



**NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

## **NC Medicaid Managed Care**

**Community Partners: NC Medicaid's Transition to  
Managed Care "Preparing for Launch"**

**June 3, 2021**

# **Welcome & Webinar Goals**

**Debra Farrington**

**Chief of Staff, NC Medicaid**

# Provider Resources

- NC Medicaid Enrollment Broker website [ncmedicaidplans.gov](https://ncmedicaidplans.gov)
- NC Medicaid Transformation [medicaid.ncdhhs.gov/transformation](https://medicaid.ncdhhs.gov/transformation)
  - Includes County and Provider Playbooks
  - Fact Sheets including:
    - Panel management
    - Managed care claims and prior authorizations
    - Day one provider quick reference guide
- NC Medicaid Help Center [medicaid.ncdhhs.gov/helpcenter](https://medicaid.ncdhhs.gov/helpcenter)
- Practice Support [ncahec.net/medicaid-managed-care](https://ncahec.net/medicaid-managed-care)
  - Back Porch Chat Webinar Series
    - Hosted by Dr. Dowler on the first and third Thursday of the month
  - Virtual Office Hours for Providers
- Regular Medicaid Bulletins  
[medicaid.ncdhhs.gov/providers/medicaid-bulletin](https://medicaid.ncdhhs.gov/providers/medicaid-bulletin)





## **North Carolina's Vision Remains the Same**

**“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”**

**Individuals get the care they need, and providers get paid.**

**Additional day 1 priorities include:**

- **A member's prescription will be filled by the pharmacist**
- **Members know their chosen or assigned health plan**
- **Members have timely access to information and are directed to the right resource**
- **Health plans have sufficient networks to ensure member choice**
- **A provider enrolled in Medicaid prior to the launch of NC Medicaid Managed Care will still be enrolled**
- **Calls made to call centers are answered promptly**

# Three Regions Selected for Healthy Opportunities Pilots

Healthy Opportunities is the nation's first comprehensive program to test evidence-based, non-medical interventions designed to reduce costs and improve the health of Medicaid beneficiaries.

- The program will test and evaluate the impact of providing interventions related to housing, food, transportation and interpersonal safety to high-needs Medicaid enrollees.
- The following organizations were selected and will reach three regions:
  - **Access East Inc.:** Beaufort, Bertie, Chowan, Edgecombe, Halifax, Hertford, Martin, Northampton, Pitt
  - **Community Care of the Lower Cape Fear:** Bladen, Brunswick, Columbus, New Hanover, Onslow, Pender
  - **Dogwood Health Trust:** Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey

[ncdhhs.gov/about/departments-initiatives/healthy-opportunities](https://ncdhhs.gov/about/departments-initiatives/healthy-opportunities)



# Auto-enrollment Complete

- **Open Enrollment for Medicaid Managed Care concluded 5.21.21**
- **Beneficiaries who had not selected a PHP by May 21 were automatically enrolled in one. Auto-enrollment was based on:**
  - Where the beneficiary lives
  - Whether the beneficiary is a member of a special population
  - Historical provider-beneficiary relationship and preference
  - Health Plan assignments of other family members
  - Previous Health Plan enrollment within the past 12 months
  - Equitable Health Plan distribution
- **As of May 22, all Medicaid beneficiaries currently eligible to transition to managed care had selected or been assigned a health plan**
  - 97% of beneficiaries were enrolled in a plan that includes their current primary care provider (PCP) in-network

# NC Medicaid Managed Care Enrollment Summary (As of 5/22/2021)

## Total Members by Health Plan by Enrollment Method

All Regions	Active Selection	Auto-Enrollment	Total		Existing PCP in-network
Plan	Total Members	Total Members**	Members	% of Members	% of Members
AmeriHealth Caritas	12,120	264,048	276,168	19%	97%
HealthyBlue	104,870	251,578	356,448	25%	98%
Carolina Complete Health*	23,943	166,816	190,759	13%	98%
United Healthcare	37,824	283,815	321,639	22%	97%
WellCare	33,854	268,525	302,379	21%	97%
Tribal Option	76	3,630	3,706	0.3%	100%***
<b>Total</b>	<b>212,687</b>	<b>1,238,412</b>	<b>1,451,099</b>	<b>100%</b>	<b>97%</b>

\*Carolina Complete Health is only available to members in Regions 3, 4 and 5.

\*\*Totals include members temporarily living out of state that were auto-enrolled into plans.

\*\*\*Members who have an existing PCP that is not in the Tribal Option network will remain in NC Medicaid Direct

**Note:** Total Members do not include the approximately 166,000 Medicaid beneficiaries who are due for Medicaid recertification between May 22 and July 1, 2021. After completing recertification, these members will be auto-enrolled into a health plan and will have a 90-day choice period to change plans like all other beneficiaries in Medicaid Managed Care.

# Auto-enrollment – What Happens Next

- **Following auto-enrollment beneficiaries will be sent:**
  - Confirmation of health plan enrollment
  - Welcome packet and ID cards
- **Beneficiaries who did not select a PCP will be assigned one by the health plan**
- **Beneficiaries have 90 days in which they can change health plans for any reason.**
  - Note: the 90-day period begins the effective date of enrollment
- **To change health plans, contact the enrollment broker at 833-870-5500**

# Key Milestones

- **June 1, 2021** – Health plan brokers begin scheduling Non-Emergency Medical Transportation (NEMT) appointments for July 1, 2021, and beyond
- **June 12, 2021** – Deadline for PHPs to send welcome packets and ID cards to all beneficiaries entering NC Medicaid Managed Care effective July 1, 2021
- **July 1, 2021** – NC Medicaid Managed Care launch
- **August 30, 2021** – Last date health plans will pay claims and authorize services for Medicaid-enrolled, out-of-network providers equal to that of in-network providers (or until end of episode of care, whichever is less)
- **September 29, 2021** – Last date health plans must honor existing and active prior authorizations on file with NC Medicaid or NC Health Choice (or until the end of the authorization period, whichever occurs first)
- **September 30, 2021** – End of beneficiary choice period

# NEMT Services

Members may request transportation **now** for appointments on or after **July 1, 2021**

- Members enrolled in with PHP should call their health plan or the health plan's NEMT broker directly to request transportation
- Members should make transportation requests up to two days in advance of their appointment
- DSS offices will provide NEMT services for beneficiaries in NC Medicaid Direct and EBCI Tribal Option
- DSS offices will **not** be responsible for NEMT for health plan members
- NEMT brokers will continue to contract with both private and public NEMT providers statewide

[medicaid.ncdhhs.gov/counties/county-playbook-medicaid-managed-care/nemt](https://medicaid.ncdhhs.gov/counties/county-playbook-medicaid-managed-care/nemt)

# NEMT Contact Numbers

## Who to call to request transportation for appointments on or after July 1

- **AmeriHealth Caritas**

Member Services 855-375-8811

- **Carolina Complete**

ModivCare 855-397-3601

- **Healthy Blue**

ModivCare 855-397-3602

- **United Healthcare**

ModivCare 855-397-3604

- **WellCare**

One Call 877-598-7602

- **NC Medicaid Direct & EBCI Tribal Option**

Contact your local DSS [ncdhhs.gov/divisions/social-services/local-dss-directory](https://ncdhhs.gov/divisions/social-services/local-dss-directory)

# Health Plan Call Center Update

The following Health Plan Call Centers went live June 1

- Pharmacy
- Nursing Line (available 24/7 for questions about non-emergency medical issues)
- Behavioral Health Crisis Line (available 24/7 for Behavioral Health issues)

## Member Services Numbers

- AmeriHealth Caritas North Carolina 855-375-8811
- Carolina Complete Health 855-375-8811
- EBCI Tribal Option 800-260-9992.
- Healthy Blue 844-594-5070
- United Healthcare Community Plan of NC 800-349-1855
- WellCare 866-799-5318

# Transition of Care

Designed to maintain continuity of care for beneficiaries and minimize the burden on providers during transition.

- **Prior Authorizations**

- **Standard Plans are required to honor open authorizations for 90 days or until the authorization expires, whichever occurs first \***
  - **If a member transitions between health plans after July 1, 2021, a prior authorization authorized by their original health plan will be honored for the life of the authorization by their new health plan**
- **New authorization requests submitted after July 1, 2021, must be directed to the beneficiary's Standard Plan (or LME/MCO if beneficiary remaining in Medicaid Direct)**
- **For the first 60 days after launch (Aug. 30, 2021), the health plan will pay claims and authorize services for Medicaid enrolled out-of-network providers equal to that of in-network providers until end of episode of care or for 60 days, whichever is less**

More information available in the Provider Playbook's Fact Sheets Section  
[medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/fact-sheets](https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/fact-sheets)

# Transition of Care

## Newborns

Health plans will treat all out-of-network providers the same as in-network providers for purposes of prior authorization and will pay out-of-network providers the NC Medicaid Direct fee-for-service rate for services rendered through the earlier of:

- 90 days from the newborn's birth date or
- The date the health plan is engaged\* and has transitioned the child to an in-network primary care provider (PCP) or other provider.

\* In the above, “engaged” means that the PHP has assigned the newborn to an in-network PCP and the newborn has visited that in-network PCP. Once the newborn visits their in-network PCP, this provision would end, even if that visit occurs prior to 90 days from the newborn's birth date.

For more information: [files.nc.gov/ncdma/NCMT-Provider-FactSheet-Eligibility-for-Newborns-20210521-v5.pdf](https://files.nc.gov/ncdma/NCMT-Provider-FactSheet-Eligibility-for-Newborns-20210521-v5.pdf)



# NC Medicaid Enrollment Broker Call Center



Enrollment specialists are available at the Enrollment Broker Call Center for support. The call is toll-free.

**833-870-5500 (TTY 833-870-5588)**

**We are here to:**

- Provide health plan choice counseling
- Support search for preferred PCP
- Discuss health plan services
- Enroll beneficiaries in selected health plan
- Assist with some demographic changes
- Disenroll members as needed
- Process Enrollment Broker complaints and grievances
- Facilitate appeals process
- Provide support for the website and mobile app
- Support deaf and non-English speaking beneficiaries



**Monday – Saturday  
7 a.m. – 5 p.m.**

**833-870-5500  
(TTY 833-870-5588)**

# Enrollment Broker Call Center Update

- **Went live on March 1 and as of June 1**
  - **137,000 calls handled**
  - **>239,000 website visits**
  - **>42,000 chat sessions**
  - **>132,000 *mobile* app visits**
  - **>100 outreach events held**



# Multi-channel Enrollment

- Empathetic, personal help for those who need it
- Consumer focused self-service and mobile options
- Beneficiaries have multiple ways to enroll and access support
  - Chat
  - Web
  - Mobile
  - Phone
  - Mail
  - Interactive Voice Response system (IVR)



# Navigating the Home Page: ncmedicaidplans.gov

The screenshot shows the homepage of the NC Medicaid Managed Care website. At the top right, there are links for 'CHANGE TEXT SIZE', 'ENGLISH', and 'ESPAÑOL'. Below these are navigation links: 'Contacts and links', 'Get answers', 'Words to know', 'Member resources', and 'Online account'. The main header features the NCDHHS logo and the text 'NCDHHS NC Medicaid Division of Health Benefits'. A large banner image shows a diverse family of five people smiling outdoors. Overlaid on this image are three main navigation buttons: 'Learn', 'Find', and 'Enroll', each with a dropdown arrow and a brief description of the service. Below the banner are four content boxes: 'Meetings and events', 'Get the free mobile app', 'Find and view providers and health plans', and 'Questions?'. A chat widget is visible in the bottom right corner.

**CHANGE TEXT SIZE** | **ENGLISH** | **ESPAÑOL**

**Contacts and links** | **Get answers** | **Words to know** | **Member resources** | **Online account**

**NCDHHS**  
NC Medicaid  
Division of Health Benefits

**Learn** ▾  
*Learn about NC Medicaid Managed Care*

**Find** ▾  
*Find and view primary care providers (PCPs) and health plans*

**Enroll**  
*Choose a health plan and primary care provider (PCP)*

**Meetings and events**

Learn more about NC Medicaid Managed Care. Join us at a community meeting or event.

**Find meetings and events near you** >

**Get the free mobile app**

To get the app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).

Use the app to find and view primary care providers (PCPs) and health plans for you and your family. Learn more about the free mobile app at [Get answers](#).

**Find and view providers and health plans**

This website has new tools to help you find and view primary care providers (PCPs) and health plans.

**Medicaid and NC Health Choice Provider and Health Plan Lookup Tool**  
You can use the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool to find a PCP. Our new provider search will help you find the best PCP for you and your family.

To search for a provider, go to [Find a provider](#).

**Health Plan Choice Guide**

**Questions?**

We can help. Call us to get answers to your questions about NC Medicaid Managed Care. The call is toll free.

Phone: **1-833-870-5500** (TTY: 1-833-870-5588)  
Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

Or use the chat tool to chat with us online.

For answers to common questions, go to [Get answers](#).

**NC Medicaid Managed Care**  **Chat with us...** 

NC Medicaid Managed Care will start **July 1, 2021**. For now, keep getting

# The Home Page - Spanish

**CAMBIAR EL TAMAÑO DEL TEXTO**   **ENGLISH** → **ESPAÑOL**

Contactos y enlaces   Obtenga respuestas   Palabras útiles   Recursos para los miembros   Envíe formularios por internet   Cuenta en internet

**NCDHHS**  
NC Medicaid  
Division of Health Benefits

**Entérese** **Busque** **Inscríbese**

*Entérese sobre NC Medicaid Managed Care*   *Busque y vea los proveedores personales (PCP) y los planes de salud*   *Elija un plan de salud y proveedor personal*

**Reuniones y eventos**

Entérese más sobre NC Medicaid Managed Care. Acompáñenos en una reunión comunitaria o evento.

**Encuentre reuniones o eventos cerca de usted** >

**Obtenga la aplicación gratuita para teléfono móvil (celular)**

Para obtener la aplicación, busque **NC Medicaid Managed Care** en [Google Play](#) o en [App Store](#).

Use la aplicación para buscar y ver proveedores personales (PCP) y planes de salud para usted y su familia. Entérese más sobre la aplicación gratuita para teléfono móvil (celular) en [Obtenga respuestas](#).

**Busque y vea los proveedores personales y los planes de salud**

Este sitio web tiene nuevas herramientas para ayudarle a buscar proveedores personales (PCP) y planes de salud.

**Herramienta "Búsqueda de proveedores y planes de salud de Medicaid y NC Health Choice"**

Puede usar la herramienta "Búsqueda de proveedores y planes de salud de Medicaid y NC Health Choice" para buscar un PCP. Nuestra nueva búsqueda de proveedores le ayudará a encontrar el mejor PCP para usted y su familia.

Para buscar un proveedor, vaya a [Busque un proveedor](#).

**Guía de selección de planes de salud**

Puede usar la Guía de selección de planes de salud para ver planes. Esta le ayudará a elegir el mejor plan de salud para cubrir sus necesidades de cuidados de salud.

Para ver los planes de salud, vaya a [Vea planes de salud](#).

**¿Alguna pregunta?**

Podemos ayudar. Llámenos si tiene preguntas sobre NC Medicaid Managed Care; la llamada es gratuita.

Teléfono: **1-833-870-5500**  
(Número de TTY: 1-833-870-5588)  
Horario de operación: de lunes a domingo de 7 a.m. a 8 p.m.

También puede usar la herramienta de charla (chat) para comunicarse con nosotros por internet.

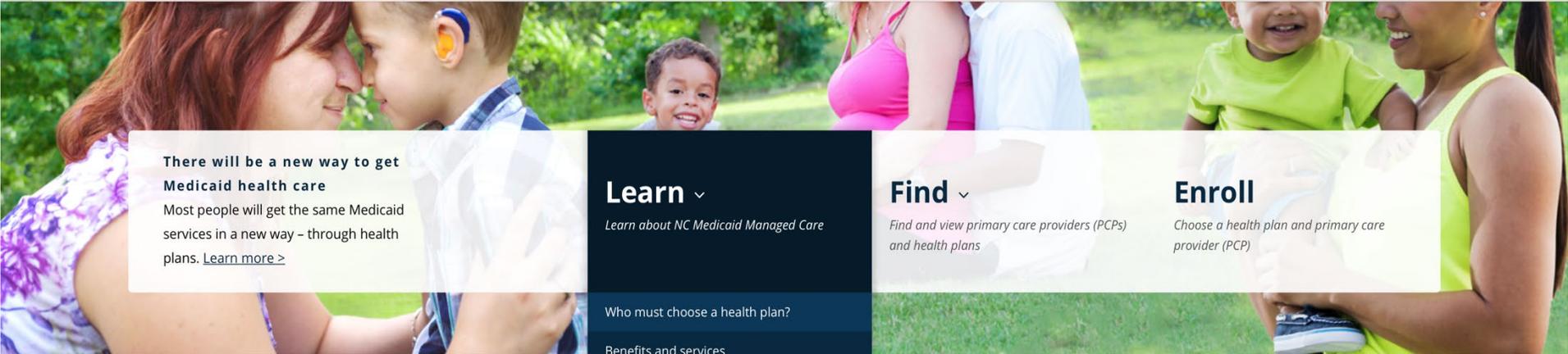
Para obtener respuestas a preguntas comunes, vaya a [Obtenga respuestas](#).

**Reinicio de NC Medicaid Managed Care**

NC Medicaid Managed Care comenzará el **1° de julio de 2021**. Por el momento, continúe obteniendo los servicios de Medicaid y NC Health Choice de la misma manera que los obtiene ahora. Para obtener más información, vaya a [ncdhhs.gov](#).

Chat with us...

# Resources to Understand Medicaid Transformation



**There will be a new way to get Medicaid health care**  
Most people will get the same Medicaid services in a new way – through health plans. [Learn more >](#)

**Learn** ▾  
*Learn about NC Medicaid Managed Care*

**Find** ▾  
*Find and view primary care providers (PCPs) and health plans*

**Enroll**  
*Choose a health plan and primary care provider (PCP)*

Who must choose a health plan?  
Benefits and services  
Get answers

**Meetings and events**

Learn more about NC Medicaid Managed Care. Join us at a community meeting or event.

**Find meetings and events near you >**

**Get the free mobile app**

To get the app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).



Use the app to find and view primary care providers (PCPs) and health plans for you and your family. Learn more about the free mobile app at [Get answers](#).

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**Health Plan Choice Guide**  
You can use the Health Plan Choice Guide to view health plans. It will help you choose

**Questions?**

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Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

Or use the chat tool to chat with us online.

For answers to common questions, go to [Get answers](#).

**NC Medicaid Managed Care restart**

NC Medicaid  
**July 1, 2021**  
Medicaid ar...  
the way you do now. To learn more, go to

Chat with us...

# Outreach Events Home Page

**CHANG TEXT SIZE** | **ENGLISH** | **ESPAÑOL**

**Contacts and links** | **Get answers** | **Words to know** | **Member resources** | **Submit forms online** | **Online account**

**NCDHHS**  
NC Medicaid  
Division of Health Benefits

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**GET IT ON Google Play** | **Download on the App Store**

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Hours of operation: 7  
Monday through Sa

**We are closed right now. Please tr...**

Or use the chat tool to

# Partner Engagement & Community Outreach

## Partner Engagement Events



**Types of Events**  
**Community education**  
Virtual Presentation  
Virtual Meet and Greet  
**Community events**  
Virtual Informational meeting



**Types of Materials**  
**Marketing materials**  
Flyers, Fact Sheets, etc.

## Community Outreach Events



**Types of Events**  
**Community education**  
Virtual Presentation  
**Community events**  
Virtual Informational meeting  
Virtual Enrollment event



**Types of Materials**  
**Marketing materials**  
Flyers, Fact Sheets, etc.

To request a presentation for a community event please email

[NCEB\\_Outreach\\_Management\\_Team@maximus.com](mailto:NCEB_Outreach_Management_Team@maximus.com)

# NC Medicaid Ombudsman

- The NC Medicaid Ombudsman Program is a resource for beneficiaries when they are not able to resolve issues with their health plan or PCP
- Has the ability to connect with members “personally”
- The program has trained staff available to assist beneficiaries with:
  - Information and education on Managed Care
  - Referrals
  - Issue resolution

Website [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org)

Phone 877-201-3750

Monday – Friday, 8 a.m. to 5 p.m.



# Communications & Engagement

NC Medicaid will continue to engage beneficiaries through:

- Partnering with counties, health plans and community-based organizations to share information
- Website updates and social media [medicaid.ncdhhs.gov/transformation](https://medicaid.ncdhhs.gov/transformation)
- Monthly Community Partners Webinar Series



# Partnering to Help Inform Beneficiaries

## Sharing key messages

- **NC Medicaid services will be administered and reimbursed by health plans.**
- **Medicaid services will not change, but health plans may offer enhanced services to plan members.**
- **Medicaid eligibility rules and processes will not change because of NC Medicaid Managed Care.**
- **Confirmation notices and health plan welcome packets with ID cards will be mailed to beneficiaries through June 12.**
- **Beneficiaries have until Sept. 30, 2021, to change health plans for any reason.**

# Connecting with Resources

- **NC Medicaid Managed Care website [ncmedicaidplans.gov](https://ncmedicaidplans.gov)**  
**NC Medicaid Enrollment Broker Call Center 833-870-5500**
- **NC Medicaid Transformation information**  
**(includes County and Provider Playbooks and Fact Sheets)**  
**[medicaid.ncdhhs.gov/transformation](https://medicaid.ncdhhs.gov/transformation)**
- **Requests for presentations or to provide feedback**  
**[Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)**

A recording of the webinar and the slide deck  
will be available on this webpage:  
[medicaid.ncdhhs.gov/transformation/more-information](https://medicaid.ncdhhs.gov/transformation/more-information)

**NC Medicaid Transformation Website**  
[ncdhhs.gov/medicaid-transformation](https://ncdhhs.gov/medicaid-transformation)