

NC Community Pharmacy Enhanced Services Network

Integrating pharmacy services, medical services, and behavioral health

In 2014, Community Care of North Carolina (CCNC) created the **Community Pharmacy Enhanced Services Network** (CPESN), an open network of 264 North Carolina pharmacies¹ committed to broadening the availability of medication management resources to our state's highest-needs population. The goal of the CPESN is to improve quality of care and patient outcomes related to medication use, enhance patients' overall health trajectory and reduce the total cost of care.

Community pharmacists are ideal partners for this effort, as North Carolina Medicaid claims data indicate that the portion of the population most in need of medication management visits a local pharmacy more than 35 times annually.

Key to the CPESN approach is active integration of pharmacist activity with the larger care team, including the primary care physicians, specialty providers such as behavioral health professionals, and the extended care team of the Patient Centered Medical Home. Each local Community Care network identifies a lead pharmacist and care manager for the CPESN, along with other clinicians ready to provide additional support as needed.

In September 2014, CCNC was awarded a grant from the Centers for Medicare and Medicaid Innovations (CMMI) under the second round of Health Care Innovations Awards aimed at transforming financial and clinical models of care for specific providers. CMMI funds will help support the innovative service model of the CPESN.

How can CPESN help Behavioral Healthcare providers?

- The CPESN is a collaborative care partnership that better supports the pharmaceutical needs of your Medicaid patients at no additional cost to them.
- CPESN pharmacies have access to detailed medication data through a system called PHARMACeHOME.
- Pharmacists help educate and engage your patients, leading to improved patient compliance with treatment plans. CPESN pharmacists can help patients understand the benefits and potential side effects of medications and over-the-counter products and how to take each safely.
- CPESN pharmacies help strengthen your ongoing professional relationship with the patient by treating all patients with respect and offering a safe, convenient and confidential setting to discuss medications and related issues.

CPESN core services include medication fill synchronization, adherence monitoring, adherence coaching, compliance packaging, home delivery, comprehensive medication review, care plan development and reinforcement and clear communication back to the provider. Many CPESN pharmacies offer broader services as well, including the additional services listed on the following page.

¹ Membership as of 12/1/2015.

Other CPESN Pharmacy Services

24-hour Emergency Service/On Call –
Dispensing and non-dispensing

Adherence Packaging

Collection of Vital Signs, Standardized
Assessments (PHQ, etc.)

Comprehensive Medication Review

Home Delivery

Med Synchronization Program

Smoking Cessation Program DME Billing –
Medicare and Medicaid –

Home Visits

Care Plan Development/Reinforcement

Presumptive Eligible (Medicaid) Medication
Dispensing – willingness to dispense
medication based on “good faith” belief that
the patient is eligible for Medicaid

Point of Care Testing

Immunizations – Non-Medicaid

In Depth Counseling/Coaching

Long-Acting Injections

Multi-Lingual Staff

Naloxone dispensing

Nutritional Counseling

Personal Medication Record

Pre-filling Syringes for Oral Administration

Specialty Pharmacy Dispensing –

Long-term Care Chart Reviews

Disease state management programs

Compounding, Sterile and Non-Sterile
Compounding, Sterile

How do I find the CPESN pharmacies in my area of North Carolina?

A list of CPESN pharmacies by county, along with the enhanced services that are offered, is available from your CCNC Network Pharmacist. A web-based, searchable tool is in development and will make it easier for both providers and patients to more easily locate CPESN pharmacies. Patients may be referred to a CPESN pharmacy simply by informing a local network pharmacy of their interest.

For more information about this program and what participation can mean for you and your patients, contact Jerry McKee Pharm.D., M.S., BCPP via phone: 919-516-8118 or email jmckee@n3cn.org.

