



CPESN NC – WellCare (Centene) Progress Update

June 7, 2024

Meeting Leader



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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

2024 Program Performance So Far

2024 Q1 Progress Update (presented to WellCare in April)

Future Directions and Goals

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.*

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

2024 Program Performance So Far

Pharmacies Enrolled:

43 Overall
(28 new since Feb 2024)

Pharmacies Receiving Lists:

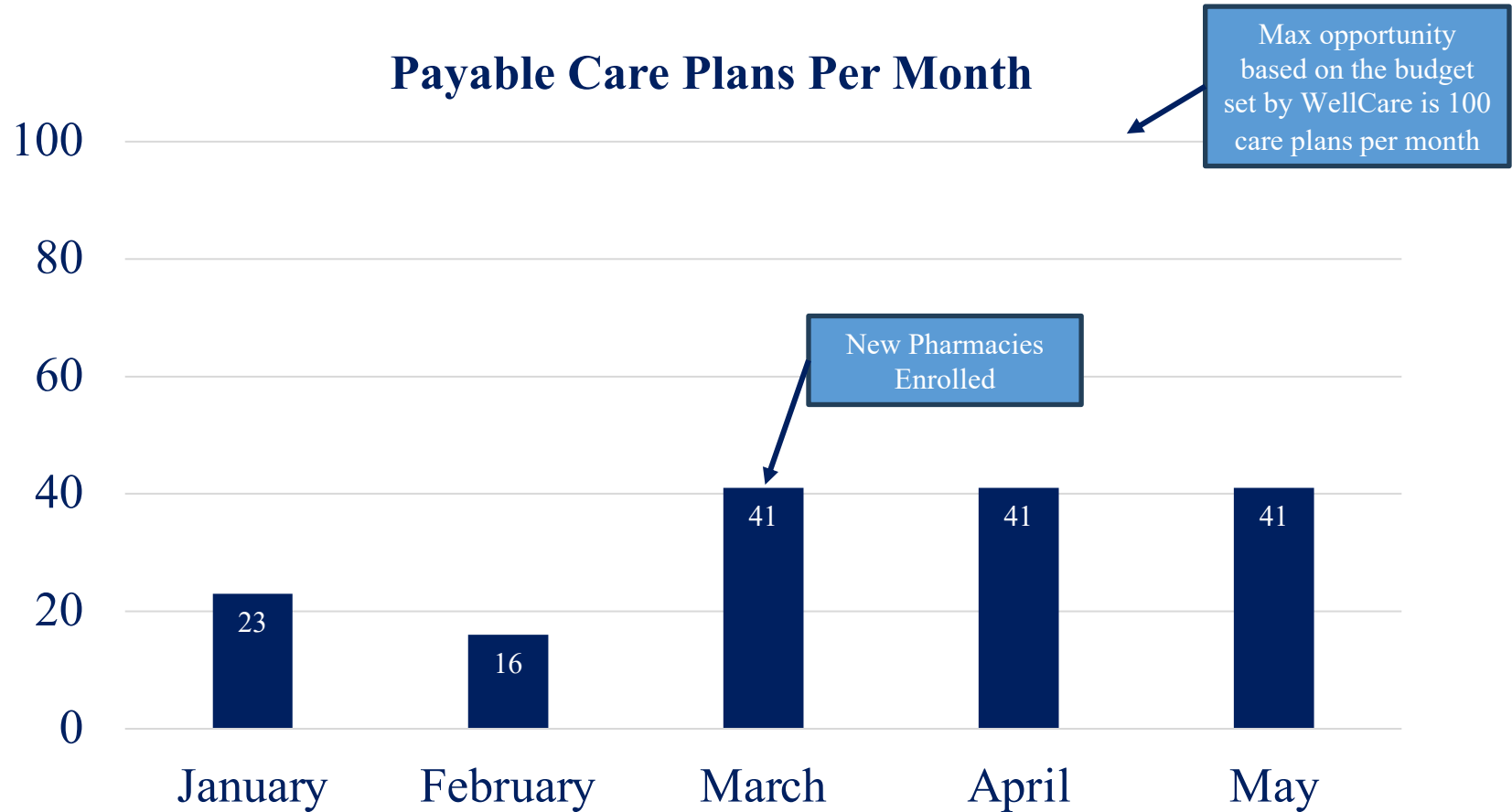
39

Pharmacies Engaged:

19 pharmacies have at least one
payable care plan since
January 2024

A1 Pharmacy & Surgical Supply	1265460901
Cannon Pharmacy Main	1144603010
Carrboro Family Pharmacy	1639642200
Carolina Apothecary, Inc	1669552303
Gurleys Pharmacy	1346566080
Hillsborough Pharmacy & Nutrition	1316232416
Madison Pharmacy & Homecare	1750446175
McDowell's Pharmacy	1538222153
Medical Arts Pharmacy Henderson	1720191661
Moose Pharmacy Locust	1588768543
Moose Pharmacy Mt. Pleasant	1932219888
Moose Pharmacy of Mount Holly	1437648334
Moose Pharmacy Salisbury	1669626194
Moose Professional Pharmacy	1043317027
Prevo Drug	1922433374
Realo Discount Drugs	1154483220
Realo Discount Drugs	1720007610
Realo Discount Drugs	1790111961
TrueCare Pharmacy	1588048714

2024 Program Performance So Far



2024 Q1 Executive Summary

- **Pharmacy enrollment increased by 155%** since Q3 of 2023, leading to higher patient engagement
 - A total of 46 pharmacies are enrolled in the Wellcare NC program
 - 27 new pharmacies enrolled in Q1 of 2024
 - 1 new pharmacy enrolled in Q4 of 2023
- **26% of patients** attributed to an enrolled pharmacy have been **engaged**
- **99 patients have been engaged since program start**
 - 64% of patients with multiple A1cs taken have improved or maintained their A1c
 - 11% of engaged members have at least 2 A1Cs documented.
- **Key recommendations and next steps:**
 - CPESN is creating an opportunity dashboard for pharmacies showing the dollar amount tied to opportunities through the Wellcare NC program in an effort to motivate enrolled pharmacies and gain interest among unenrolled pharmacies with attributed patients
 - Pharmacies have been asked to collect and report an A1c quarterly or “as often as is reasonable”

2024 Q1 eCare Plan Summary

**99
Patients
Engaged**



**55 patients
engaged 2 or
more times**

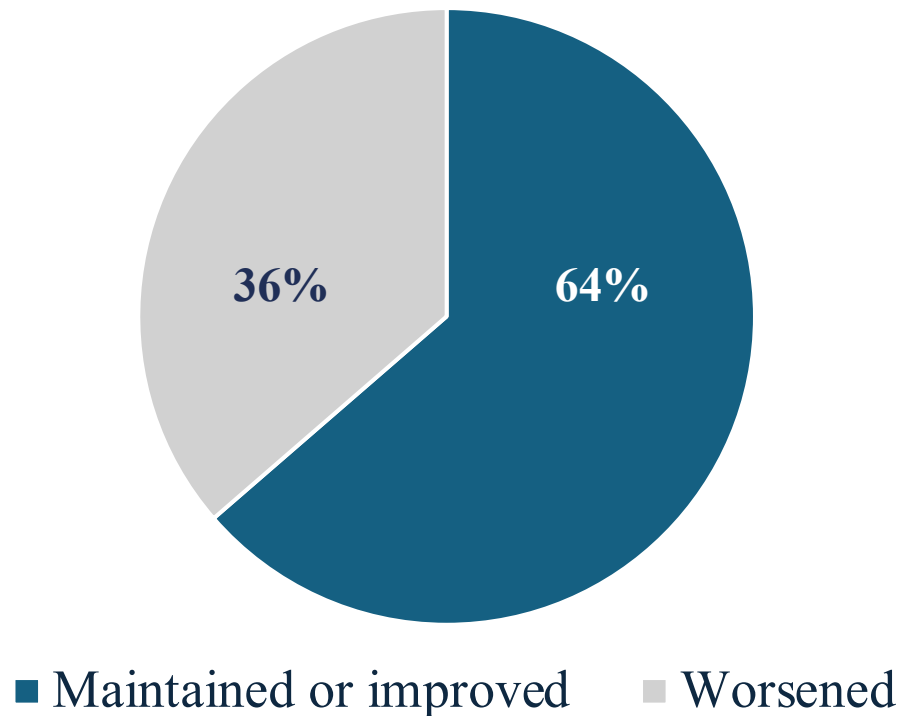
**29 patients
engaged 5 or
more times**



**315 total
payment eligible
care plans for
Wellcare NC
Members from
12/2022 forward**

2024 Q1 HbA1c Data

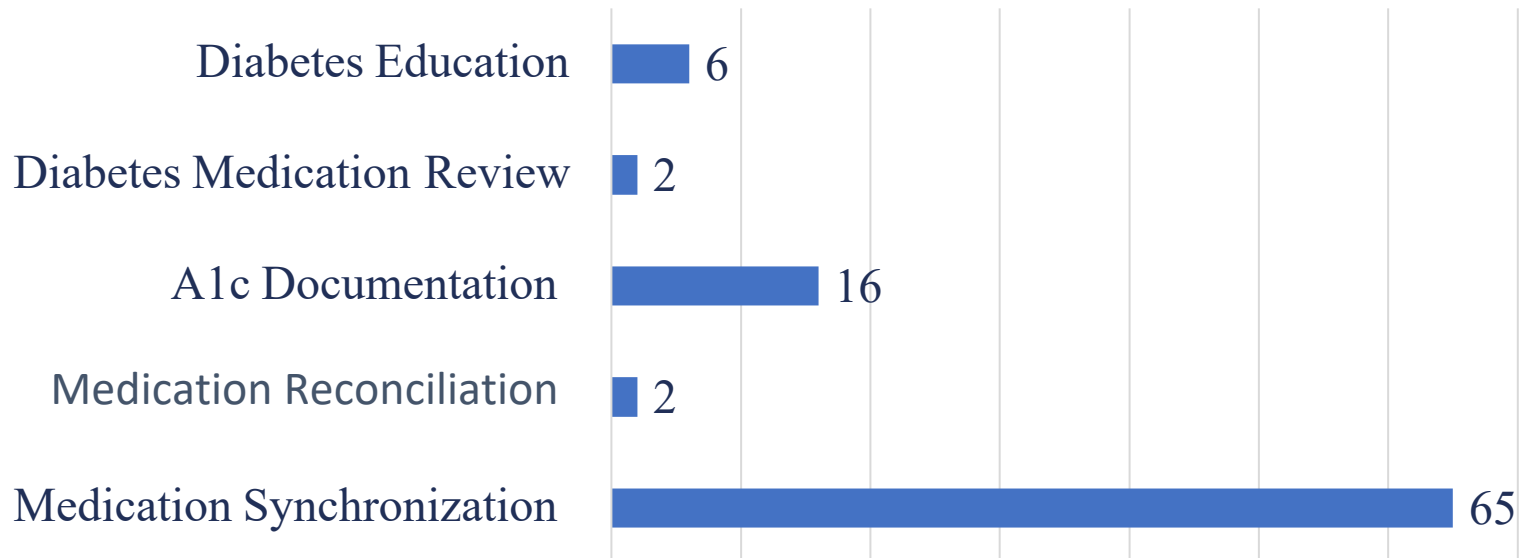
64% of patients with repeated A1cs have maintained or improved their A1c since the program implementation



2024 Q1 Interventions

81 payment eligible care plans were generated in Q1 of 2024 for 44 patients

Number of Interventions by Category in Q1 2024



2024 Q1 Key Takeaways and Recommendations

1. More frequently published patient lists have contributed to higher patient engagement among pharmacies
2. Newly enrolled pharmacies are eager to participate and have begun engaging their patients with one month of receiving their first patient list in March 2024
3. Pharmacies have been asked to report an A1c value for their patients as often as is reasonable (e.g., every 3-6 months). It will take time for this data to flow into the reporting

Future Directions and Goals

Budget

- We have an opportunity to submit more care plans to reach the max budget
- If this trend does not improve, more pharmacies will be invited to participate
- Contract renewal discussions will begin soon. The current contract is dated through October 2024.

Reporting

- Review the [Program Tracking Spreadsheet](#) weekly to ensure that you eCare plans are being received and meet the criteria to be payable

Future Directions and Goals

Reporting

- 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

CPEPN North Carolina WellCare Program Tracking

File Edit View Insert Format Data Tools Extensions Help

Reporting as of 12.04.2023

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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	7nR7OnToQOC
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								OYIrgXq8IP
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	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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10.2023* 09.2023* 08.2023* 07.2023*

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 10th of each month to confirm the quantity payable of eCare plan submissions per NPI
- Join the [WellCare NC GroupMe Channel](#)

Q&A / Pharmacy Feedback

Thank You

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