Auto Enrollment Scenarios

December 30, 2020

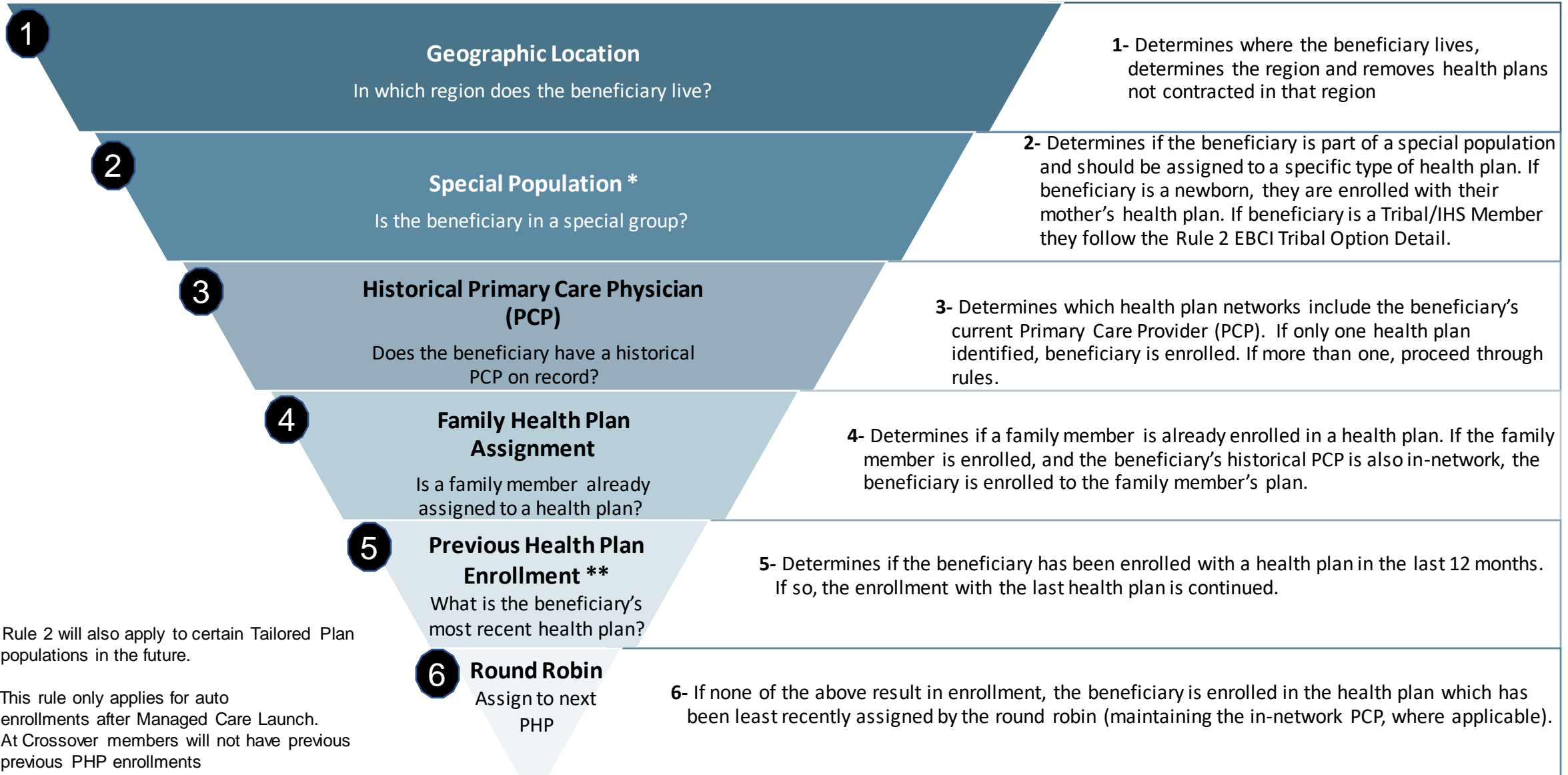# Contents

Member Enrollment Diagram

Selection
Beneficiary contacts the Enrollment Broker (calls, web, smart phone application) and finds their Primary Care Provider (PCP) who contracted with Pre-paid Health Plan (PHP) or is in the Tribal Option (TO).

Transmit + Record
State transmits beneficiary records to PHPs or TO for those who chose and for those who are auto-enrolled. Records include historical PCP and new PCP selections.

Member Selected a PCP?

Yes

No

Communicate
Health plan sends Welcome Packets and Medicaid ID cards to beneficiaries.

NO Selection
Beneficiary does NOT make an active selection of a health plan and/or Primary Care Provider (PCP) through the Enrollment Broker.

Auto-Enrollment
State uses six-step enrollment algorithm to assign Managed Care eligible beneficiaries to a PHP or TO.

PCP/AMH Assignment
Health plans will run the algorithm to assign a beneficiary to a PCP when beneficiaries:
- Did not select a PCP at eligibility application or through Enrollment Broker at the time of health plan selection.
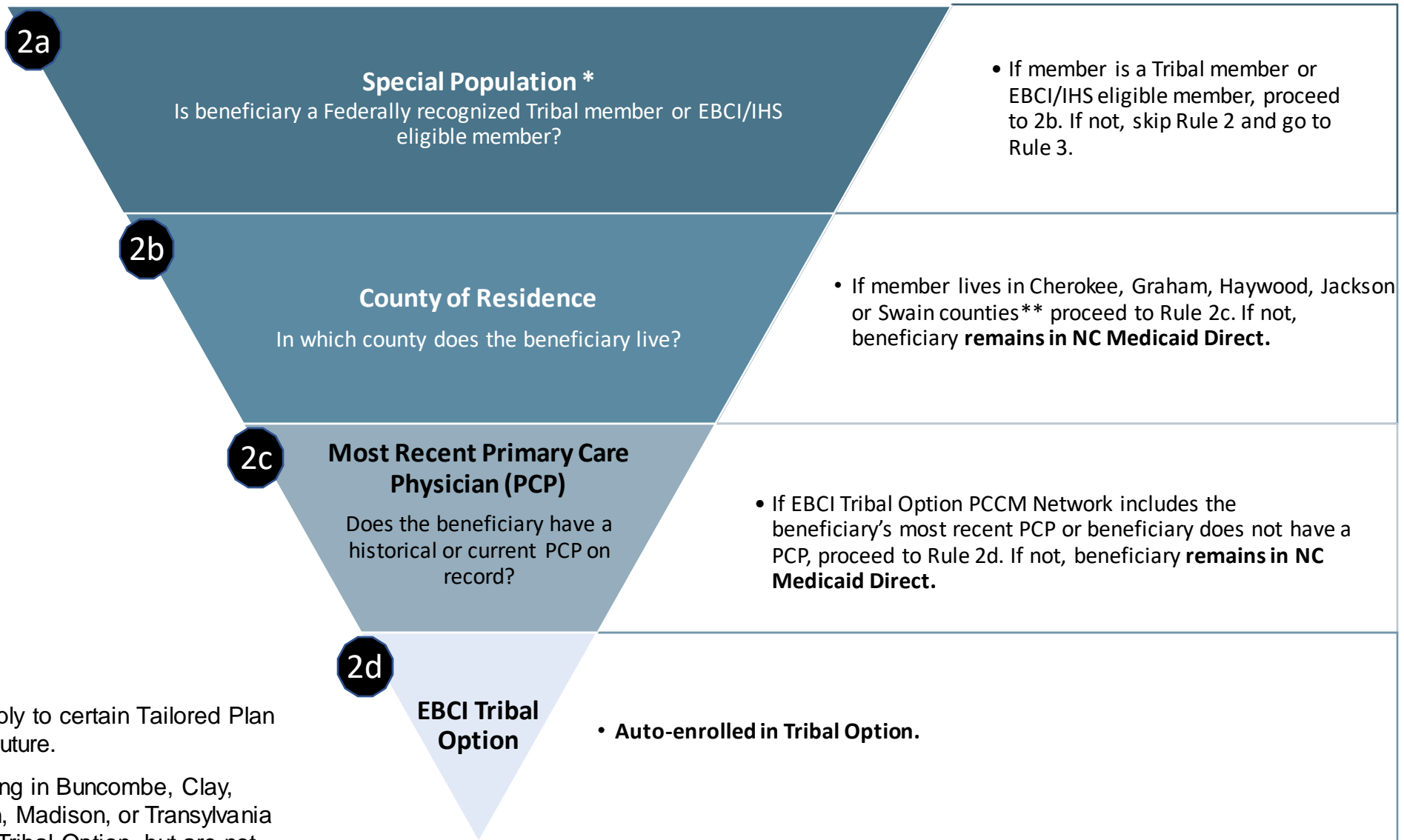
Health Plan Auto-Enrollment: Algorithm

If a member does not choose a PHP or the EBCI Tribal Option , they are auto-enrolled according to the funnel below.

1 **Geographic Location**

In which region does the beneficiary live?

1- Determines where the beneficiary lives, determines the region and removes health plans not contracted in that region

2 **Special Population ***

Is the beneficiary in a special group?

2- Determines if the beneficiary is part of a special population and should be assigned to a specific type of health plan. If beneficiary is a newborn, they are enrolled with their mother's health plan. If beneficiary is a Tribal/IHS Member they follow the Rule 2 EBCI Tribal Option Detail.

3 **Historical Primary Care Physician (PCP)**

Does the beneficiary have a historical PCP on record?

3- Determines which health plan networks include the beneficiary's current Primary Care Provider (PCP). If only one health plan identified, beneficiary is enrolled. If more than one, proceed through rules.

4 **Family Health Plan Assignment**

Is a family member already assigned to a health plan?

4- Determines if a family member is already enrolled in a health plan. If the family member is enrolled, and the beneficiary's historical PCP is also in-network, the beneficiary is enrolled to the family member's plan.

5 **Previous Health Plan Enrollment ****

What is the beneficiary's most recent health plan?

5- Determines if the beneficiary has been enrolled with a health plan in the last 12 months. If so, the enrollment with the last health plan is continued.

6 **Round Robin**

Assign to next PHP

6- If none of the above result in enrollment, the beneficiary is enrolled in the health plan which has been least recently assigned by the round robin (maintaining the in-network PCP, where applicable).

* Rule 2 will also apply to certain Tailored Plan populations in the future.

** This rule only applies for auto enrollments after Managed Care Launch. At Crossover members will not have previous previous PHP enrollments

2a

Special Population *
Is beneficiary a Federally recognized Tribal member or EBCI/IHS eligible member?

- If member is a Tribal member or EBCI/IHS eligible member, proceed to 2b. If not, skip Rule 2 and go to Rule 3.

2b

County of Residence
In which county does the beneficiary live?

- If member lives in Cherokee, Graham, Haywood, Jackson or Swain counties** proceed to Rule 2c. If not, beneficiary **remains in NC Medicaid Direct.**

2c

Most Recent Primary Care Physician (PCP)

Does the beneficiary have a historical or current PCP on record?

- If EBCI Tribal Option PCCM Network includes the beneficiary's most recent PCP or beneficiary does not have a PCP, proceed to Rule 2d. If not, beneficiary **remains in NC Medicaid Direct.**

2d

EBCI Tribal Option

- **Auto-enrolled in Tribal Option.**

* Rule 2 will also apply to certain Tailored Plan populations in the future.

** Tribal members living in Buncombe, Clay, Henderson, Macon, Madison, or Transylvania have the option of Tribal Option, but are not auto-enrolled to it.

Auto-Enrollment Example Scenarios 1-2:
Individual Auto-Enrolled

Scenario 1: Individual Beneficiary Auto-Enrolled with existing PCP

Barbara Smith is a current Medicaid beneficiary who is part of the mandatory Standard Plan population. She lives in Region 4 and Oak Heath Practice has been her PCP for five years. Oak Health Practice contracted with health plans A and B. While Barbara received communications encouraging plan selection with NC Enrollment Broker, she did not select a health plan before Open Enrollment closed. NC Medicaid enrolls her to a PHP using the auto-enrollment process. Rules in *italics* apply.

① Geography

Barbara lives in Region 4. All health plans are available in Region 4.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

② Special Population

Barbara is not a part of a Special Population (like newborn). All health plans remain available for Barbara.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

③ *Primary Care Physician*

Barbara's PCP, Oak Health Practice, is in-network with health plans A and B. Other health plans are removed for Barbara.

PHP A ✓
PHP B ✓
PHP C
PHP D
PHP E

④ Family Assignment

Barbara is an individual and does not have associated family. Barbara's health plans Options remain A & B.

PHP A ✓
PHP B ✓
PHP C
PHP D
PHP E

⑤ Previous Enrollment

Barbara does not have previous enrollment in a health plan. Barbara's health plan Options remain A & B.

PHP A ✓
PHP B ✓
PHP C
PHP D
PHP E

⑥ *Round Robin*

The auto-enrollment process knows the last plan used for enrollment between A and B, was A. The next available plan is B. Barbara is enrolled with health plan B.

PHP A
PHP B ✓
PHP C
PHP D
PHP E

☺ Barbara's Enrolled!

Barbara is enrolled in health plan B. Her enrollment and PCP information is transmitted to health plan B. Barbara will be assigned to her PCP, Oak Health Practice, by health plan B. Barbara will receive her Welcome Packet and new Medicaid ID Card.

PHP
B
Oak Health Practice
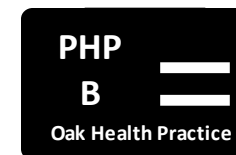
Scenario 2: Individual Beneficiary Auto-Enrolled without existing PCP

Rita Turner is a current Medicaid beneficiary who is part of the mandatory Standard Plan population. She lives in Region 4 and has had Salus Heath Practice as a PCP for 10 years. Salus Health Practice has not contracted with any health plans. While Rita received communications encouraging plan selection using the NC Enrollment Broker, she did not select a health plan Open Enrollment ended. NC Medicaid enrolls Barbara to a PHP using the auto-enrollment process. Rules in *italics* apply.

❶ *Geography*

Rita lives in Region 6. All health plans except PHP C are available in Region 6.

PHP A ✓
PHP B ✓
~~PHP C~~
PHP D ✓
PHP E ✓

❷ Special Population

Rita is not a part of a Special Population (like newborn). All health plans except PHP C remain available for Rita.

PHP A ✓
PHP B ✓
~~PHP C~~
PHP D ✓
PHP E ✓

❸ *Primary Care Physician*

Rita's PCP, Salus Health Practice, is not in-network with any health plans. No additional health plans are removed for Rita.

PHP A ✓
PHP B ✓
~~PHP C~~
PHP D ✓
PHP E ✓

❹ Family Assignment

Rita is an individual and does not have associated family. Rita's health plans Options remain A, B, D and E.

PHP A ✓
PHP B ✓
~~PHP C~~
PHP D ✓
PHP E ✓

❺ Previous Enrollment

Rita does not have previous enrollment in a health plan. Rita's health plans Options remain A, B, D and E.

PHP A ✓
PHP B ✓
~~PHP C~~
PHP D ✓
PHP E ✓

❻ *Round Robin*

The auto-enrollment process knows among plans A, B, D and E; Plan E was least recently assigned through auto-enrollment and is the next available plan. Rita is enrolled with health plan E.

~~PHP A~~
~~PHP B~~
~~PHP C~~
~~PHP D~~
PHP E ✓

☻ Barbara's Enrolled!

Rita is enrolled in health plan E. Her enrollment information is transmitted to health plan E. Rita will be assigned to a new PCP in-network for health plan E. Rita will receive her Welcome Packet and new Medicaid ID Card.

PHP
E
Oak Health Practice

Auto-Enrollment Example Scenarios 3-4: Mother, Son Auto-Enrolled

Scenario 3A: Mother, Son Auto-Enrolled – Simon Baker

Michelle Baker and her child, Simon (10), are mandatory Standard Plan Medicaid beneficiaries living in Region 3. At eligibility application, Michelle selected Mountain Heath Practice as her Primary Care Provider (PCP) and Children's Pediatrics for Simon. Mountain Health Practice has contracted with all health plans, while Children's Pediatrics has contracted with only health plans A and C. While Michelle received communications encouraging plan selection using the NC Enrollment Broker, she did not make health plan selections for her family prior to the end of Open Enrollment. NC Medicaid will enroll Michelle and Simon to a health plan using the auto-enrollment process. When determining enrollment, NC Medicaid processes by age, starting with the youngest person. Rules in *italics* apply.

❶ Geography

Simon lives in Region 3. All health plans are available in Region 3.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

❷ Special Population

Simon is not part of a Special Population (like newborn). All health plans remain available.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

❸ *Primary Care Physician*

Simon's PCP, Children's Pediatrics, is in-network with health plans A and C.

PHP A ✓
~~PHP B~~
PHP C ✓
~~PHP D~~
~~PHP E~~

❹ Family Assignment

Simon is the youngest in his family, Michelle has not been enrolled with a PHP. Simon's options remain PHP A and PHP C.

PHP A ✓
~~PHP B~~
PHP C ✓
~~PHP D~~
~~PHP E~~

❺ Previous Enrollment

Simon does not have previous enrollment in a health plan. Simon's health plan options remain A and C.

PHP A ✓
~~PHP B~~
PHP C ✓
~~PHP D~~
~~PHP E~~

❻ *Round Robin*

The auto-enrollment process knows the last plan used for enrollment between A and C, was C. The next available plan is A. Simon is enrolled to health plan A.

PHP A ✓
~~PHP B~~
~~PHP C~~
~~PHP D~~
~~PHP E~~

☻ Simon's Enrolled!

Simon is enrolled to health plan A. Simon's enrollment and PCP information is transmitted to health plan A. Simon will be assigned to his PCP, Children's Pediatrics, by health plan A. Michelle will receive a Welcome Packet and new Medicaid ID Card for Simon.

PHP

A

Children's Pediatrics

Scenario 3B: Mother, Son Auto-Enrolled – Michelle Baker

Michelle Baker and her child, Simon 10, are mandatory Standard Plan Medicaid beneficiaries living in Region 3. At eligibility application, Michelle selected Mountain Heath Practice as her Primary Care Provider (PCP) and Children's Pediatrics for Simon. Mountain Health Practice has contracted with all health plans, while Children's Pediatrics has only Contracted with only health plans A and C. While Michelle received communications encouraging plan selection using the NC Enrollment Broker, she did not make health plan selections for her family prior to the end of Open Enrollment. The Department will enroll Michelle and Simon to a health plan using the auto-enrollment process. When determining enrollment, the Department processes by age, starting with the youngest person. Since Simon was enrolled, Michelle will be enrolled next. Rules in *italics* apply.

❶ Geography

Michelle lives in Region 3. All health plans are available in Region 3.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

❷ Special Population

Michelle is not part of a Special Population (like newborn). All health plans remain available.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

❸ Primary Care Physician

Michelle's PCP, Mountain Health Practice, is in-network with all health plans.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

❹ *Family Assignment*

Michelle's son, Simon, has been enrolled in health plan A. Michelle also will be enrolled to health plan A since Mountain Health Practice is in-network and Simon is already enrolled.

PHP A ✓
PHP B
PHP C
PHP D
PHP E

❺ Previous Enrollment

Michelle was enrolled to health plan A based on Family Assignment. Previous enrollment does not apply.

PHP A ✓
PHP B
PHP C
PHP D
PHP E

### ❻ Round Robin

Michelle was enrolled with health plan A based on Family Assignment. Round robin does not apply.

PHP A ✓
PHP B
PHP C
PHP D
PHP E

☻ Michelle's Enrolled!

Michelle is enrolled to health plan A. Michelle's enrollment and PCP information is transmitted to health plan A. Michelle will be assigned to her PCP, Mountain Pediatrics, by health plan A. Michelle will receive a Welcome Packet and new Medicaid ID Card.

PHP

A

Children's Pediatrics
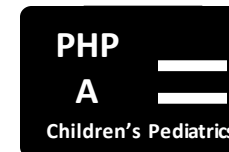
Scenario 4A: Family Auto-Enrolled – Alex Cortez

Freda Cortez and her child, Alex (3), are new mandatory Standard Plan Medicaid beneficiaries living in Region 5. At eligibility application, Freda selected Women's Heath Practice as her Primary Care Provider (PCP) and Ocean Pediatrics for Alex. Women's Health Practice contracted with all health plans except C, while Ocean Pediatrics only contracted with C. While Freda received communications encouraging plan selection with the NC Enrollment Broker, she did not make health plan selections for Alex before Open Enrollment ended. NC Medicaid will enroll Freda and family to a health plan using the auto-enrollment process. When determining enrollment, NC Medicaid processes by age, starting with the youngest person. Rules in *italics* apply.

❶ Geography

Alex lives in Region 5. All health plan are available in Region 5.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

❷ Special Population

Alex is not part of a Special Population (like Newborn). All health plan remain available.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

❸ *Primary Care Physician*

Alex's PCP, Ocean Pediatrics, is in-network with health plan C. Alex is enrolled with health plan C.

~~PHP A~~
~~PHP B~~
PHP C ✓
~~PHP D~~
~~PHP E~~

❹ Family Assignment

Alex is the youngest in her family, Freda has not been enrolled with a health plan. Alex's option remains PHP C.

~~PHP A~~
~~PHP B~~
PHP C ✓
~~PHP D~~
~~PHP E~~

❺ Previous Enrollment

Alex was enrolled to health plan C. Previous enrollment does not apply.

~~PHP A~~
~~PHP B~~
PHP C ✓
~~PHP D~~
~~PHP E~~

❻ Round Robin

Alex was enrolled with health plan C. Round robin does not apply.

~~PHP A~~
~~PHP B~~
PHP C ✓
~~PHP D~~
~~PHP E~~

☺ Alex's Enrolled!

Alex is enrolled to health plan C. Alex's enrollment and PCP information is transmitted to health plan C. Alex will be assigned to her PCP, Ocean Pediatrics, by health plan C. Freda will receive a Welcome Packet and new Medicaid ID Card for Alex.

PHP
C
Costal Pediatrics
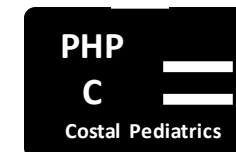
Scenario 4B: Family Auto-Enrolled – Freda Cortez

Freda Cortez and her child, Alex (3), are new mandatory Standard Plan Medicaid beneficiaries living in Region 5. At eligibility application, Freda selected Women's Heath Practice as her Primary Care Provider (PCP) and Ocean Pediatrics for Alex. Women's Health Practice has contracted with all health plans except C, while Ocean Pediatrics has only contracted with C. While Freda received communications encouraging plan selection using the NC Enrollment Broker, she did not make health plan selections for Alex prior to the end of Open Enrollment. The Department will enroll Freda and family to a health plan using the auto-enrollment process. When determining enrollment, the Department processes by age, starting with the youngest person.
Since Alex was already enrolled, Freda will be enrolled next. Rules in *italics* apply.

❶ Geography

Freda lives in Region 5. All health plans are available in Region 5.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

❷ Special Population

Freda is not part of a Special Population (like newborn). All health plans remain available.

PHP A ✓
PHP B ✓
PHP C ✓
PHP D ✓
PHP E ✓

❸ *Primary Care Physician*

Freda's PCP, Women's Health Practice, is in-network with all Health Plans except C. Freda's health plan options remain A, B, D, and E.

PHP A ✓
PHP B ✓
~~PHP C~~
PHP D ✓
PHP E ✓

❹ Family Assignment

Freda's child Alex has been enrolled with health plan C, but Women's Health Practice is not in-network with C.

PHP A ✓
PHP B ✓
~~PHP C~~
PHP D ✓
PHP E ✓

❺ Previous Enrollment

Freda does not have previous enrollment in a health plan. Freda's health plan options remain A, B, D, and E.

PHP A ✓
PHP B ✓
~~PHP C~~
PHP D ✓
PHP E ✓

❻ *Round Robin*

The auto-enrollment process knows the last plan used for enrollment between A, B, D, and E, was B. The next available plan is D. Freda is enrolled with health plan D.

~~PHP A~~
~~PHP B~~
~~PHP C~~
PHP D ✓
~~PHP E~~

☻ Freda's Enrolled!

Freda is enrolled in health plan D. Freda's enrollment and PCP information is transmitted to health plan D. Freda will be assigned to her PCP, Women's Health Practice, by health plan D. Freda will receive a Welcome Packet and new Medicaid ID Card for herself.

PHP D
Women's Heath
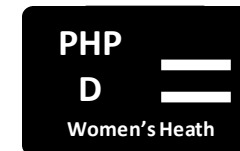
Auto-Enrollment Example Scenarios 5-7:
Tribe/IHS Individual Auto-Enrolled

Scenario 5: Tribe/IHS Individual Beneficiary Auto-Enrolled

Tricia Walker is an EBCI/HIS-eligible member and dually eligible Medicaid beneficiary (Tribal – Excluded population). She lives in Region 1 in Cherokee county and has had Blue Ridge Health Practice as a PCP for five years. Blue Ridge has contracted with health plans A and B and is a part of Cherokee Indian Hospital Association (CIHA). The Department enrolls Tricia to the EBCI Tribal Option using the auto-enrollment process. Rules in *italics* apply.

❶ *Geography*

Tricia lives in Region 1. All health plans except PHP C are available in Region 1.

EBCI Tribal Option	✓
Medicaid Direct	✓
PHP A	✓
PHP B	✓
~~PHP C~~	
PHP D	✓
PHP E	✓

❷ *Special Population*

Tricia is not a federally recognized Tribal member but is ECBI/IHS eligible and a dual eligible. She is excluded from Standard Plans and enters the Rule 2 EBCI Tribal Option Detail. EBCI Tribal Option and NC Medicaid Direct remain available.

EBCI Tribal Option	✓
Medicaid Direct	✓
~~PHP A~~	
~~PHP B~~	
~~PHP C~~	
~~PHP D~~	
~~PHP E~~	

❷ᵇ County of Residence

Tricia lives in Cherokee County, one of five counties where the EBCI Tribal Option network is available. EBCI Tribal Option and NC Medicaid Direct remain available.

|	
EBCI Tribal Option	✓
Medicaid Direct	✓
~~PHP A~~	
~~PHP B~~	
~~PHP C~~	
~~PHP D~~	
~~PHP E~~	

❷ᶜ *Primary Care Physician*

Tricia's PCP, Blue Ridge Health Practice, is part of CIHA and within the EBCI Tribal Option Network. She is enrolled to EBCI Tribal Option.

EBCI Tribal Option	✓
~~Medicaid Direct~~	
~~PHP A~~	
~~PHP B~~	
~~PHP C~~	
~~PHP D~~	
~~PHP E~~	

☺ Tricia's Enrolled!

Tricia is enrolled in EBCI Tribal Option. Her enrollment and PCP information is transmitted to EBCI Tribal Option. Tricia will be assigned to her PCP, Blue Ridge Health Practice, by EBCI Tribal Option. Tricia will receive her Welcome Packet and new Medicaid ID Card.

EBCI Tribal Option	
	▬▬
	▬▬
Blue Ridge Practice	
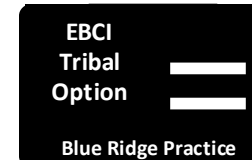
Scenario 6: Tribe/IHS Individual Beneficiary Auto-Enrolled

Perry Singer is a federally recognized Tribal member who is exempt from Standard Plan. She lives in Region 1 and does not have a PCP. While Perry received a letter communicating her options to enroll in EBCI Tribal Option, NC Medicaid Direct or a Prepaid Health Plan, she did not select a health plan prior to the end of Open Enrollment. NC Medicaid enrolls Perry to EBCI Tribal Option using the auto-enrollment process. Rules in *italics* apply.

❶ *Geography*

Perry lives in Region 1. All health plans except PHP C are available in Region 1.

EBCI Tribal Option ✓
Medicaid Direct ✓
PHP A ✓
PHP B ✓
~~PHP C~~
PHP D ✓
PHP E ✓

❷ *Special Population*

Perry is a federally recognized Tribal member and did not select a PHP during Open Enrollment. All PHPs are removed. EBCI Tribal Option and NC Medicaid Direct are options.

EBCI Tribal Option ✓
Medicaid Direct ✓
~~PHP A~~
~~PHP B~~
~~PHP C~~
~~PHP D~~
~~PHP E~~

2b County of Residence

Perry lives in Swain County, which is one of five counties where the EBCI Tribal Option network is available.

EBCI Tribal Option ✓
~~Medicaid Direct~~
~~PHP A~~
~~PHP B~~
~~PHP C~~
~~PHP D~~
~~PHP E~~

### 2c *Primary Care Physician*

Perry does not have a PCP. She is enrolled to EBCI Tribal Option.

EBCI Tribal Option ✓
~~Medicaid Direct~~
~~PHP A~~
~~PHP B~~
~~PHP C~~
~~PHP D~~
~~PHP E~~

☻ Perry's Enrolled!

Perry is enrolled in EBCI Tribal Option, and she is auto-assigned to CIHA as her PCP. Her enrollment and PCP information is transmitted to the EBCI Tribal Option. Perry will receive her Welcome Packet and new Medicaid ID Card.

EBCI
Tribal
Option

Blue Ridge Practice
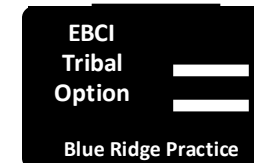
Scenario 7: Tribe/IHS Individual Beneficiary Auto-Enrolled

Emma Redmond is a federally recognized Tribal member who is exempt from Standard Plan. She lives in Region 1 and has Maple Health as her PCP. While Emma received a letter communicating her options to enroll in EBCI Tribal Option, NC Medicaid Direct or a Prepaid Health Plan, she did not select a health plan prior to the end of Open Enrollment. The Department enrolls Emma to EBCI Tribal Option using the auto-enrollment process. Rules in *italics* apply.

1 *Geography*

Emma lives in Region 1. All health plans except PHP C are available in Region 1.

- EBCI Tribal Option ✓
- Medicaid Direct ✓
- PHP A ✓
- PHP B ✓
- ~~PHP C~~
- PHP D ✓
- PHP E ✓

2 *Special Population*

Emma is a federally recognized Tribal member and did not select a PHP during Open Enrollment. All PHPs are removed. EBCI Tribal Option and NC Medicaid Direct are options.

- EBCI Tribal Option ✓
- Medicaid Direct ✓
- ~~PHP A~~
- ~~PHP B~~
- ~~PHP C~~
- ~~PHP D~~
- ~~PHP E~~

2b *County of Residence*

Emma lives in Clay County, which is not one of five counties where the EBCI Tribal Option network auto-enrollment is performed.

- ~~EBCI Tribal Option~~
- Medicaid Direct ✓
- ~~PHP A~~
- ~~PHP B~~
- ~~PHP C~~
- ~~PHP D~~
- ~~PHP E~~

☺ **Emma's Enrolled!**

Emma continues her enrollment in Medicaid Direct and will continue to get services the way she does today. She will receive a confirmation notice that there is no change to her health plan.

EBCI Tribal Option

Blue Ridge Practice