

WellCare NC Implementation Guide: Month 1

WellCare NC has engaged CPESN North Carolina to help deliver clinical services to our members with an emphasis on improving medication adherence in the following conditions: **Diabetes**

Goals: Diabetes PDC target=80%

Step 1: Review training materials -

- Join the GroupMe : https://groupme.com/join_group/90304344/5dD1Gg2e
- Implementation guide and introductory/training meeting (11/10) recording
- Monthly WellCare Meetings (TBD)

Step 2: Determine the patients who are part of the program using the list that was emailed to you with password.

- Use the initial patient [talking script](#) to encourage patients to join the program and schedule an appointment at the pharmacy or online or over the phone.

Step 3: MONTH 1

A. Focus on Med Sync

- Review the patient medication profile in your Pharmacy Management System (PMS), assess adherence, and prepare materials for the initial appointment.
 1. Review the patient's profile in your PMS and fill in medications/indication
 2. Create an active medication list (goal is med sync)
 3. Note the medications that are of interest in the Program (Diabetes, Asthma, Depression)
 4. Assess adherence for these medications.
 1. Consider noting the # of days past due beside meds so you can discuss with the patient know during the patient interview
 2. Or generate an [adherence report card](#)

B. Perform Initial Assessments and Create a Problem list

- Give patient the assessment forms to fill out, via email, paper, in store or at home. (This is designed to be given to be given to the patient to fill out)
 - [Initial Assessment Form \(use the pages that are relevant\)](#)
- Based on the Initial Assessment create a problem list and plan to work on these in the following months

C. Required Services:

- 1) Medication Synchronization
- 2) The following must be documented: **A1c value**
- 3) Be sure to include the **payor code WCNC** in each eCare Plan

STEP 4: Document the completed assessment as an eCare Plan

Use the [Patient Encounter Documentation Form](#) to assist with the eCare Plan documentation. To learn how to document an eCare Plan [click here](#). Provided below are a list of mandatory SNOMED codes. Additional interventions that can be documented: Click here [General SNOMED code guide](#)

Encounter Reason Required SNOMED codes	Intervention Required SNOMED codes
Assessment of compliance with medication regimen (410122002)	Synchronization of repeat medication (415693003)
Diabetes medication review (394725008)	Diabetic Education (6143009)