



53 South French Broad Avenue, Asheville, NC 28801

**P** 828-259-3879

**F** 828-259-3879

**W** [www.ccwnc.org](http://www.ccwnc.org)

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Contact: Annie Carpenter  
(828)348-2830  
[acarpenter@ccwnc.org](mailto:acarpenter@ccwnc.org)

## **LOCAL COMMUNITY CARE NETWORK RECEIVES QUALITY ACCREDITATION**

*Community Care of WNC meets high national standards for case management processes*

**Asheville, NC (November 23, 2015)** – North Carolina Community Care Networks (NCCCN), the nonprofit organization that serves 1.4 million North Carolina Medicaid recipients, has received a three-year accreditation in intensive case management provided to Medicaid patients from the National Committee for Quality Assurance (NCQA). This accreditation includes the local network, Community Care of WNC (CCWNC), and recognizes its “strong performance” of Case Management functions, as well as its dedication to care coordination, patient-centeredness and continuous quality improvement.



CCWNC serves 72,000 Medicaid patients in Buncombe, Henderson, Madison, McDowell, Mitchell, Polk, Transylvania, and Yancey Counties. Additionally, CCWNC supports health care providers and partners with care management, pharmacy, and quality improvement services for Medicaid recipients and other patient populations.

“This is a great accomplishment,” said CCWNC Executive Director, **Jennifer Wehe-Davis**. “I am extremely proud of the work our team has put towards this effort to maintain a standard of excellence in caring for our most vulnerable community members.”

**Dr. Harald Kowa**, CCWNC Board Chair states, “This is a well-deserved formal acknowledgement of the heartfelt efforts that the CCWNC team gives to the individuals who trust us to care for their healthcare needs. We are blessed to have such a dedicated team and witness the improvements in care for our patients every day.”

NCQA’s accreditation is the culmination of a voluntary, nearly three-year review process for NCCCN. NCQA’s high standards (see the ten benchmarks on the following page) encourage Case Management organizations to continuously enhance the quality of services they deliver. NCQA Case Management Accreditation is the only program that focuses on care transition, the management of patients moving between providers or treatment settings.

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### **Ten Standards of NCQA Case Management Accreditation**

1. Program Description: Uses up-to-date evidence-based information to develop its case management program, and regularly updates the program with relevant findings and information.
2. Patient Identification and Assessment: Systematically identifies patients who qualify for its programs.
3. Care Planning: Coordinates services for patients through the development of individualized care plans.
4. Care Monitoring: Has systems in place to support case management activities and monitors individualized care plans.
5. Care Transitions: Has a process to manage care transitions, identify problems that could cause care transitions and prevent unplanned transitions, when possible.
6. Measurement and Quality Improvement: At least annually, measures patient satisfaction, program effectiveness and participation rates.
7. Staffing, Training and Verification: Defines staffing needs, provides staff with ongoing training and oversight and verifies health care staff credentials.
8. Rights and Responsibilities: Communicates its commitment to the rights of patients and its expectations of patients' responsibilities.
9. Privacy, Security and Confidentiality Procedures: Has procedures to protect the privacy of patients' health information.
10. Delegation: Provides written documentation of each delegated arrangement.

### **About North Carolina Community Care Networks**

NCCCN is a community-based, public-private partnership that takes a population management approach to improving health care and containing costs for North Carolina's most vulnerable populations. NCCCN creates "medical homes" in all 100 counties for Medicaid beneficiaries, individuals that are eligible for both Medicare and Medicaid, privately-insured employees and uninsured people. To learn how NCCCN saves North Carolina millions of dollars every year, visit [www.CCNCcares.com](http://www.CCNCcares.com). For more information, visit our website, [www.communitycarenc.org](http://www.communitycarenc.org).

### **About the National Committee for Quality Assurance (NCQA)**

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers.