



**CPESN NC
WellCare (Centene) Re-Launch**

November 5, 2024

Meeting Leader



Laura Rhodes

Managing Network Facilitator

CPESN North Carolina

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Agenda

This meeting is for CPESN NC members only

Welcome and Antitrust Statement

2023-2024 Program Review

2024-2025 Future Directions (incl. program enrollment)

Looking Forward to 2025-2026

Q&A

Adjourn

2023-2024 Program Review

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.

2023–2024 Program Review

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.

2023-2024 Program Review

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 **payor code WCNC**).

2023-2024 Program Review

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. CPESN sends patient lists to those indicated during program enrollment

Earning Potential

The budget for the WellCare NC program, per the *Scope of Work*, has been for 100 eCare plans monthly.

2023-2024 Program Review

Pharmacies Enrolled:

41

Pharmacies Engaged:

23

Engaged Percent:

56%

Patient Opportunities

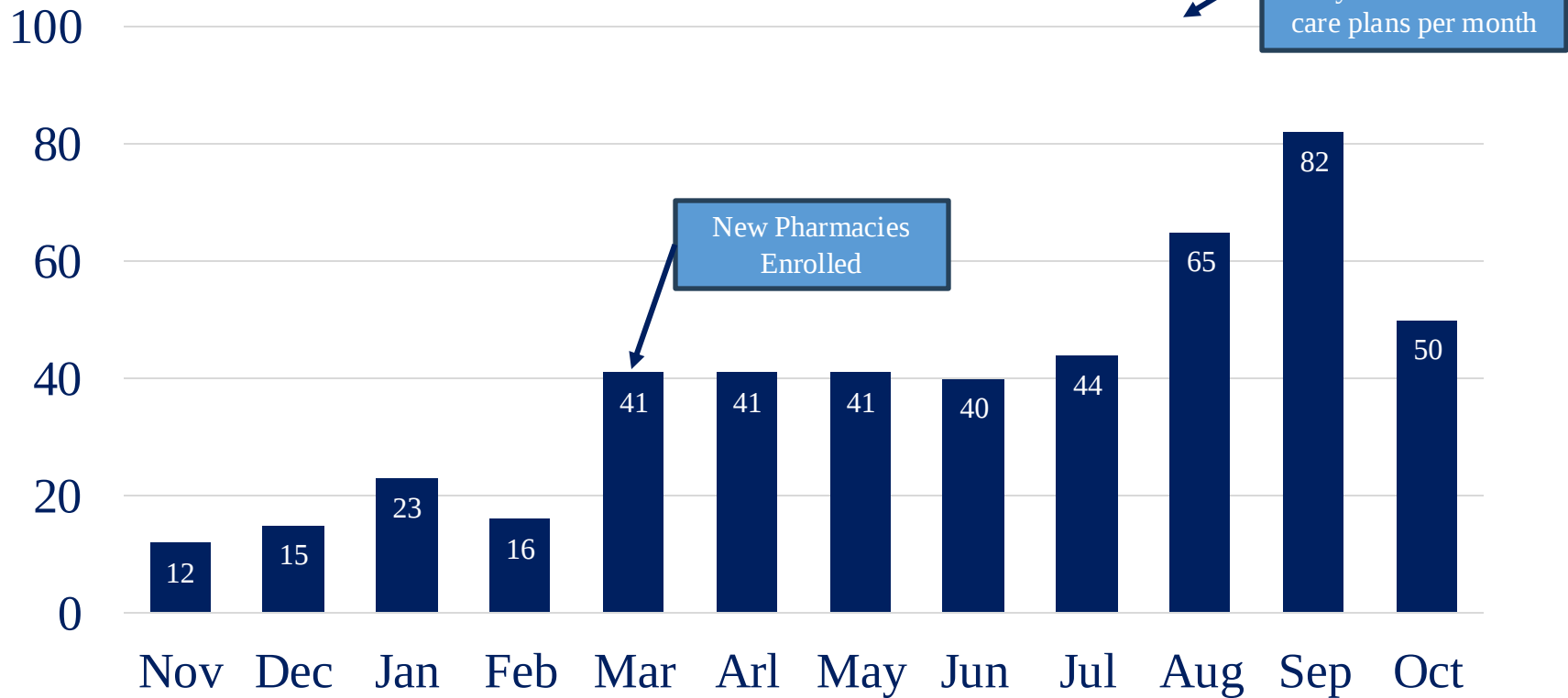
315 patient opportunities
for **enrolled** pharmacies

185 patient opportunities
available for the **23 engaged**
pharmacies

A1 Pharmacy & Surgical Supply	1265460901
Beddingfield Drugs LLC	1841607223
Belmont Pharmacy	1386634947
Cannon Pharmacy Main	1144603010
Carolina Apothecary	1669552303
Carrboro Family Pharmacy	1639642200
Gurleys Pharmacy	1346566080
Hillsborough Pharmacy & Nutrition	1316232416
Holly Park Pharmacy	1700108115
Madison Pharmacy & Homecare	1750446175
McDowell's Pharmacy	1538222153
Medical Arts Pharmacy	1720191661
Moose Drug	1932219888
Moose Pharmacy of Concord	1043317027
Moose Pharmacy Of Locust	1588768543
Moose Pharmacy of Mount Holly	1437648334
Moose Pharmacy of Salisbury	1669626164
Realo Discount Drug Stores of Johnston County, Inc.	1154483220
Realo Drugs	1720007610
Realo Drugs	1790111961
Realo Drugs	1912926023
Thomas Drug Store of Dunn, Inc.	1356448294
TrueCare Pharmacy	1588048714

2023-2024 Program Review

Payable Care Plans Per Month



2023-2024 Program Review eCare Plan Summary

**186
Patients
Engaged**



**129 patients
engaged 2 or
more times**

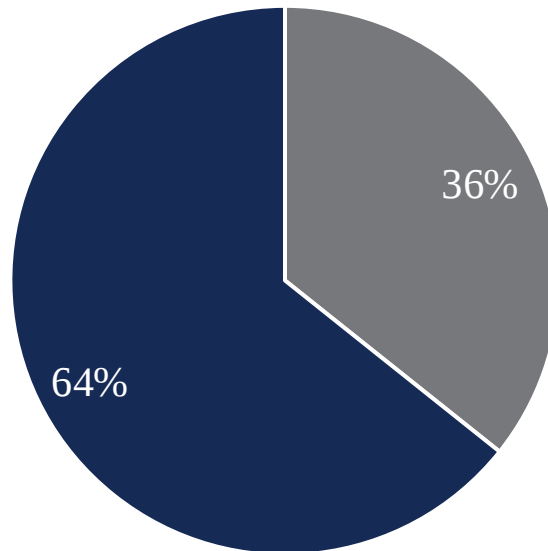
**61 patients
engaged 5 or
more times**



**856 total
payment eligible
care plans for
Wellcare NC
Members from
12/22 forward**

2023-2024 Program Review HbA1c Data

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

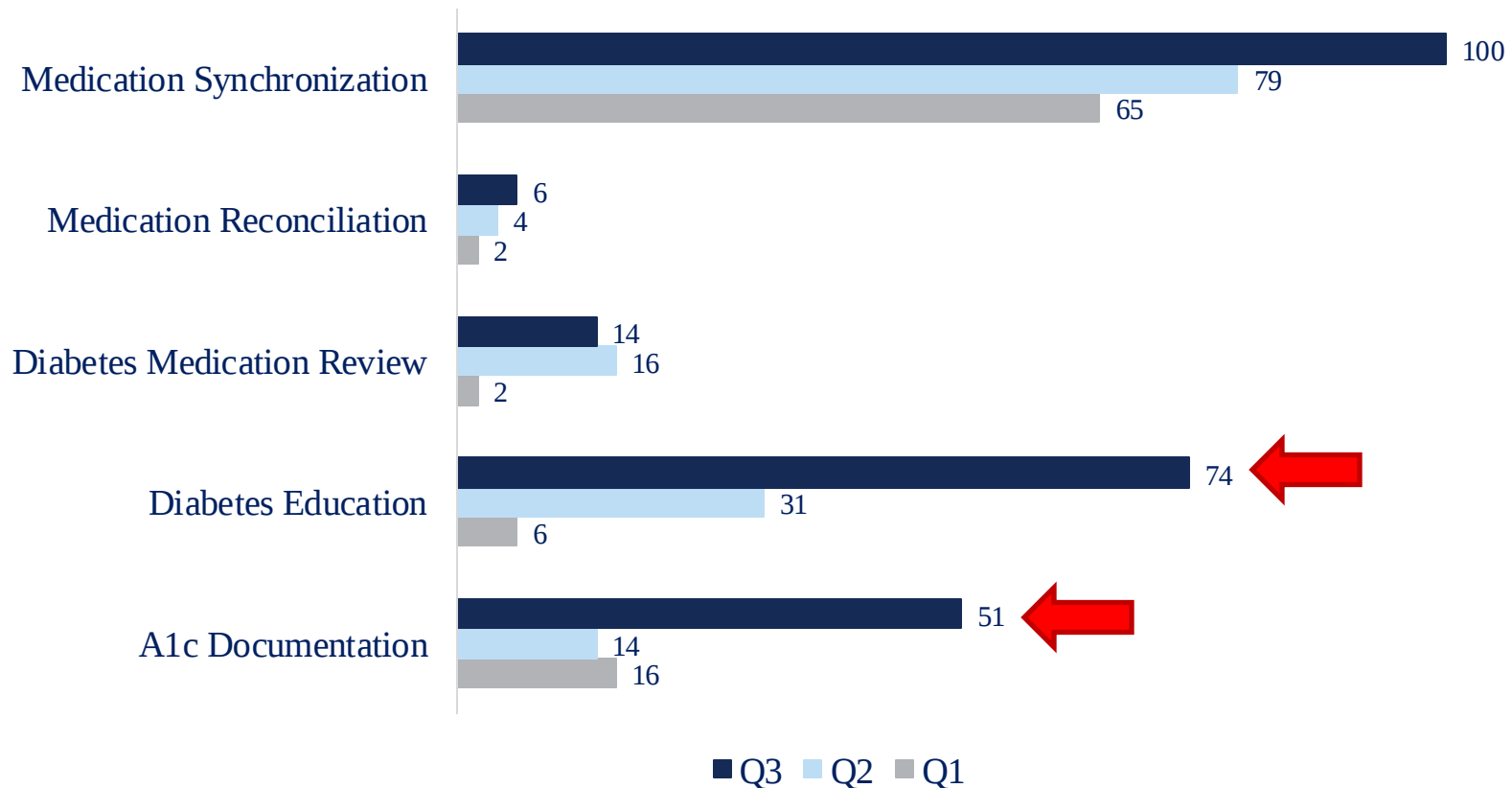


■ Worsened ■ Maintained or Improved

2023-2024 Program Review

Interventions by Category and Quarter

193 payment eligible care plans were generated in Q3 of 2024 for 110 patients



2023–2024 Key Takeaways

1. Approximately half of pharmacies who enrolled in the WCNC program engaged by submitting one or more care plans for eligible members
2. CPESN NC's engagement has increased steadily from Nov 2023 to October 2024, with the highest month of engagement expending 82% of the current project budget
3. CPESN pharmacies engaged with more WellCare patients and collected more A1cs in Q3 of 2024 compared to other quarters in 2024
4. The program has generated an overall decrease in the average A1c, and nearly two-thirds of patients with repeated A1c measurements on file had a maintained or improved A1c

2024-2025 Future Directions

Contract Specific Goals

WCNC has added two goals to the contract. They will be assessing ROI of the program based upon our performance on these goals.

1. 60% of patients with multiple A1Cs taken have improved or maintained their A1C
2. 25% of engaged members have at least 2 A1Cs documented

Earning Potential

The budget for the WellCare NC program, per the *Scope of Work*, has been increased to cover 135 eCare plans monthly. ***This represents a 35% budget increase since 2023-2024***

2024-2025 Future Directions

Program Enrollment

- All pharmacies who wish to participate in the program must re-enroll (details upcoming)

Patient Lists

- CPESN will distribute patient lists to those indicated during program enrollment

2024-2025 Future Directions

CPEsn Requirements

- Pharmacies must actively engage in the program by submitting at least one care plan per quarter
- Pharmacies must document at least two A1c measurements per engaged patient per program year
- Each pharmacy must submit at least one patient success story per quarter using this [online form](#)

2024–2025 Future Directions

CPESN USA Guidance for Non-Engaged Pharmacies

- If a pharmacy is not engaged for 3+ months, the pharmacy may:
 - **Submit a performance improvement action plan** to network staff that describes how they will engage in the program
 - Notify network staff that they wish to **voluntarily unenroll** from the program
 - **Be involuntarily unenrolled** from the program if the pharmacy does not respond to network staff within 3 outreach attempts (via at least 2 methods)

2024-2025 Future Directions

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](#)

Reporting

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

Program Tracker Example

CPESN North Carolina WellCare Program Tracking ☆ 📄 ☁

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A1 Reporting as of 10.28.2024

	A	B	C	D	E	F	G	H	I	J
1	Reporting as of 10.28.2024									
2	PHARMACY NAME	NPI	status	Vendor	CPESN Internal Pat	date_payer_	date_payer_	date_payer_4156	date_payer_430193006	date_pa
3	A1 Pharmacy and Surgical Supply	1265460901	Active	BestRx	1714970					
4	A1 Pharmacy and Surgical Supply	1265460901	Active	BestRx	1704775					
5	A1 Pharmacy and Surgical Supply	1265460901	Active	BestRx	1752219					26
6	A1 Pharmacy and Surgical Supply	1265460901	Active	BestRx	1690606					
7	A1 Pharmacy and Surgical Supply	1265460901	Active	BestRx	1714052					26
8	Carolina Apothecary, Inc	1669552303	Active	PioneerRx	1231919					
9	Carolina Apothecary, Inc	1669552303	Active	PioneerRx	1608227			10/25/2024		
10	Gurleys Pharmacy	1346566080	Active	PioneerRx	137763					
11	Gurleys Pharmacy	1346566080	Active	PioneerRx	1716192					
12	Gurleys Pharmacy	1346566080	Active	PioneerRx	1724629					
13	Gurleys Pharmacy	1346566080	Active	PioneerRx	281936			10/3/2024		
14	Gurleys Pharmacy	1346566080	Active	PioneerRx	1672150					
15	Gurleys Pharmacy	1346566080	Active	PioneerRx	1385945			10/17/2024		
16	Gurleys Pharmacy	1346566080	Active	PioneerRx	493087			10/9/2024		
17	Gurleys Pharmacy	1346566080	Active	PioneerRx	216077			10/28/2024		
18	Gurleys Pharmacy	1346566080	Active	PioneerRx	1768670					
19	Gurleys Pharmacy	1346566080	Active	PioneerRx	1768670					
20	Gurleys Pharmacy	1346566080	Active	PioneerRx	133344			10/28/2024		
21	Gurleys Pharmacy	1346566080	Active	PioneerRx	1604077					
22	Gurleys Pharmacy	1346566080	Active	PioneerRx	1213169					
23	Gurleys Pharmacy	1346566080	Active	PioneerRx	1231051					
24	Gurleys Pharmacy	1346566080	Active	PioneerRx	1643564					

+ 2024.10 2024.09 2024.08 *2024.07 *2024.06 *2024.05 *2024.04 *2024.03 *2024.02 *2024.01 *20

Program Tracker Example

CPESN North Carolina WellCare Program Tracking

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Reporting as of 10.28.2024

	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
1	re Plan ID	Encounter Typ	Encounter Clat	Initial Care Pla	Initial Care Pla	Follow-up Car	Follow-up Car	CPESN Receive	Payor Code Fo	Member Matc	First Encounte	Eligible for Pay
3	6546090120241025	Followup	Not Reported	29-August-24	29-August-24	24-Oct-24	24-Oct-24	25-Oct-24	WCNC	Y	Y	Y
4	6546090120241026	Followup	Not Reported	14-Aug-24	14-Aug-24	25-Oct-24	25-Oct-24	26-Oct-24	WCNC	Y	Y	Y
5	6546090120241027	Followup	Not Reported	19-Sep-24	19-Sep-24	26-Oct-24	26-Oct-24	26-Oct-24	WCNC	Y	Y	Y
6	6546090120241028	Followup	Not Reported	25-Jul-24	25-Jul-24	26-Oct-24	26-Oct-24	26-Oct-24	WCNC	Y	Y	Y
7	6546090120241029	Followup	Not Reported	27-Aug-24	27-Aug-24	26-Oct-24	26-Oct-24	26-Oct-24	WCNC	Y	Y	Y
8	6955230320241024	Followup	Not Reported	19-Mar-24	25-Mar-24	24-Oct-24	24-Oct-24	24-Oct-24	WCNC	Y	Y	Y
9	6955230320241025	Followup	Not Reported	14-Mar-24	27-Mar-24	25-Oct-24	25-Oct-24	25-Oct-24	WCNC	Y	Y	Y
10	4656608020241011	Followup	Not Reported	24-May-24	24-May-24	11-Oct-24	11-Oct-24	11-Oct-24	WCNC	Y	Y	Y
11	4656608020241014	Followup	Not Reported	30-Aug-24	30-Aug-24	14-Oct-24	14-Oct-24	14-Oct-24	WCNC	Y	Y	Y
12	4656608020241015	Followup	Not Reported	17-Sep-24	17-Sep-24	17-Oct-24	17-Oct-24	18-Oct-24	WCNC	Y	Y	Y
13	4656608020241016	Followup	Not Reported	26-Aug-24	26-Aug-24	17-Oct-24	17-Oct-24	18-Oct-24	WCNC	Y	Y	Y
14	4656608020241017	Followup	Not Reported	29-Aug-24	29-Aug-24	17-Oct-24	17-Oct-24	18-Oct-24	WCNC	Y	Y	Y
15	4656608020241018	Followup	Not Reported	20-Mar-24	20-Mar-24	18-Oct-24	18-Oct-24	18-Oct-24	WCNC	Y	Y	Y
16	4656608020241019	Followup	Not Reported	26-Aug-24	26-Aug-24	18-Oct-24	18-Oct-24	18-Oct-24	WCNC	Y	Y	Y
17	4656608020241019	Followup	Not Reported	21-Nov-22	21-Nov-22	18-Oct-24	18-Oct-24	19-Oct-24	WCNC	Y	Y	Y
18	4656608020241021	Initial	Not Reported	21-Oct-24	21-Oct-24			21-Oct-24	WCNC	Y	Y	Y
19	4656608020241021	Initial	Not Reported	21-Oct-24	21-Oct-24			21-Oct-24	WCNC	Y	N	N
20	4656608020241021	Followup	Not Reported	30-Nov-22	30-Nov-22	21-Oct-24	21-Oct-24	21-Oct-24	WCNC	Y	Y	Y
21	4656608020241021	Followup	Not Reported	20-Mar-24	20-Mar-24	21-Oct-24	21-Oct-24	21-Oct-24	WCNC	Y	Y	Y
22	4656608020241021	Followup	Not Reported	11-Nov-22	11-Nov-22	21-Oct-24	21-Oct-24	21-Oct-24	WCNC	Y	Y	Y
23	4656608020241021	Followup	Not Reported	28-Nov-22	28-Nov-22	21-Oct-24	21-Oct-24	21-Oct-24	WCNC	Y	Y	Y
24	4656608020241021	Followup	Not Reported	21-May-24	21-May-24	21-Oct-24	21-Oct-24	21-Oct-24	WCNC	Y	Y	Y

2024.10 2024.09 2024.08 *2024.07 *2024.06 *2024.05 *2024.04 *2024.03 *2024.02 *2024.01 *2024.00

Program Tracker Example



CPESN North Carolina WellCare Program Tracking ☆ 📁 ☁

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A1 | 📄 Reporting as of 10.28.2024

	A	B	C	D	E	F	G
1	Reporting as of 10.28.2024						
2	PHARMACY NAME	NPI	status	Vendor	CPESN Internal Pat	date_payer_	date_payer_
57							
58							
59	COUNT of Eligible for Payment		Eligible for Payment				
60	PHARMACY NAME	NPI	N	Y	Grand Total		
61	[-] A1 Pharmacy and Surgical Supply	1265460901		5	5		
62	[-] Carolina Apothecary, Inc	1669552303		2	2		
63	[-] Gurleys Pharmacy	1346566080	1	19	20	Non-payable, duplicate	
64	[-] McDowell's Pharmacy	1538222153		3	3		
65	[-] Moose Pharmacy Concord	1043317027		2	2		
66	[-] Moose Pharmacy Mt. Pleasant	1932219888		3	3		
67	[-] Moose Pharmacy of Mount Holly	1437648334		5	5		
68	[-] Realo Discount Drugs	1154483220	1	3	4		
69	Realo Discount Drugs	1790111961	1		1		
70	Realo Discount Drugs	1912926023		1	1		
71	[-] TrueCare Pharmacy	1588048714		7	7		
72	Grand Total		3	50	53		
73							
74							



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2024-2025 Future Directions

Program Enrollment

- Navigate to the [CPEsn Program Enrollment Gateway](#)
- Select **Program 98: Centene Diabetes Program - North Carolina**
- Watch for a follow-up email to the address entered into Program Enrollment Gateway

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

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

Looking Forward to 2025–2026

A few thoughts:

- WCNC wants to assess the program ROI. A1cs are needed to assess ROI.
- Pharmacy engagement, A1c collection, and maintaining or improving A1c will be critical to renew the contract again in 2025-2026.
- CPESN NC is negotiating contract improvements, including:
 - Payment for performing an A1c point-of-care test
 - Bonuses for closing care gaps – examples: A1c at goal, statin use in diabetes
 - Expanded budget to allow more pharmacies to participate

What do you think? Feedback on the above?

Questions?!

