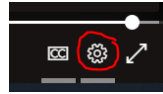


Thank you for joining. The BPC will begin shortly.

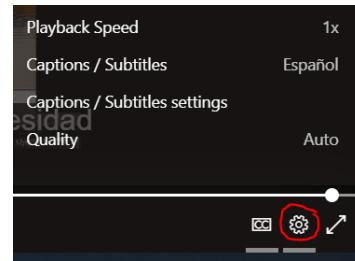
Quick tips on attending a Microsoft Teams Live Event

To view the webinar with captions/subtitles:

- Click the settings (gear icon)



- Click captions/subtitles



- Use the Q&A feature at the top right of the screen to ask questions and provide comments, we will try to answer as many questions as possible in the Q&A session at the end of the webinar.
- Technical Assistance Medicaid.NCEngagement@dhhs.nc.gov
- If you experience issues, try refreshing your browser or rejoining the event.



A copy of today's slide deck and recording will be available on our website at medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/provider-playbook-training-courses



NC Medicaid Back Porch Chat

November Back Porch Chat

Dr. Janelle White
Chief Medical Officer, NC Medicaid

November 20, 2025



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits



Children and Families Specialty Plan Updates

Chameka Jackson

Associate Director, Children and Families Specialty Plan

Children and Families Specialty Plan Overview

Children and Families Specialty Plan (CFSP)

CFSP is a new NC Medicaid Managed Care health plan. It is a single, statewide health plan that will be managed by Blue Cross and Blue Shield of North Carolina under the name Healthy Blue Care Together.

NC Medicaid beneficiaries in foster care, receiving adoption assistance and enrolled in the former foster care eligibility are eligible for the Children and Families Specialty Plan.

CFSP will launch Dec. 1, 2025. Until then, potential beneficiaries will continue to get health care services the same way they do today – through NC Medicaid Direct.

The plan will cover a full range of physical health, behavioral health, pharmacy, NEMT, care management, long term services and supports (LTSS), Intellectual/Developmental Disability (I/DD) services and unmet health-related resource needs.

Unique components of CFSP

- Single statewide contract to lessen disruptions in continuity of care and maintain treatment plans when a members' geographic location changes.
- Significant coordination between NC Medicaid, NC Department of Social Services, local Departments of Social Services (DSS) and the Eastern Band of Cherokee Indians Family Safety Program will be required to successfully administer the program.
- A person-centered and family-focused approach to care delivery to strengthen and preserve families, prevent entry and reentry into foster care and support reunification and other permanency plan options.
- Benefits include all NC Medicaid State Plan benefits covered by Standard Plans and most Tailored Plans benefits including 1915(i) services.
- Care Management model connecting local DSS with CFSP, Medicaid and significant care coordination requirements (including co-location).

Eligibility

NC Medicaid beneficiaries in foster care, receiving adoption assistance and enrolled in the former foster care eligibility will be eligible for the Children and Families Specialty Plan.

This includes:

- Children and youth currently in foster care
- Children and youth currently receiving adoption assistance
- Young adults under age 26 formerly in foster care at age 18
 - Former foster care children in North Carolina that turned age 18 on or before December 31, 2022
 - Former foster care children in any state who turned age 18 on or after January 1, 2023
- Minor children of these populations
- Children and youth currently in the EBCI Family Safety Program, or meet the criteria above, will not be auto-enrolled in the Children and Families Specialty Plan but will have the option to enroll

Key Highlights

What is Changing...

- NC Medicaid Managed Care health plan enrollment (Medicaid Direct --> Healthy Blue Care Together claims changing)
- Single, statewide plan coordinating health care
- Care manager auto-assigned to each member
- CFSP will be added to monthly PCP Enrollee report starting Dec. 8, 2025

What is Staying the Same...

- Local Departments of Social Services involvement (Medicaid and Child Welfare)
- Legal guardian, County Child Welfare Worker or other designee will still take minor children and youth to their appointments
- HBCT providers will continue to use Availity to access member and provider information, including care management assignments

Day 1 Priorities for CFSP Launch



Individuals get the care they need



Providers can submit claims for payment to CFSP

Members can access necessary medications

Members are enrolled and have ID cards in hand prior to launch

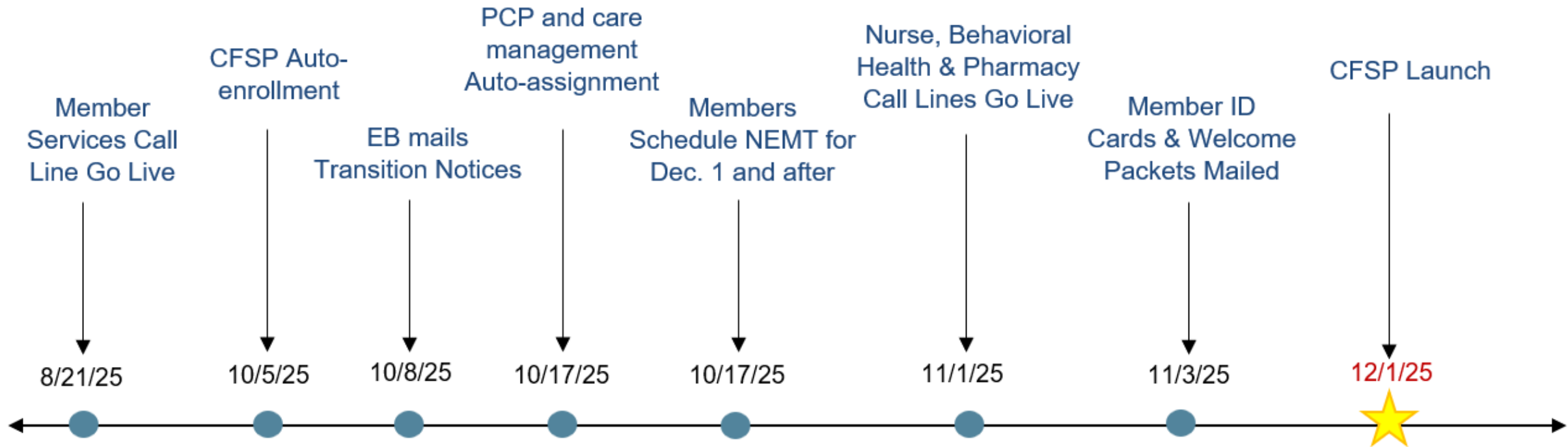
Members have timely access to information and are directed to the right resources

CFSP has adequate provider networks per contract definition

Calls made to call centers are answered promptly

CFSP Member Milestones

Children and Families Specialty Plan Milestones



Transition of Care

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

Policy	Duration	Time Frame
Relax Medical PA Requirements	211 days	Dec. 1, 2025 – June 30, 2026
Relax Pharmacy PA Requirements	211 days	Dec. 1, 2025 – June 30, 2026
Non-Par Providers Paid at Par Rates	211 days	Dec. 1, 2025 – June 30, 2026
Non-Par Providers Follow In-Network PA Rules	122 additional days	July 1 – Oct. 31, 2026
Ability to Switch PCP	211 days	Dec. 1, 2025 – June 30, 2026
Continuity of Care for Ongoing Course of Treatment	7 months	Dec. 1, 2025 – June 30, 2026

Note: The Department may opt to extend any of these flexibilities after the designated timeframe above, based on CFSP operations to ensure the stability of Medicaid operations for CFSP members.

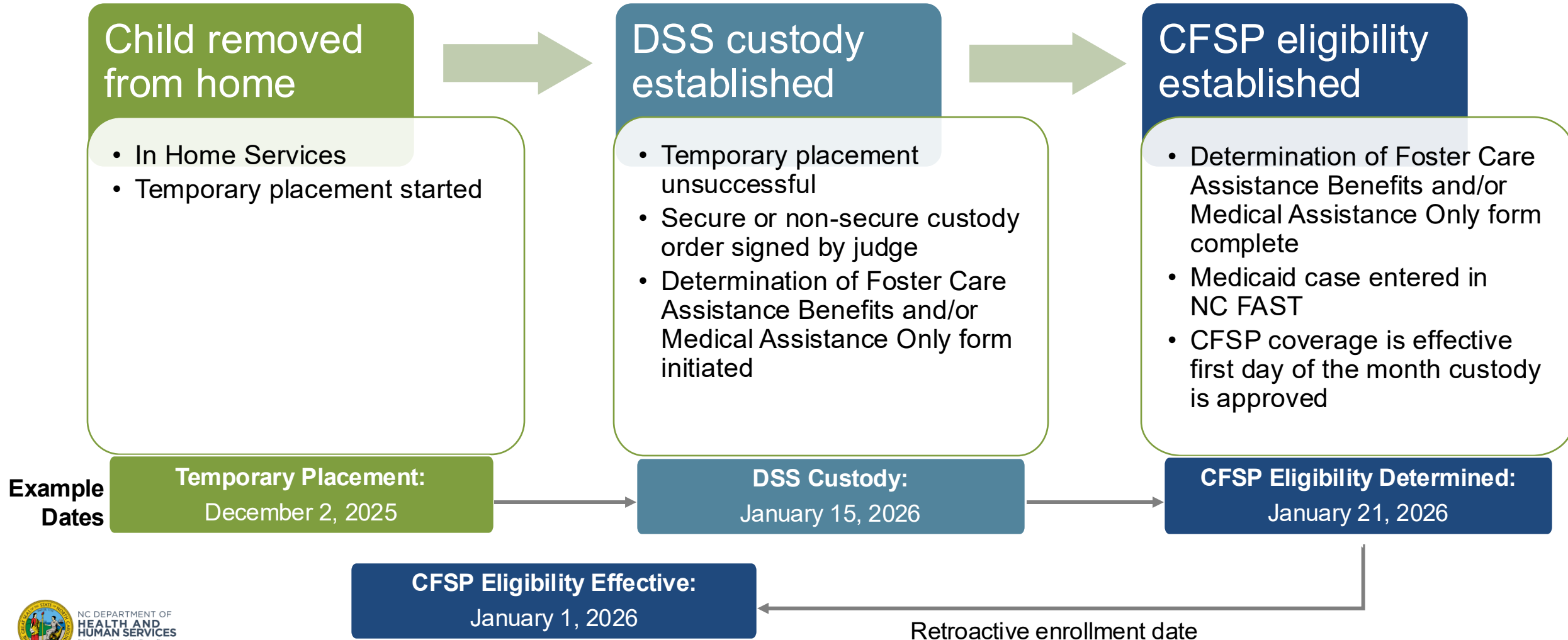
DSS Custody, CFSP Enrollment and Mailings

Sandy Danner

Associate Director, Member Operations

CFSP Enrollment: Child in DSS Custody

Scenario: Child is removed from the home and put in a temporary placement before ultimately coming into DSS custody.



CFSP Mailing Overview

Important mailings about CFSP have sent from Healthy Blue Care Together (HBCT) and the Enrollment Broker, such as an enrollment packet, HBCT welcome packet, and member ID card.

For children or youth in DSS custody, the mail should first be sent to the Authorized Representative, which is the County DSS Director or Director's designee (e.g., Foster Care Supervisor or Social Worker).



Important Note: Mail for individuals in Former Foster Care or Adoption Assistance, is not generally sent to the County DSS, as it does not have custody of the child/youth and is not the authorized representative in these situations. Mail to these members should go to the casehead and/or member.

CFSP Disenrollment: Moving to a Tailored Plan

All plan change requests for the CFSP population will take effect the first of the following month.

All CFSP members can choose to disenroll from the CFSP and enroll in a Standard Plan. Some members can choose to enroll in a Behavioral Health I/DD Tailored Plan. There are **two** pathways to move to a Tailored Plan:

- If a member is eligible for Tailored Plan, the member or the Authorized Representative can move without a Request to Move (RTM) form. **Call the Enrollment Broker to learn about the member's choices.**
- If a member is not Tailored Plan eligible, an RTM form is required. A Service-Associated Request (SAR) will be processed as a Non-SAR.

See [this fact sheet](#) for more information on how to Request to Move to Tailored Plan.

Switching from CFSP to another plan may result in the loss of statewide access to certain specific services, depending on the location of the member and services available.

If a member or their authorized representative wishes to disenroll from the CFSP and enroll in a different plan, they must contact the [Enrollment Broker](#) to receive choice counseling and provide **verbal informed consent**.





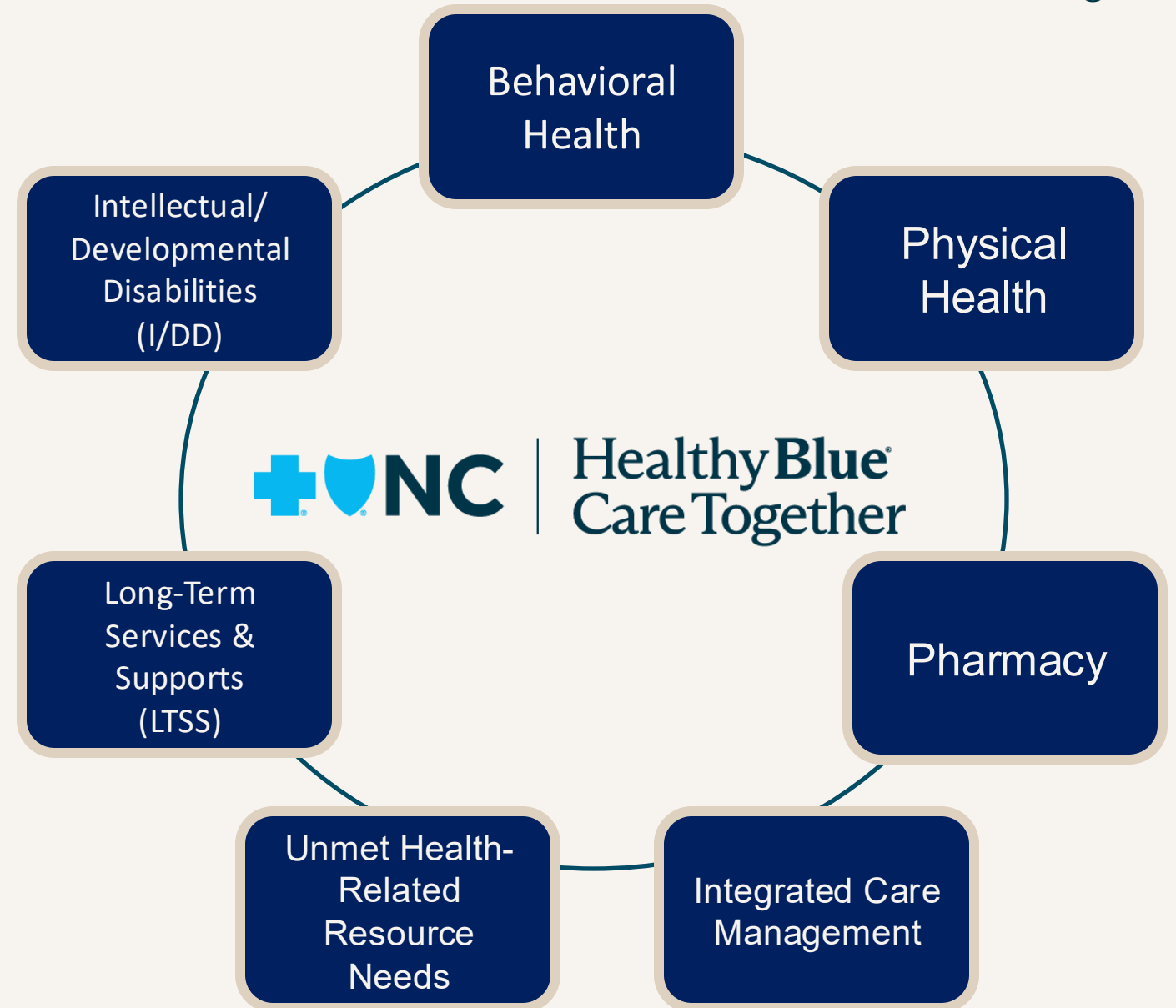
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Back Porch Chat
November 20

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Every member will have access to the same benefits and services, regardless of their location.



Who Will Be Auto-Enrolled on December 1?

Populations Auto-enrolled at CFSP Launch*

Launch date: December 1, 2025

- Children, youth and young adults in foster care
- Children, youth and young adults receiving adoption assistance
- Young adults under age 26 formerly in foster care
- Minor children of populations listed above



**** 12 months post-reunification for continuity.***

**** With the exception of Eastern Band of Cherokee Indian Tribal members and other limited groups, these eligibility groups will be auto enrolled at CFSP launch.***

Exceptions to CFSP-Eligible Population

These population groups will not be enrolled in the CFSP and will remain on Tailored Plans:

- Waiver Enrollees
 - Intellectual and Developmental Disabilities (I/DD) Innovations
 - Traumatic Brain Injury (TBI)
- Individuals in Transition to Community Living (TCL)
- State Funded Residential (SFR)
- Individuals in Intermediate Care Facilities (ICF)

May Choose: Tribal Members and other individuals eligible to receive Indian Health Services, including the Eastern Band of Cherokee Indians (North Carolina's federally recognized tribe).

Core Activities



Care Management Core Components

- Participation in **Child and Family Team (CFT)** meetings
- **Comprehensive screening and coordination** of trauma assessment
- **Risk determination** (and re-evaluation)
- **Regular medication review and reconciliation**
- **Intensive care management** and supports in coordination with others
- Continuity of care management **after permanency**
- **Support when placements are needed**



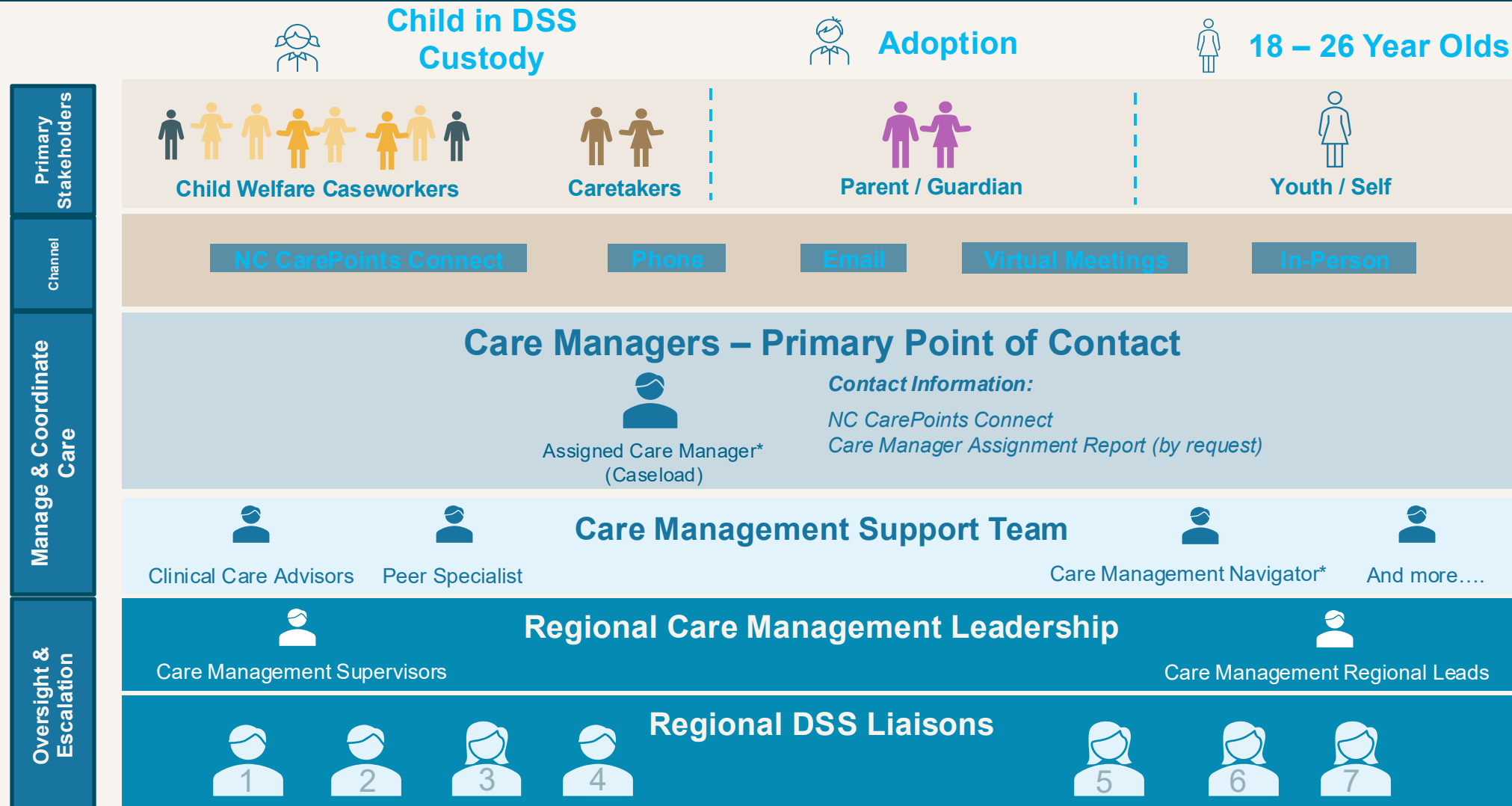
Every child/youth is assigned
a dedicated Care Manager
within 24 hours of enrollment.

Integrated Care Management Team



Healthy Blue Care Together's Integrated Care Management staffing approach **emphasizes a local presence with regional team supports** providing timely expertise for the care management team, members, and DSS.

Care Management Operating Model



*Role may be co-located in DSS offices

Clinical Leadership Team

The Clinical Leadership team provides clinical oversight and support at the member and population level.



Dana Hagele, MD, MPH
Chief Medical Officer



Courtney McMickens, MD,
MPH, MHS
Deputy Chief Medical Officer

Clinical Leadership Team also includes:

- Director of Outcomes Monitoring and Evaluation
- Behavioral Health Director
- I/DD Director
- SUD Director
- Pharmacy Director

Placement Transition Team

This team will include a Statewide Placement Transition Director and regionally-based Placement Transition Specialists, along with an after-hours team.

The Healthy Blue Care Together **Placement Transition Team** will:

- Support discharge planning, placement, and transition.
- Form Internal Rapid Response Team to actively coordinate with hospital staff and DSS to identify clinically appropriate placement options for members at risk of boarding or currently boarding.
- Serve as a link between hospital staff and the State Rapid Response Team.



How We Will Support State Rapid Response Team

Rapid Response Team: a cross-divisional team that meets daily to address systemic barriers faced by children in DSS custody who need appropriate, medically necessary care.

- HBCT participation in daily Rapid Response Team meetings through November 30 will be for awareness purposes.
- Starting on December 1, HBCT will provide updates and help coordinate needed care.
 - Will ensure HBCT Care Managers have the latest, up-to-date member information from providers to help close information gap.**
- HBCT will also have designated team members to:
 - Actively engage in Rapid Response Team meetings and resolve barriers to treatment.
 - Proactively identify and address situations involving members ***before*** they escalate.

Continuity of Care Requirements

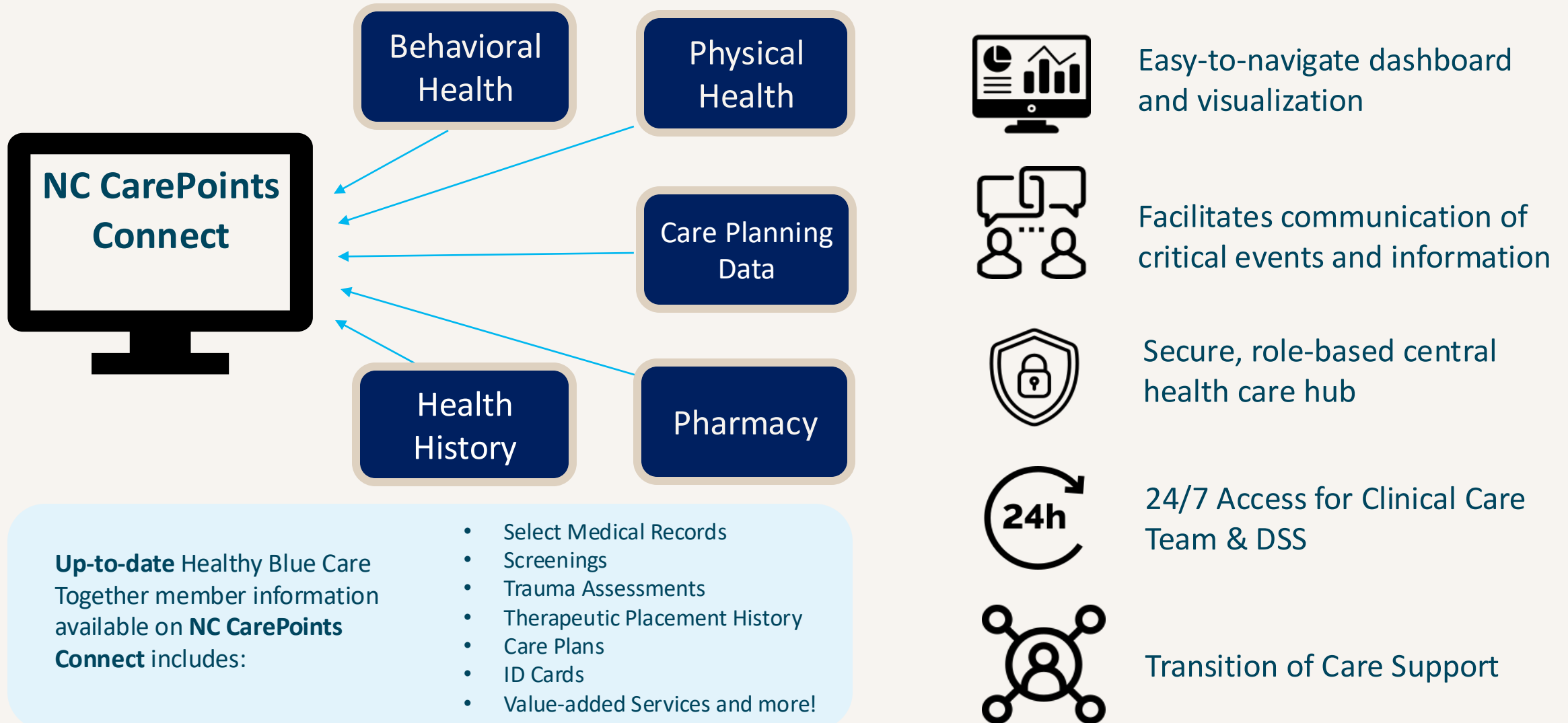
Medical Prior Authorizations (PAs)

- HBCT will honor existing medical PAs for both physical and behavioral health services **until June 30, 2026, or until the PA expires**, whichever comes first.
- From December 1, 2025, to June 30, 2026, HBCT **will not deny services if they meet medical necessity**, even if a provider submits a PA after the service date or requests a retroactive PA.
- This flexibility **does not apply to ongoing reviews for inpatient hospital stays**.
- These rules apply to both in-network and out-of-network providers.

Pharmacy Prior Authorizations (PAs)

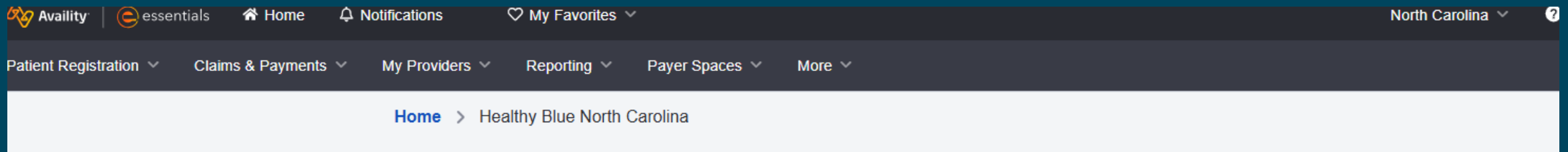
- HBCT will honor existing pharmacy PAs (from NC Medicaid Direct and other health plans) for the life of the PA until June 30, 2026.
- HBCT will consider previous PA and current drug therapy as necessary, when making coverage determinations.
- This flexibility applies to both in-network and out-of-network providers.

NC CarePoints Connect

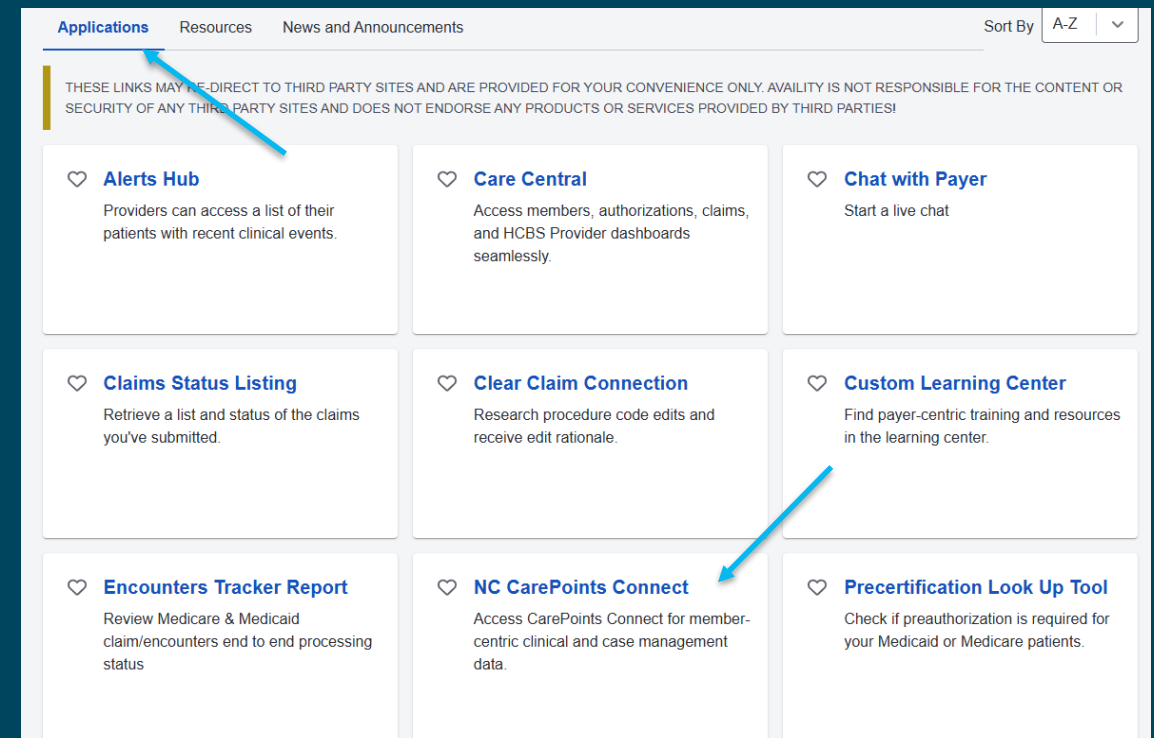


Access to NC CarePoints Connect on Availity Preview

From the **Availity** homepage: Select **Payer Spaces > Healthy Blue North Carolina**



Under the **Applications** link, scroll down until you find NC CarePoints Connect icon.



NC CarePoints Connect Training

Healthy Blue Care Together is offering several training options to learn essential information on NC CarePoints Connect.

- On-demand video overview will be available on NCSW Learn and on NC CarePoints Connect
- Live Office Hours

Weekly Sessions	Time	Session Link
Tuesday	10am – 11am	Tuesday Meeting Link
Wednesday	3pm – 4pm	Wednesday Meeting Link
Thursday	10am – 11am	Thursday Meeting Link

Provider Points of Contact (POCs)

The member's assigned Care Manager will serve as the primary point of contact for routine needs.

You can find the name and contact information for a member's Care Manager in NC CarePoints Connect.

Your existing Provider Relationship Account Consultant (PRAC) along with a CFSP Specialty Provider Liaison will serve as your points of contact for provider-related matters related to claims, authorization, and service delivery.

Provider-related questions can be sent to NC_provider@healthybluenc.com

Contracting inquiries or questions can be sent to NC_contracting@healthyblue.com

Additional points of contact are available in the Healthy Blue Care Together provider manual.

Questions? Let's talk.

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Thank you!

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NC Medicaid Website

- [CFSP Training webpage](#)
 - Children and Families Specialty Plan Claims Information Session for Providers
 - NC Medicaid Virtual Office Hours Children and Families Specialty Plan Presentation
 - Children and Families Specialty Plan Care Management Overview for Local Health Departments
- [CFSP Fact Sheets](#)

[Healthy Blue Care Together Website](#)

- [Provider Overview](#)
- [Join Our Network](#)
- [Provider Resources](#)



QUESTIONS?