WellCare of North Carolina
Implementation Guide: Month 2- December 2022

WellCare of 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%

Month 1 Review
Step 1: Review training materials
Step 2: Determine the target patients and schedule a visit/time to meet with them
Step 3: Meet with the patient assess for adherence primarily, administer Initial Assessment and create your problem list to work over the next few months.
Step 4: Document in an eCare Plan use **payor code WCNC**

Month 2 -12
A. Focus on Care Gaps

Step 1: Plan to spend a few minutes with the patient in December when they come in to pick up their medications addressing 1 issue on the problem list created in month 1 e.g. Immunization assessment and delivering their flu shot/COVID booster or other vaccine

Step 2: Complete Follow up Assessment

Step 3: Services Administered

A. Required Services:

1) Medication Synchronization or Adherence Monitoring
2) The following must be documented,
    a. **A1c value (baseline and 6 months)**
    b. **Payor code WCNC**
3) **Address gaps in care**
    a. Diabetes gaps click here for checklist slides here recording here
    b. Assess immunization status and provide vaccinations Download the App

B. Other Related Services:

1. **Diabetes**-
    - How to use blood glucose monitoring device including CGM -click here for overview of devices
    - Collect information and educate on lifestyle interventions provide handouts click here
    - Diabetes Co-Conditions Screening Checklist click here
    - Microvascular Screening Checklist click here

2. **SDoH**- Social Determinants of Health and care coordination:-
    - SDoH screening tools either CMS click here or PREPARE click here
    - SDoH resource guide template click here
    - To find your local community resources click here and enter your zip code or access NCCARE360

STEP 4: **Document the completed assessment as an eCare Plan** use **Payor code WCNC**

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)
Administration of a substance to produce immunity 127785005	Administration of a substance to produce immunity 127785005