



NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Medicaid Managed Care

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

July 8, 2021

Welcome

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North Carolina's Vision For NC Medicaid Managed Care

“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.”

Opportunity for Innovation

NCDHHS leveraged the move to managed care to build an innovative health care delivery system that puts the health of beneficiaries at the forefront.

Features of the program include:

- **Establishing a payment structure that rewards better health outcomes**
- **Integrating physical and behavioral health**
- **Investing in non-medical interventions aimed at reducing costs and improving the health of Medicaid beneficiaries.**



Day 1 Priorities for Managed Care

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**

Managed Care Enrollment

- Approximately 1.6 million Medicaid beneficiaries enrolled in Standard Plans

- Beneficiaries chose from five Health Plans

- AmeriHealth Caritas
- Healthy Blue
- United HealthCare Community Plan
- WellCare
- Carolina Complete Health:
 - Serving regions 3, 4, and 5



- Eastern Band of Cherokee Indians (EBCI) Tribal Option

- Manages health care for North Carolina's approximate 4,000 Tribal Medicaid beneficiaries primarily in Cherokee, Graham, Haywood, Jackson, and Swain counties

All health care options, all regions went live on July 1, 2021

Concerns Identified and Steps to Resolve

- Early PCP assignments
- Member ID Cards
- Revised process for prior authorizations for first 60 days after launch
 - More information is available at

medicaid.ncdhhs.gov/blog/2021/07/07/updated-hospital-procedure-continuity-nc-medicaid-managed-care

Changing Health Plans & Primary Care Providers

- Members can change their **health plan** for any reason during the 90-day choice period by calling the Enrollment Broker at **833-870-5500** (TTY: 833-870-5588) or by going to the enrollment website at ncmedicaidplans.gov.
 - The 90-day choice period ends **Sept. 30, 2021**.
- Members can change their **primary care provider (PCP)** within 30 days of PCP assignment. After that, members can change their PCP once each year.
 - To change their PCP more than once a year, members must have a special (good cause) reason. For example, if a PCP moves to a different location that is no longer convenient or if a PCP no longer provides the services they need.
 - To change your PCP, contact your health plan directly.

NEMT Contact Numbers for Members

Who to call to request transportation for appointments

- **AmeriHealth Caritas**
 - ModivCare (NEMT Broker): 833-498-2262
- **Carolina Complete Health**
 - ModivCare (NEMT Broker): 855-397-3601
- **Healthy Blue**
 - ModivCare (NEMT Broker): 855-397-3602
- **UnitedHealthcare**
 - ModivCare (NEMT Broker): 800-349-1855
- **WellCare**
 - One Call (NEMT Broker): 877-598-7602
- **NC Medicaid Direct and EBCI Tribal Option**
 - Contact your local DSS: www.nchhs.gov/local-dss

What Beneficiaries Need to Know

- If you need to enroll in Managed Care, you were notified by mail
 - If you aren't sure, call the Enrollment Broker at 877-833-5500
- If you moved to Managed Care, you will now get care through a health plan
- You should use the Medicaid ID card you were sent from your health plan when receiving health care
- You can change your health plan through September 30, 2021, for any reason
- Medicaid eligibility rules did not change



What should Beneficiaries do if they have issues?

1

Check to see what health plan you are enrolled in

Beneficiaries were mailed a health plan welcome kit that includes their Medicaid ID card

If you still have questions or didn't receive the welcome kit you can call the Enrollment Broker at 833-870-5500

2

Call your health plan if you have questions about benefits and coverage

The number is listed on your Medicaid ID card, or you can find contact information at [health-plan-contacts-and-resources](#)

3

If you still have questions, you can reach out to the NC Medicaid Ombudsman

Call 877-201-3750 or visit ncmedicaidombudsman.org

NC Medicaid Ombudsman

- Resources for beneficiaries when they are not able to resolve issues with their health care option or PCP
- Trained staff available to assist beneficiaries
 - Information and education on Managed Care
 - Referrals
 - Issue resolution
- Website: ncmedicaidombudsman.org
- Phone: 877-201-3750
- Monday – Friday, 8 a.m. to 5 p.m.



AmeriHealth Caritas North Carolina

- **24/7 Member Services 855-375-8811**
(TTY 866-209-6421)
- **Other important numbers:**
 - *24/7 Behavioral health line 833-712-2262*
(TTY 866-209-6421)
 - *24/7 Nurse line 888-674-8710*
(TTY 866-209-6421)
- **Member Handbook:**
amerihealthcaritasnc.com/member/eng/handbook/index.aspx

amerihealthcaritasnc.com



Carolina Complete Health



Our Mission:

To transform the health of the community, one person at a time.

- **Doctor-Led Medicaid Managed Care Plan in Regions 3, 4 and 5.**
- **Member Services – 833-552-3876**
- **Other important numbers:**
 - **855-798-7093 -- Behavioral Health / Crisis Line**
 - **833-552-3876 – Nurse Line**
- **www.CarolinaCompleteHealth.com**
- **www.carolinacompletehealth.com/handbook**



Healthy Blue

Proud of the Past, Committed to the Future

Since 1933, Blue Cross and Blue Shield of North Carolina (Blue Cross NC) has helped millions of North Carolinians get and stay healthy. Healthy Blue is our plan for Medicaid members.

Member Services

- + 844-594-5070 (TTY 711)
 - + Monday through Saturday 7 a.m. to 6 p.m. Eastern time

Other important numbers:

- + Behavioral Health Line: 844-594-5076 (TTY 711)
 - + 24 hours a day, seven days a week
- + Nurse Line: 844-545-1427 (TTY 711)
 - + 24 hours a day, seven days a week
- + Transportation 855-397-3602 (TTY 866-288-3133)
 - + Monday through Saturday from 7 a.m. to 6 p.m.

Website and Member Portal

- + www.healthybluenc.com



Healthy **Blue**

UnitedHealthcare Community Plan of North Carolina



UnitedHealthcare has proudly served North Carolinians for 35 years and is honored to help more North Carolinians live healthier lives through NC Medicaid Managed Care.

- **Member Services 1-800-349-1855, TTY 711**

- **Other important numbers:**

- *Provider Service Line – 1-800-638-3302, TTY 711*
- *Behavioral Health Crisis Line – 1-877-334-1141, TTY 711*
- *NurseLine – 1-855-202-0992, TTY 711*
- *Pharmacy Service Line – 1-855-258-1593, TTY 711*

- **Website: UHCCP.com/NC**

- **Link to Member Handbook –**

uhccommunityplan.com/nc/medicaid/medicaid-uhc-community-plan

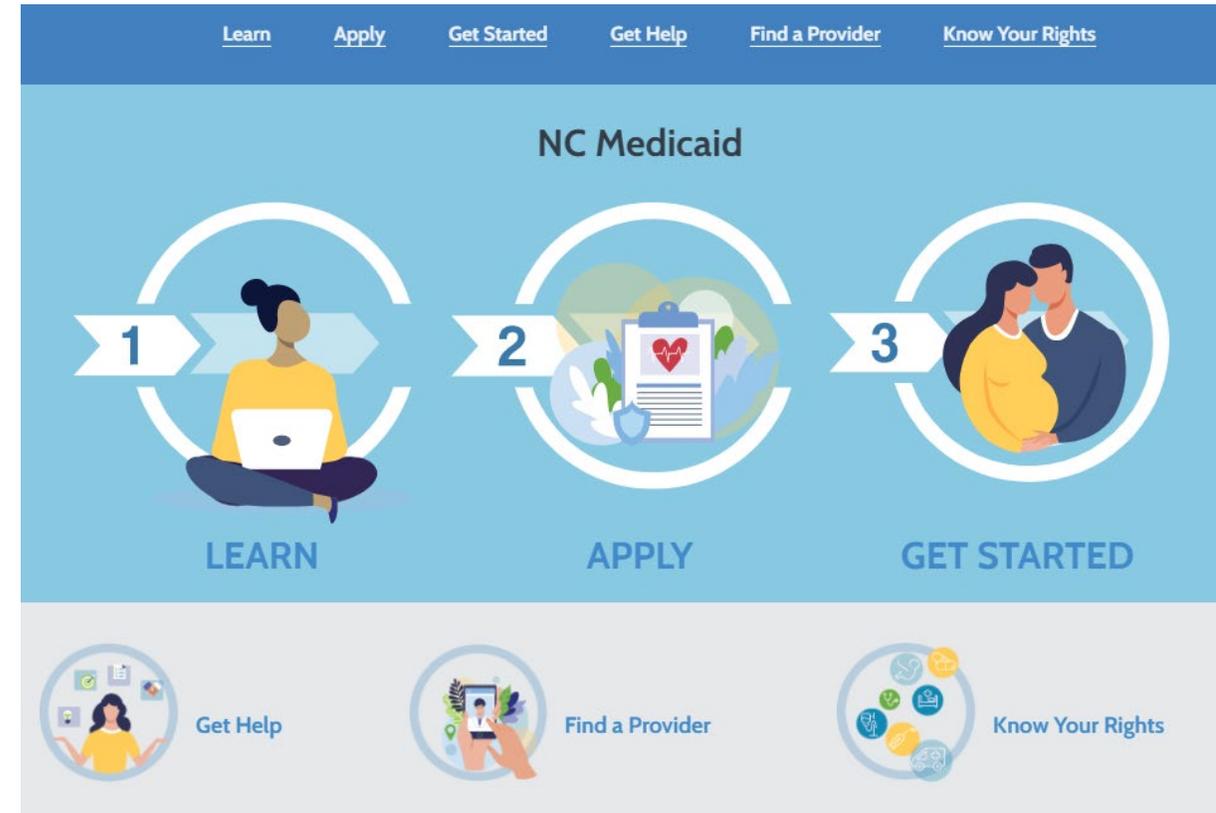
WellCare of North Carolina

- **Member Services: 1-866-799-5318**
- **Other important numbers:**
 - **BHCL- 1-833-207-4240**
 - **NAL- 1-800-919-8807**
- **Health Plan web address: www.wellcare.com/NC**
- **Link to member handbook – www.wellcare.com/NC**
- **New Member Orientations**
- **Welcome Rooms**
- **WellCare Mobile App**
- **Community Events at local organizations like the YMCA and Boys and Girls Club**



Beneficiary Resources

- NC Medicaid Enrollment website ncmedicaidplans.gov
NC Medicaid Enrollment Broker Call Center 833-870-5500
- NC Medicaid Managed Care Website for Beneficiaries
- medicaid.ncdhhs.gov/beneficiaries
- [Day One Quick Reference Guide](#)
- [Beneficiary Portal](#)



Provider Resources

- **NC Medicaid Managed Care Website**
 - [medicaid.ncdhhs.gov](https://www.medicaid.ncdhhs.gov)
 - Includes County and Provider Playbooks
 - Fact Sheets
 - [Day One Quick Reference Guide](#)
- **NC Medicaid Help Center**
 - [medicaid.ncdhhs.gov/helpcenter](https://www.medicaid.ncdhhs.gov/helpcenter)
- **Practice Support**
 - [ncahec.net/medicaid-managed-care](https://www.ncahec.net/medicaid-managed-care)
 - NC Managed Care Hot Topics Webinar Series, hosted by Dr. Dowler on the first and third Thursday of the month
- **Regular Medicaid Bulletins**
 - [medicaid.ncdhhs.gov/providers/medicaid-bulletin](https://www.medicaid.ncdhhs.gov/providers/medicaid-bulletin)



What should Providers do if they have issues?

1

Check in NCTracks for the Beneficiary's enrollment (Standard Plan or Medicaid Direct) and Health Plan

If you still have questions, call the NCTracks Call Center: 800-688-6696

2

Connect with the Health Plan (PHP) for coverage, benefits, and payment questions.

You can find a list of health plan contact information at [health-plan-contacts-and-resources](#)

3

Consult with the Provider Ombudsman on unresolved problems or concerns.

Call 866-304-7062 or email Medicaid.ProviderOmbudsman@dhhs.nc.gov

**A recording of the webinar and the slide deck
will be available on this webpage:**

medicaid.ncdhhs.gov/transformation/more-information

NC Medicaid Transformation Website

ncdhhs.gov/medicaid-transformation