



CPESN NC – WellCare (Centene) Progress Update

January 24, 2024
January 31, 2024

Meeting Leader



Laura Rhodes

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CPESN North Carolina

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Agenda

This meeting is for CPESN NC members only

Welcome and Antitrust Statement

Program Overview

Future Directions and Goals

Program Enrollment

Q&A from Pharmacies & Pharmacy Feedback

Adjourn

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.*

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

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

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

Program Tracker

docs.google.com

Google Drive UNC CPESN Pharmacy Personal Calendly ACCP AM

CPESN North Carolina WellCare Program Tracking ☆ ☁

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Menus

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A1 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	CPE SN Internal	date_payer_710	date_payer_165	date_payer_415	date_payer_430	date_payer_394	date_payer_614	date_payer_127	date_payer_405	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								OYirsgXq8IP
7	Medical Arts Pharmacy of Henc	1720191661	PioneerRx	778963			24-Nov-23			8-Nov-23			8.2	11-Oct-23	8W8ifBm9X2e
8	Medical Arts Pharmacy of Henc	1720191661	PioneerRx	636468						21-Nov-23			6.2	23-Oct-23	OfZyHXxjQww
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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Program Enrollment

- The CPESN Program Enrollment Gateway linked below ensures the CPESN Pharmacy is in good standing. The email address entered will receive an automatically generated follow-up email to provide the official enrollment link for the program. After clicking the enrollment link in the follow-up email, select the program.
- To begin the enrollment process: [click here](#).
- Select **Program 28: Centene Diabetes Program - North Carolina**

Program Enrollment

Enter the organizational NPI number of the CPESN pharmacy. *

Do not enter an individual practitioner's NPI number.
The NPI must be for a CPESN USA participating pharmacy in good standing.

Enter the email address where you would like to receive additional instructions to complete the opt-in or opt-out process. *

example@example.com

Select the program the pharmacy will be enrolling in: *

Please Select ▼

Submit

Email Address entered into
Program Enrollment
Gateway will receive an email
to enroll in Program 28:
Centene Diabetes Program -
North Carolina

Program Enrollment

Possible Error Message from the Enrollment Gateway System

W9 Information Needed

Note: once the W9 jotform is submitted, Hugh will receive a notification and make the update each business day.

Subject line: CPESN PROGRAM ENROLLMENT: Pharmacy Must Submit W9 Information

The attempt to enroll in [PROGRAM NAME] was not successful.

The pharmacy with this NPI number [NPI NUMBER] is not currently eligible to enroll in CPESN USA payer programs.

The pharmacy does not have full financial documentation on file which will allow CPESN USA to process electronic payments to your pharmacy banking account upon activity completion.

This information is required for participation in CPESN USA programs. Please use this secure form to submit the necessary banking information: <https://forms.cpesn.com/212086344655154>

When the banking information form has been submitted, please allow one business day for the information to be updated before re-attempting to enroll in the program.

If you do not receive the second email from LINKSENDER to complete the enrollment, please email support@cpesn.com



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Interest Form

A link to an interest form will be placed in the chat.

Q&A / Pharmacy Feedback

Thank You

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