



CPESN NC – WellCare (Centene) Progress Update December 7, 2023

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Agenda

This meeting is for CPESN NC members only

Welcome and Antitrust Statement

Program Overview

Program Performance Trends

Pharmacy Engagement Update

Future Directions and Goals

Q&A from Pharmacies & Pharmacy Feedback

Adjourn no later than 9pm

Program Overview

Program Goal

To deliver clinical services for diabetes management to eligible members of the WellCare of NC Medicaid plan with an emphasis on improving medication adherence.

Program Overview

Diabetes Management & Education Services

1. Obtain HgA1c for each eligible patient.
 - a. The pharmacist or pharmacy staff will work with the patient to obtain the most recent HgA1c test result.
 - b. If there are no recent results available, the pharmacist or pharmacy staff will refer the patient for HgA1c test or conduct a point of care test at the pharmacy.
 - c. If HgA1c is not at the patient's goal, the pharmacist will assess the patient's current medication regimen, make recommendations to the patient's provider, and identify opportunities to improve self-management.

Program Overview

Diabetes Management & Education Services

2. The pharmacist or pharmacy staff will provide educational materials and recommendations on appropriate nutrition, medication administration, and ongoing management.
3. The pharmacist or pharmacy staff will work directly with the patient to make it easier for them to take their medications, often trying adherence packaging or aligning medications to be refilled on a consistent day each month.
4. The pharmacist and pharmacy staff will identify and close any diabetes-related care gaps, such eye exam, statin use, RAAS use, and immunizations.
5. The pharmacist and pharmacy staff will document the care provided in a care plan (must include **payer code WCNC**).

Program Overview

Payment Structure

\$55 per engaged member* per month (PEMPM)

**Engaged Members – Meaning members/patients who have received services outlined in the SOW, and resulted in at least one HL7 Pharmacist Electronic Care plan in a calendar month.*

Program Enrollment

[Program Enrollment Gateway](#)

Select Program 28: Centene Diabetes Program - North Carolina

Program Performance Trends: HbA1c Data

6 members had two or more A1cs reported within the two months prior to the program start date and after program implementation, with an **average reduction of 0.6**

WCNC ID	1st A1c	1st A1c Date	2nd A1c	2nd A1c Date	3rd A1c	3rd A1c Date	4th A1c	4th A1c Date
31822951	7	8/1/2022	7.1	2/28/2023	8	6/14/2023	6.9	8/15/2023
32569985	7.9	3/20/2023	8.1	5/22/2023				
35302902	14	7/13/2022	11.2	11/30/2022				
1231058	8.7	11/22/2022	7.9	1/6/2023				
1261903	6	10/11/2022	7	2/8/2023				
32377708	14	7/1/2022	13	7/21/2023				

Program Performance Trends: eCare Plan Summary

78
Patients
Engaged



57 patients
engaged 2 or
more times

12 patients
engaged 5 or
more times



231 total
payment eligible
care plans for
Wellcare NC
Members

Program Performance Trends: Impact Story

*I have a patient that is taking about 12 maintenance medications. At the start of the program, she was getting them sporadically at best and we **have been able to synchronize all her medications** for regular pick up. It has helped the patient tremendously with compliance. **We have not had her long enough for a repeat A1c, but I am excited to see how this affects her next lab check.** We are also planning to offer compliance packaging now that we have everything synchronized to further improve her compliance and ease her medication burden.*

November 2023

Program Performance Trends: Impact Story

*One of my patients, S.M., a 61 yo black female with multiple comorbidities including T2DM. Since I have been working with her on her DM education, **she has asked for smoking cessation counseling**, and I am currently **providing her smoking cessation therapy through NC standing orders**. We frequently review triggers and her Quit plan at her scheduled pickups (her medications are synchronized and in adherence packaging). When we started documenting her A1c as early as August 2022, **her A1c was 7%. Her A1c rose to 8%** from what I attribute to drug shortages of one of her core therapies, Ozempic. Now her Ozempic therapy is back in stock, and we have been reviewing exercise and dieting regimens. **Her latest reported A1c is 6.9%**, and we continue to work on progress in managing her diabetes.*

November 2023

Pharmacy Engagement Update: Program Tracker

docs.google.com

Google Drive UNC CPESN Pharmacy Personal Calendly ACCP AM

CPESN North Carolina WellCare Program Tracking

File Edit View Insert Format Data Tools Extensions Help

Share

Reporting as of 12.04.2023

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Reporting as of 12.04.2023														
2	PHARMACY NAME	NPI	Vendor	CPESN Internal	date_payer_71	date_payer_16	date_payer_41	date_payer_43	date_payer_39	date_payer_61	date_payer_12	date_payer_40	Member A1c	A1C Date	Care Plan Confirmation
3	McDowell's Pharmacy	1538222153	PioneerRx	808644			11/30/2023								juM8MkweFbt
4	McDowell's Pharmacy	1538222153	PioneerRx	199350			11/30/2023						11.6	22-May-23	7nR70nToQOC
5	McDowell's Pharmacy	1538222153	PioneerRx	1301928			30-Nov-23						13	21-Jul-23	UGaJy3wWwa9
6	McDowell's Pharmacy	1538222153	PioneerRx	990658			30-Nov-23								OY1rsgXq8lP
7	Medical Arts Pharmacy of Henc	1720191661	PioneerRx	778963			24-Nov-23			8-Nov-23			8.2	11-Oct-23	BW8lFBm9X2e
8	Medical Arts Pharmacy of Henc	1720191661	PioneerRx	636468					21-Nov-23				6.2	23-Oct-23	OF2yHXxJQww
9	Medical Arts Pharmacy of Henc	1720191661	PioneerRx	1217630			26-Nov-23			22-Nov-23			6.2	1-Nov-23	BLcRYeLIWZw
10	Moose Pharmacy Mt. Pleasant	1932219888	PioneerRx	38491			29-Nov-23						5.7	28-Jul-23	SONDng69p7s
11	Moose Pharmacy Mt. Pleasant	1932219888	PioneerRx	240456			30-Nov-23								9LculrxnD8c
12	Moose Pharmacy Mt. Pleasant	1932219888	PioneerRx	251414			30-Nov-23						6.2	28-Jul-23	u9KOWSFyleG
13	Moose Pharmacy Mt. Pleasant	1932219888	PioneerRx	350633			30-Nov-23								DYGvVNFiqB0
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11.2023 10.2023* 09.2023* 08.2023* 07.2023*

Pharmacy Engagement Update: eCare Plan Trends Per NPI

If your pharmacy would like to receive your care plan trends per NPI please email Laura Rhodes (lrhodes@cpesn.com). This information is not publicly posted for pharmacies but can be made available upon request.

Future Directions and Goals

Communications Plan

- Review monthly CPESN NC newsletter for non-time sensitive updates
- MNF will send emails if there is time sensitive content between newsletters
- MNF will email or text around the 15th of each month to confirm the quantity payable of eCare plan submissions per NPI
- Join the [WellCare NC GroupMe Channel](#)

Future Directions and Goals

Patient Lists

- CPESN has requested new patient lists a minimum of quarterly, but preferably monthly

Earning Potential

- The budget for the WellCare NC program, per the *Scope of Work*, is for 100 eCare plans monthly

Future Directions and Goals

Reporting

- Review the **Program Tracking Spreadsheet** weekly to ensure that you eCare plans are being received and meet the criteria to be payable
- WellCare has requested the following from CPESN quarterly
 - Impact Stories
 - Data trends on eCare plan submissions
 - Data trends on A1c
 - Looking at other metrics to prove ROI for the health plan as a renewal is considered

Q&A / Pharmacy Feedback

Thank You

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