Who We Are

Community Care of North Carolina (CCNC) is a not-for-profit organization composed of community health networks that are led and operated by community physicians, hospitals, health departments, and departments of social services (DSS).

Community Care of Wake & Johnston Counties (CCWJC) is the 4th largest out of the 14 CCNC networks across the state that focuses on population management for medically high-cost, high-risk Medicaid patients.

Disease-specific initiatives promote adherence to best practice guidelines and education for chronic diseases such as diabetes, congestive heart failure, and hypertension.

Pharmacy initiatives promote cost-effective prescribing of medicines, patient adherence to medicine, and patient safety.

The medical home model helps to improve access to and promote primary care and seeks to limit non-emergent use of Emergency Departments.

Care Management Services provide direct care coordination and education for high-risk, high-cost patients and additional support for primary care practices.

FAQs

What are the benefits for residents with a medical home?
The Medicaid recipient would be linked to a primary care provider as their medical home which would enable them to access the highest benefits Medicaid has to offer. Some of these benefits include care management services, medication reconciliation, medical advice 24/7, and coordinated medical service.

How do you change a medical home provider for a resident?
If a medical home is not listed or is incorrect, complete an enrollment form and fax to the fax number indicated on the form. [https://www.communitycarenc.org/media/related-downloads/ach-enrollment-form.pdf](https://www.communitycarenc.org/media/related-downloads/ach-enrollment-form.pdf)

What is the scope of our care management services?
Care managers promote a strong connection with the primary care medical home and coordinate services across different aspects of the local health care system, e.g. behavioral health and specialists. They connect patients to community resources providing various types of assistance. Care managers can help patients overcome barriers to care by providing education to promote better self management of health and tools such as pillboxes, healthcare notebooks and other items to assist in disease management.

How do I refer a resident for care management services?
Visit the CCWJC website – [www.ccwj.com](http://www.ccwj.com). Print, complete, and submit the appropriate form for your residents needs.

Direct link to referral form: [www.ccwj.com/referral.asp](http://www.ccwj.com/referral.asp)

According to the 2011 Milliman Report, CCNC has saved NC nearly $1 billion from fiscal year 2007-2010 by having 1.1 million of its members enrolled into medical homes.

For more information about enrolling your patients contact: Jaimica M. Wilkins, MBA
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