

Community Care of North Carolina

Program Summary

Community Care of North Carolina (CCNC) is that state's functional equivalent of the OHP managed care program. CCNC includes a statewide "network of networks" (13 in all) which are community based and assume responsibility for managing Medicaid patient care. As in Oregon, CCNC focuses on improving quality, utilization monitoring, and cost effectiveness.

Community Care Networks are *non-profit organizations comprised of safety net providers*, and receive \$2.50 pmpm for patient care management, including:

- Identifying costly patients and costly services
- Developing and implanting plans to manage utilization and cost
- Create systems to improve care

Networks use evidence-based guidelines and performance standards set by network clinical directors. Once high cost patients are identified through claims analysis and high risk patients are identified through diagnosis-based predictive modeling, Networks use targeted case management to reduce costs and increase effectiveness of care.

Accountability is addressed through chart audits, practice profiles, care management reports on high cost/high risk patients, and progress towards goals and benchmarks developed by each Network and submitted to the state.

Current initiatives (in addition to high cost/high risk patients) address asthma, diabetes, emergency department services, and pharmacy. Performance measures for asthma include percentage of patients with documentation of staging, on inhaled corticosteroids, and with an AAP. Performance measures for diabetes include patients with documentation of blood pressure monitoring, referral for eye exam, foot exam, lipid profile, flu and pneumococcal vaccines.