering a North Carolina public school for the first time to submit proof of a health assessment.



# **Keeping Kids Well**

**NC Medicaid/CCNC/AHEC**

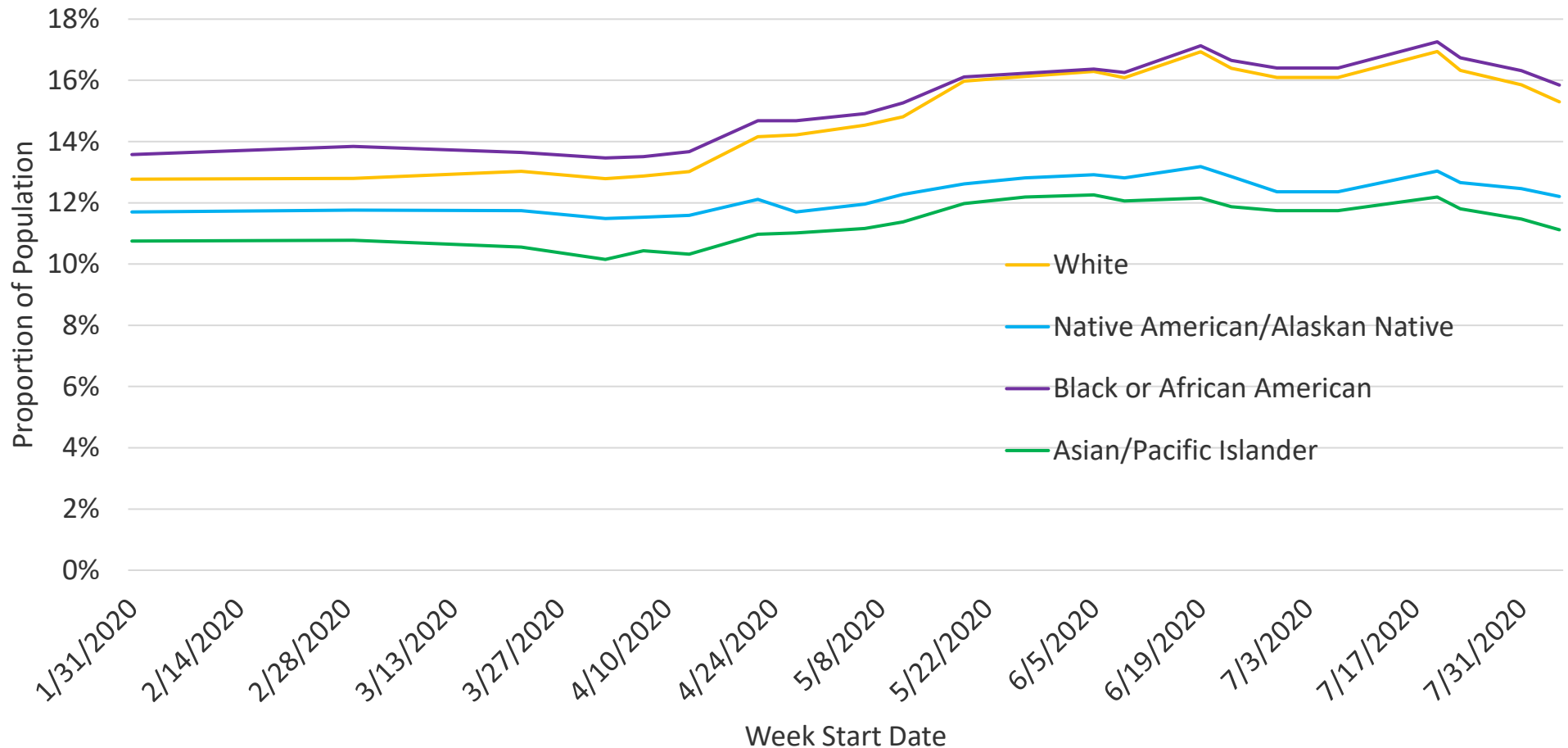
# Problem Summary

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- COVID-19 has led to a measurable decrease in pediatric preventative care across all populations. Disparities in rates across populations seen historically persist.
- Parents are not certain if vaccines are required with virtual education.
- Parents are afraid they and their children will contract COVID-19 or experience barriers visiting their pediatrician or family physician.
- Under-utilization of well-child visits are missed opportunities to identify physical, developmental, and behavioral concerns – many of which can be managed or treated.
- Missed vaccinations can eventually lead to community outbreaks of preventable disease during a busy COVID19 and influenza season. We don't want another pandemic on top of a pandemic.

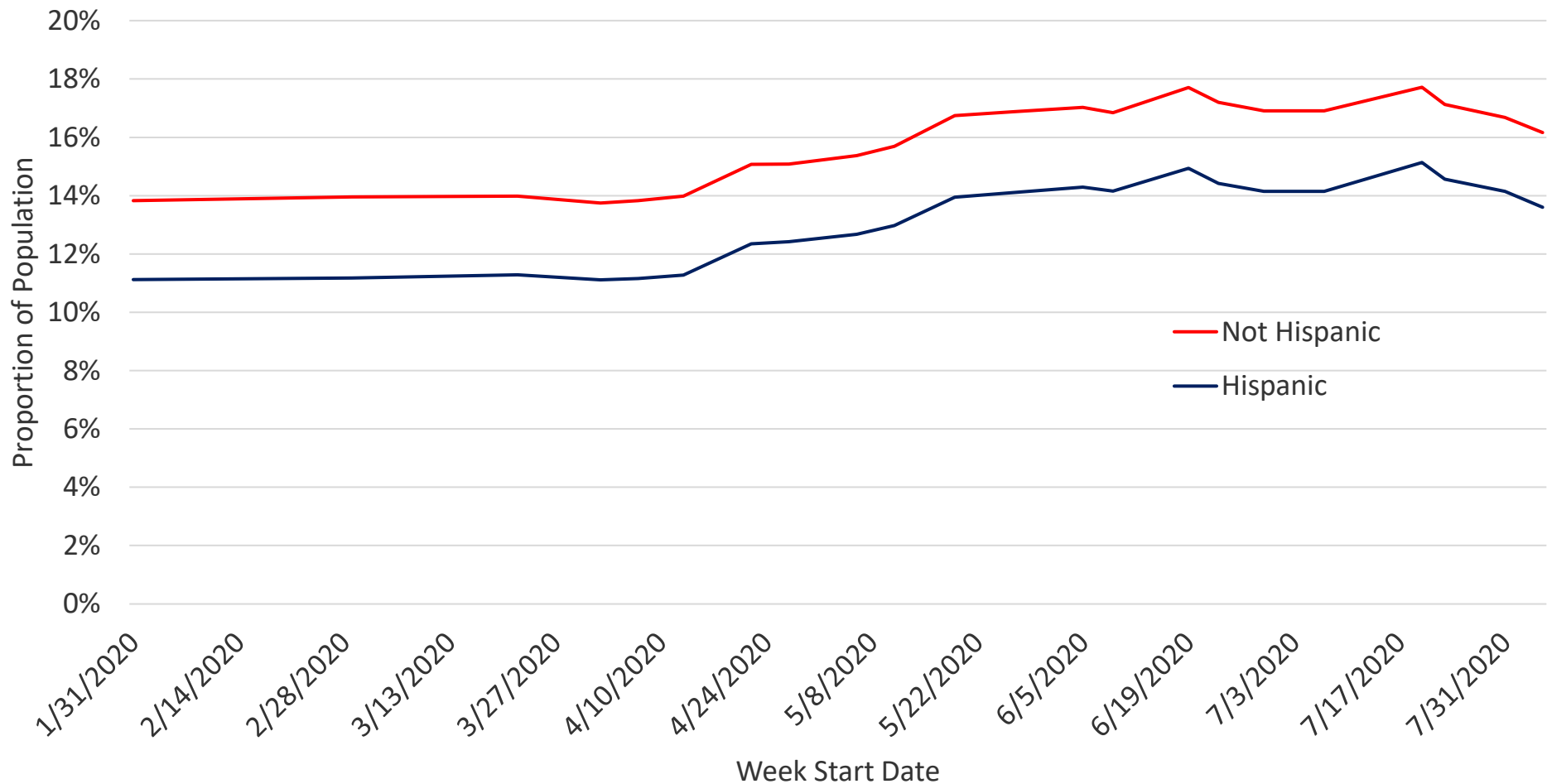


# Proportion of Population<sup>1</sup> with Overdue Well Child Visits 0-2 by Race



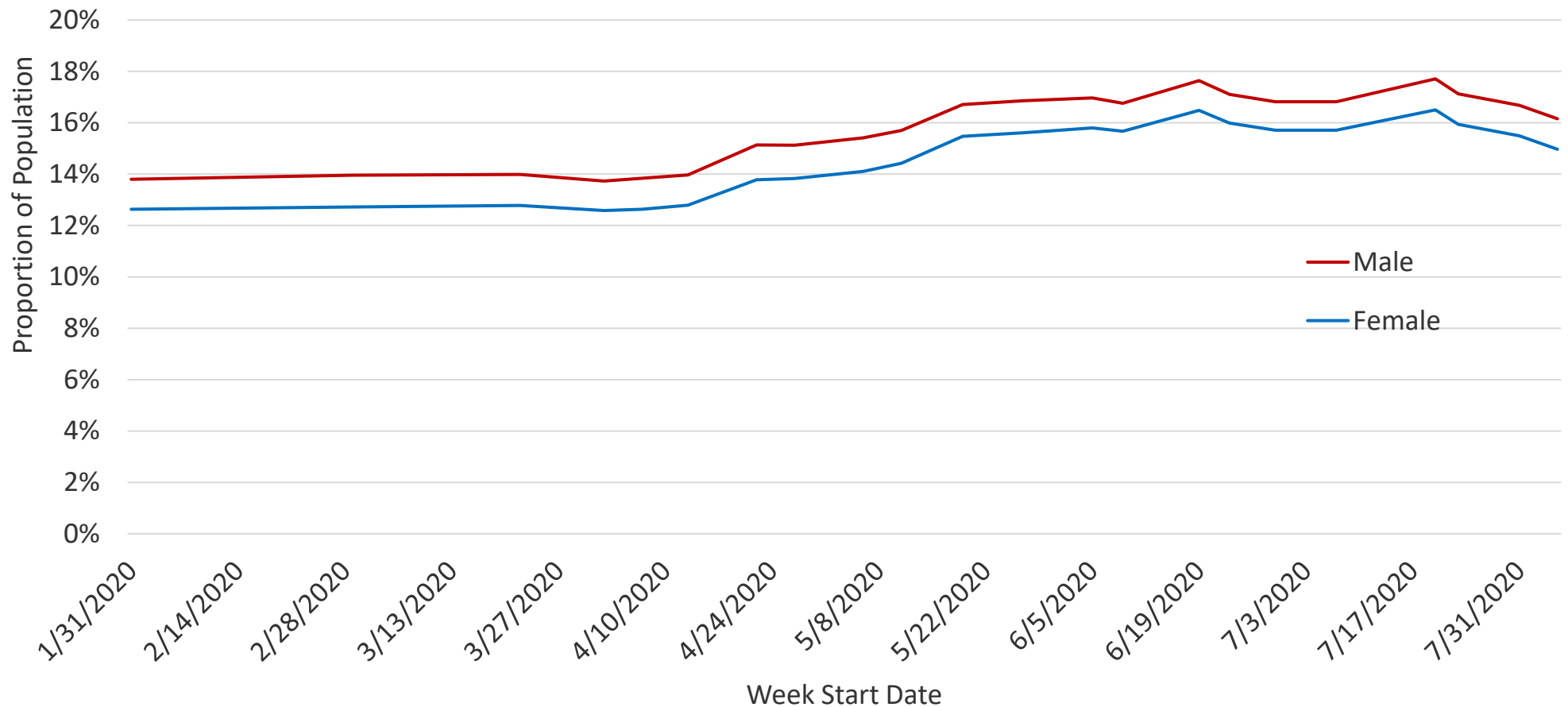
<sup>1</sup>A higher value is NOT favorable

# Proportion of Population<sup>1</sup> with Overdue Well Child Visits 0-2 by Ethnicity



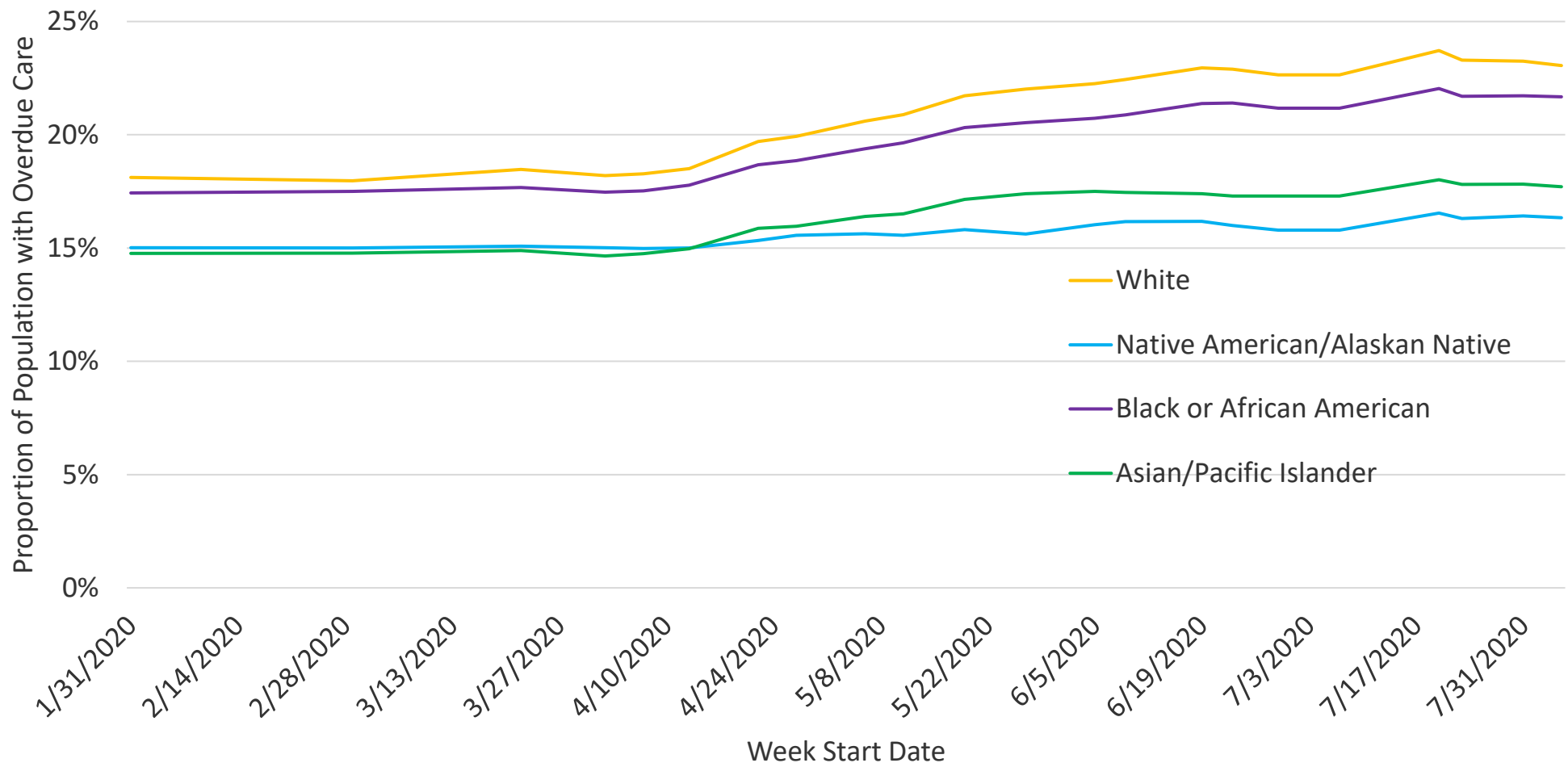
<sup>1</sup>A higher value is NOT favorable

# Proportion of Population<sup>1</sup> with Overdue Well Child Visits 0-2 by Gender



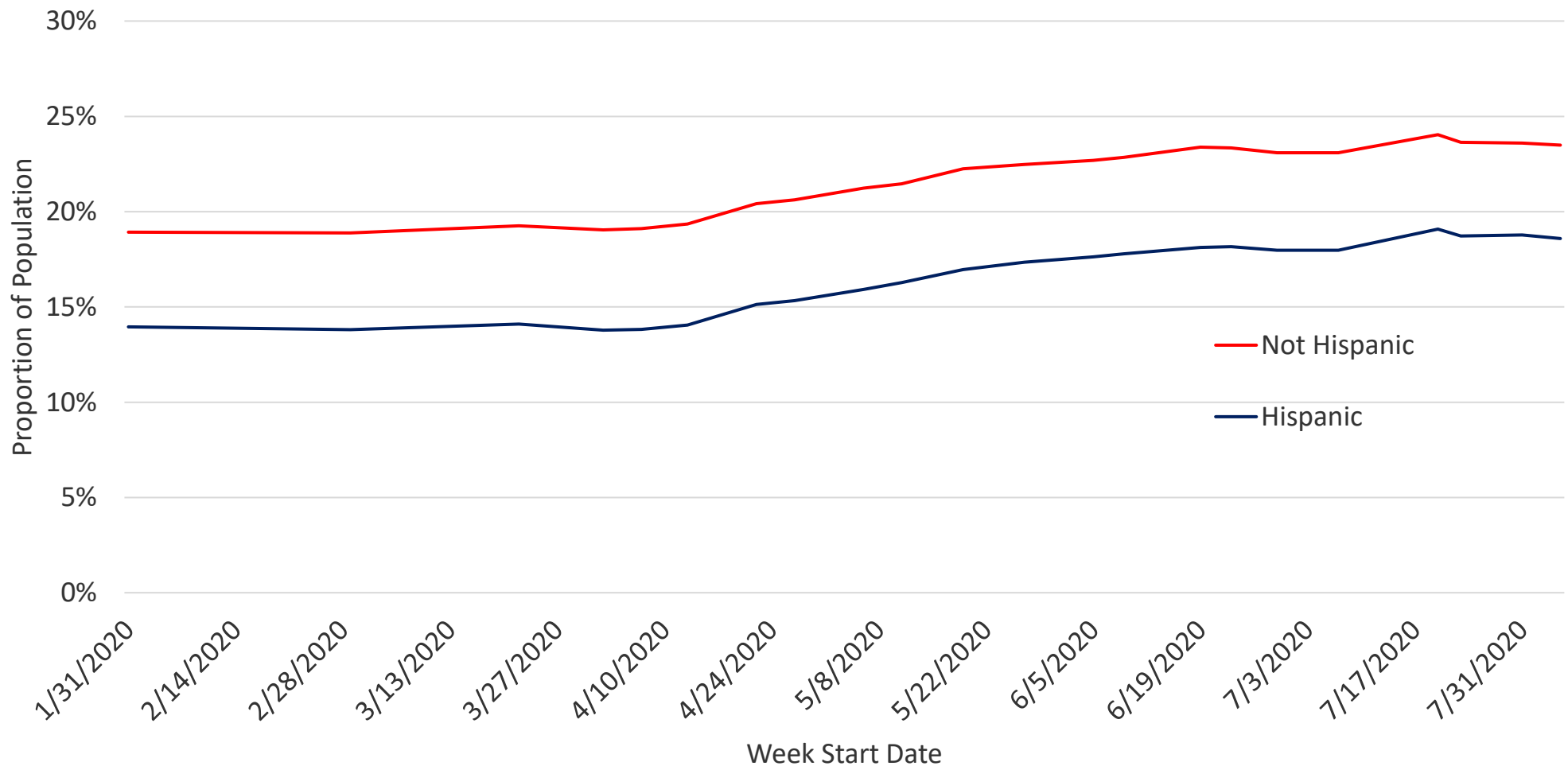
<sup>1</sup>A higher value is NOT favorable

# Proportion of Population<sup>1</sup> with Overdue Well Child Visits 3-6 by Race



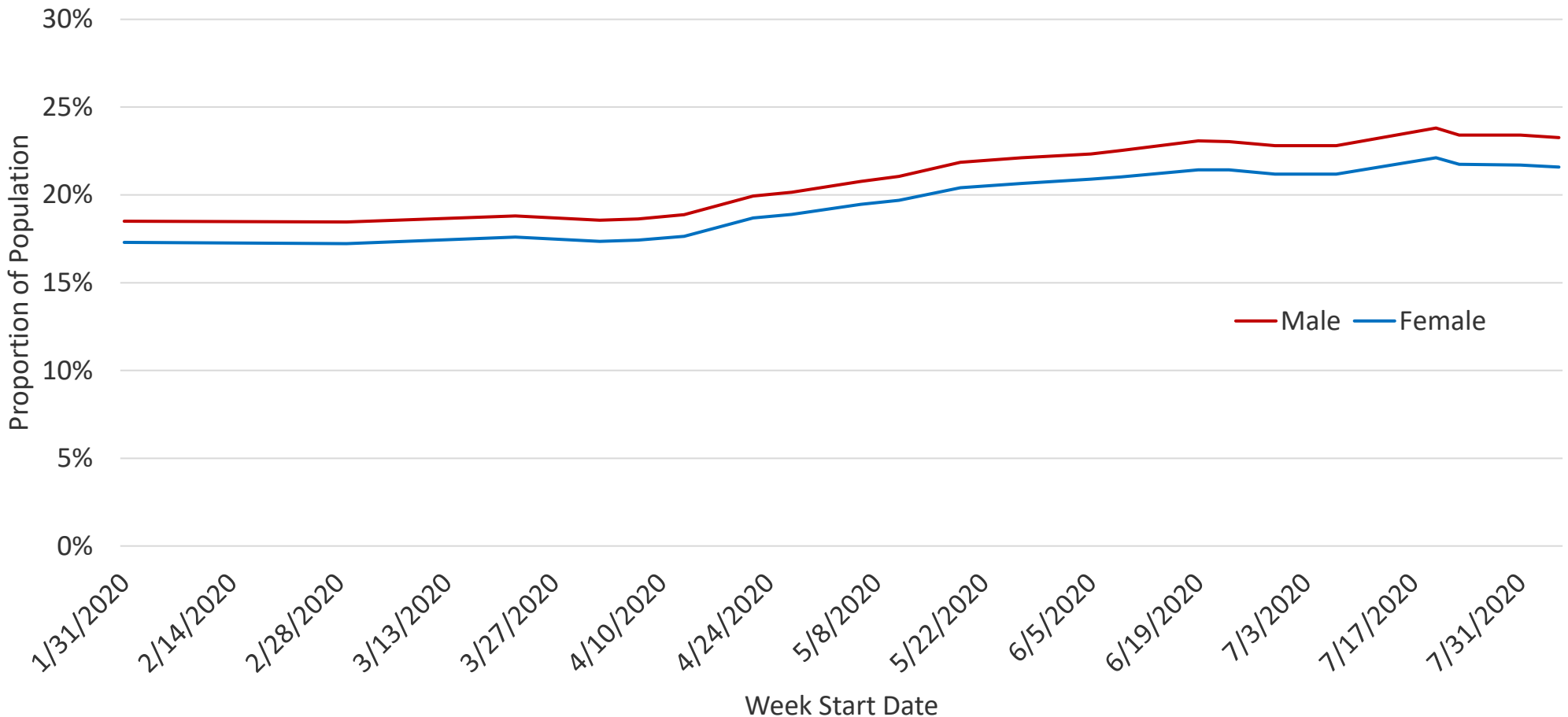
<sup>1</sup>A higher value is NOT favorable

# Proportion of Population<sup>1</sup> with Overdue Well Child Visits 3-6 by Ethnicity



<sup>1</sup>A higher value is NOT favorable

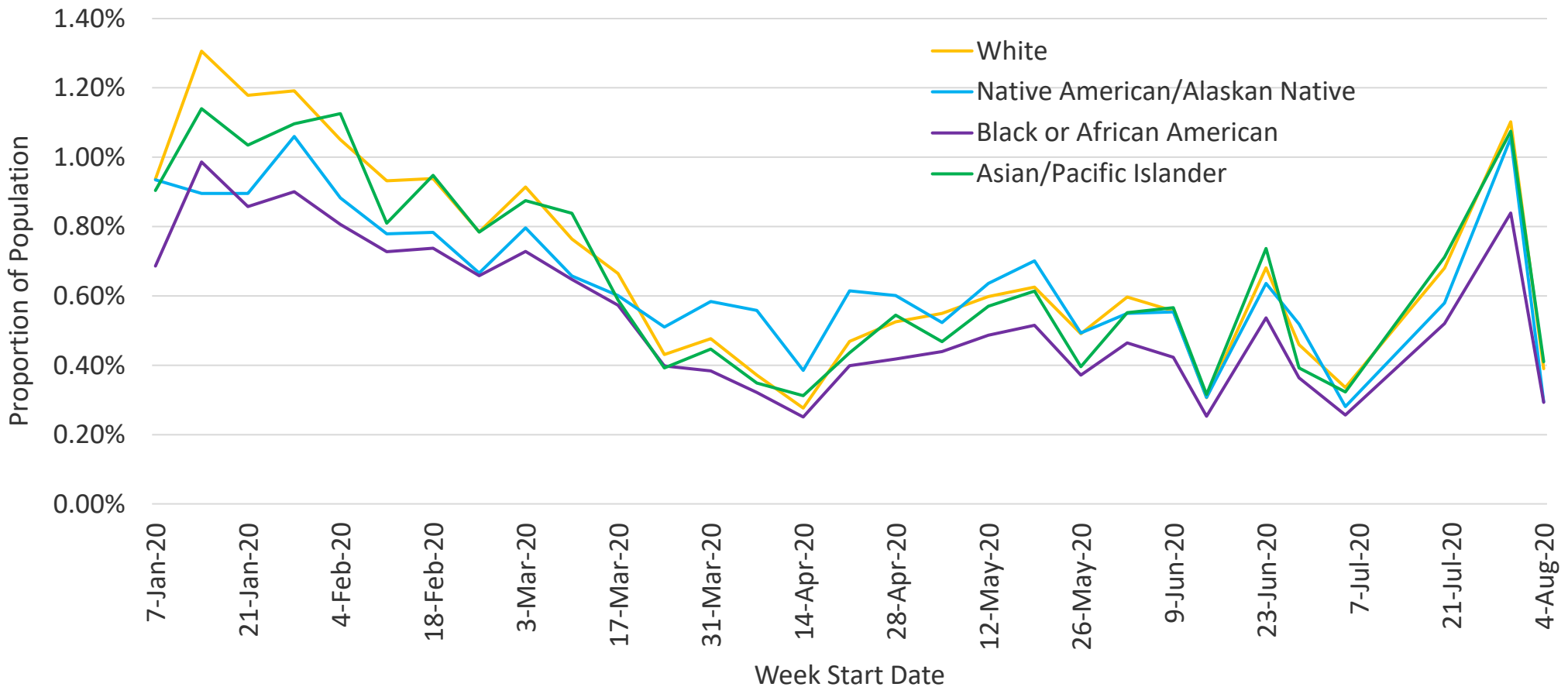
# Proportion of Population<sup>1</sup> with Overdue Well Child Visits 3-6 by Gender



<sup>1</sup>A higher value is NOT favorable

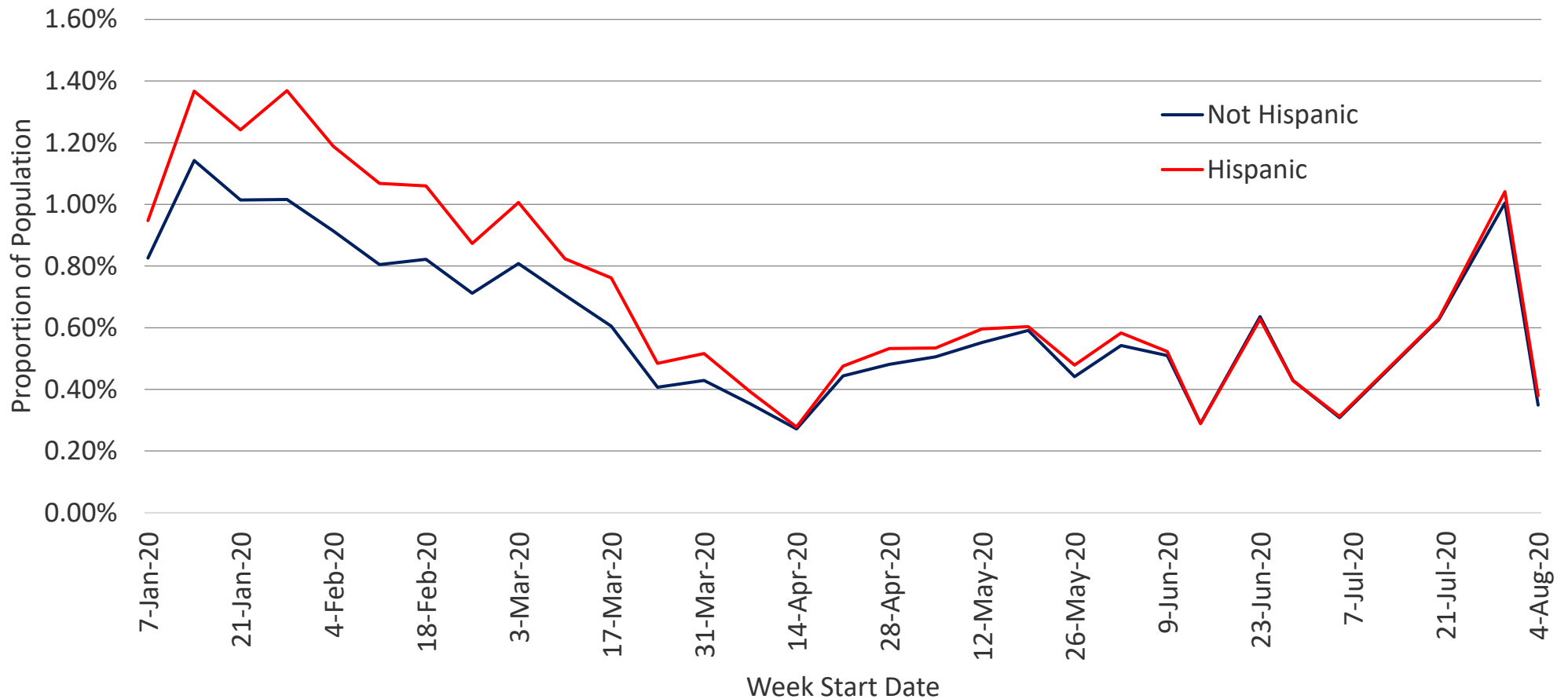


# Weekly Proportion of Population Receiving Childhood Immunizations<sup>1</sup> by Race



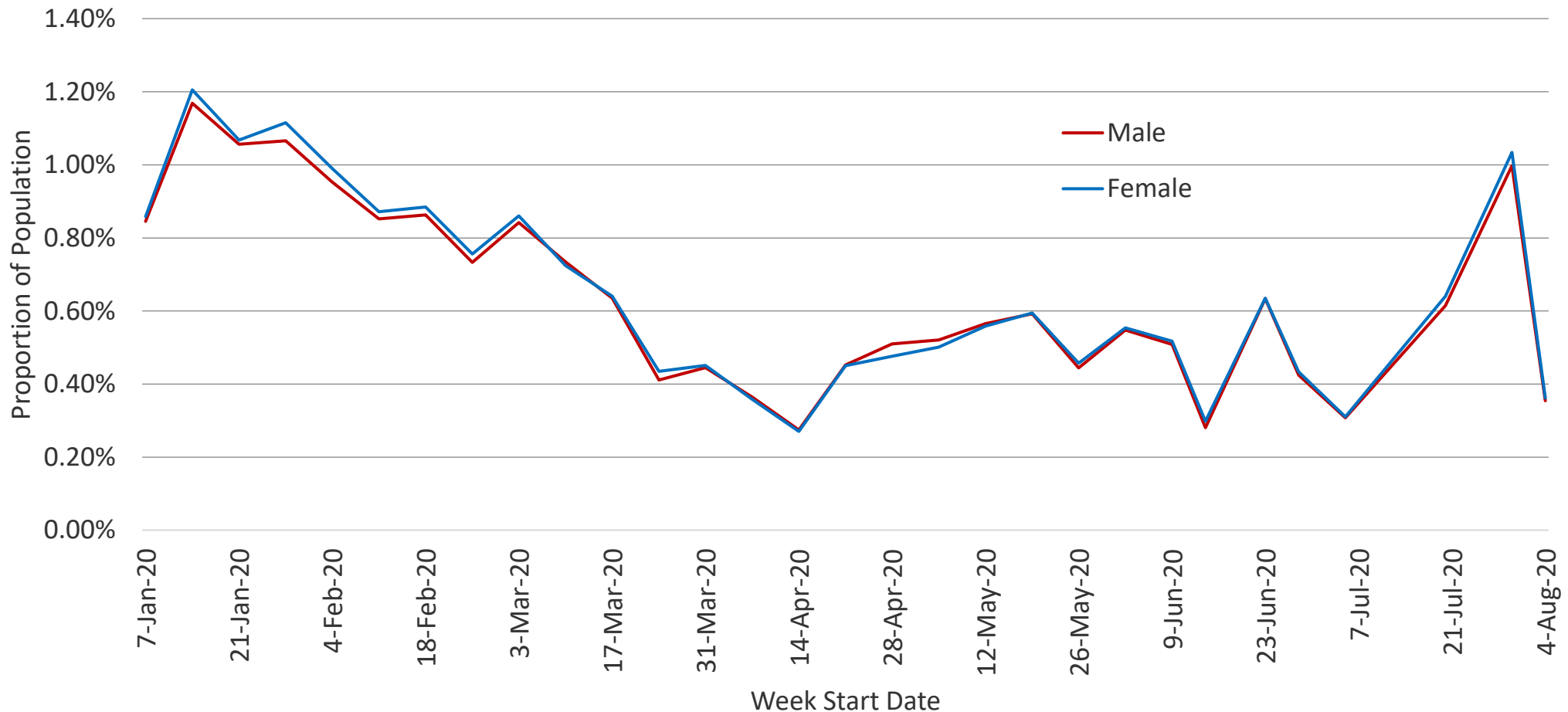
<sup>1</sup>A higher value is favorable

# Weekly Proportion of Population<sup>1</sup> Receiving Childhood Immunizations by Ethnicity



<sup>1</sup>A higher value is favorable

# Weekly Proportion of Population<sup>1</sup> Receiving Childhood Immunizations by Gender



<sup>1</sup>A higher value is favorable

# **Lessons From the Field**

**Dr. Yun Boylston  
Burlington Pediatrics**

**Dr. Thomas Koinis  
Duke Primary Care – Oxford**

# Opportunity

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- CCNC, NC AHEC and NC DHHS are able to help address this important public health concern.
- Can accelerate a rebound of pediatric well-care among Medicaid beneficiaries younger than 19 years of age to the pre-COVID-19 level.
- NC DHHS has engaged stakeholders through an Advisory Group supporting a statewide campaign to address the problem.
- NC AHEC and CCNC developed a strategic and coordinated approach to improving well-child and immunization rates through provider and patient interventions. Our collective work will contribute toward preparing kids for school and for a life-time of optimal health.

# Project Highlights

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- Project started **August 3rd** and will run through September and October if needed.
- DHB is engaging with patients and the public with information available in English and Spanish.
- CCNC care management programs will reach families with tailored messaging to Latinx and African-American families.
- Local Health Departments will deploy care managers with active outreach to children in care management who are missing immunizations and well visits.
- Practices with >500 care alerts for pediatric patients are included in the 1:1 practice support work. This comprises 300 independent and health system practice locations across North Carolina.
- Practice support provides 1:1 coaching support comprising recommended best practices or interventions, standardized workflows, clinical workflow redesign, educational tip sheets and toolkits.



# Suggested Interventions

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- ☐ Use the EHR to generate a list of children who are behind on well childcare
- ☐ Utilize the Internet and social media to reach parents and families
- ☐ Utilize your staff and physical space to promote well child visits & immunizations
- ☐ Partner with local school systems to get the message out about well childcare and immunizations
- ☐ Remind families across your catchment area of the importance of well childcare and immunizations via local news outlets
- ☐ Run a WCV/Immunization Promotion Month
- ☐ Incorporate WCCs into acute care visits
- ☐ Develop workflow to document immunizations that were received elsewhere
- ☐ Implement group visits for well childcare (Post-COVID-19 pandemic)

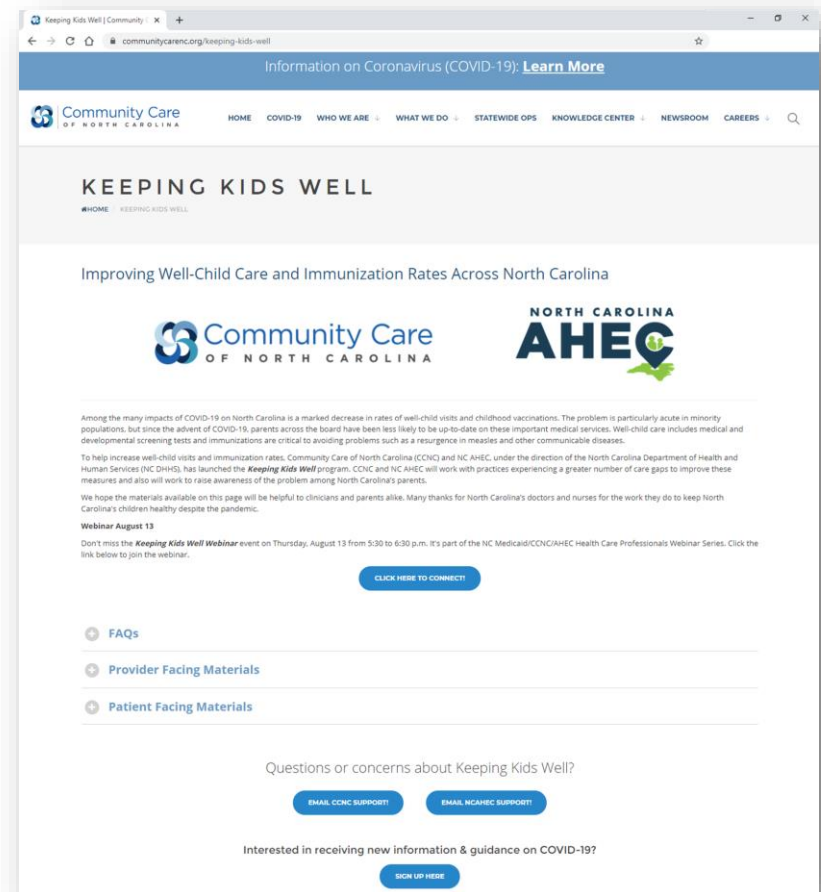
Helpful scripts and checklists can be found in the *Keeping Kids Well* Toolbox.



# Keeping Kids Well Website

<https://www.communitycarenc.org/keeping-kids-well>

- Provider-facing Materials
  - Tip sheets
  - COVID-specific resources
  - And more!
- Patient Education Materials
- Webinar Recordings
- Frequently Asked Questions
- Contact Information



# Well Visit Resources

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Resource	URL
AAP – Guidance on Well Visits during COVID	<a href="https://services.aap.org/en/pages/2019-novel-coronavirus-covid-19-infections/clinical-guidance/guidance-on-providing-pediatric-well-care-during-covid-19/">https://services.aap.org/en/pages/2019-novel-coronavirus-covid-19-infections/clinical-guidance/guidance-on-providing-pediatric-well-care-during-covid-19/</a>
CCNC EPSDT Package	<a href="https://www.communitycarenc.org/sites/default/files/EPSTDT%20Package.pdf">https://www.communitycarenc.org/sites/default/files/EPSTDT%20Package.pdf</a>
CCNC Social Determinants of Health Screening Guidance	<a href="https://www.communitycarenc.org/sites/default/files/2019-06/Social%20Determinants%20of%20Health%20Screening%20for%20Peds%20Primary%20Care.pdf">https://www.communitycarenc.org/sites/default/files/2019-06/Social%20Determinants%20of%20Health%20Screening%20for%20Peds%20Primary%20Care.pdf</a>

# Immunization Resources

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Resource	URL
NC Immunization Coalition	<a href="https://www.immunizationcoalitions.org/network-members/?coal=north-carolina-immunization-coalition_oid176">https://www.immunizationcoalitions.org/network-members/?coal=north-carolina-immunization-coalition_oid176</a>
State Health Director Memo for Immunization Extension	<a href="https://files.nc.gov/covid/documents/guidance/healthcare/State-Health-Director-Memo-Extending-Deadlines-for-Immunizations.pdf">https://files.nc.gov/covid/documents/guidance/healthcare/State-Health-Director-Memo-Extending-Deadlines-for-Immunizations.pdf</a>
NCDHHS Dept of Public Health Immunization Branch	<a href="https://immunize.nc.gov/">https://immunize.nc.gov/</a>
NCDHHS Recommendations for Vaccinating During COVID	<a href="https://immunize.nc.gov/pdf/Vaccine%20Advice%20During%20COVID-19%20webpage%20update_05182020.pdf">https://immunize.nc.gov/pdf/Vaccine%20Advice%20During%20COVID-19%20webpage%20update_05182020.pdf</a>
NC Peds Society Adolescent Immunization Project	<a href="https://www.ncpeds.org/page/CQNIIRAProject">https://www.ncpeds.org/page/CQNIIRAProject</a>

# How to Contact Practice Support

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## **CCNC Practice Support**

Email: [CCNCsupport@communitycarenc.org](mailto:CCNCsupport@communitycarenc.org) OR

[CCPNSupport@communitycarenc.org](mailto:CCPNSupport@communitycarenc.org)

Phone: 919-926-3895

Website: <https://www.communitycarenc.org/statewide-operations>

## **NC AHEC Practice Support**

Email: [practicesupport@ncahec.net](mailto:practicesupport@ncahec.net)

Phone: 919-445-3508

Website: <https://www.ncahec.net/practice-support/what-we-do/>

# Questions?

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