

Thank you for joining us today. The webinar will begin shortly.

**A copy of today's slide deck will be available on our website at
medicaid.ncdhhs.gov/transformation/more-information**



NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Medicaid Managed Care

Community Partners Webinar

Updates on NC Medicaid Managed Care and Healthy Opportunities

February 2, 2022

Opening & Introductions

Debra Farrington

Chief of Staff, NC Medicaid

Agenda

- **NC Medicaid Updates**
- **Children & Families Specialty Plan Overview**
- **Standard Plan Updates**
- **Tailored Plan Launch Timeline**
- **Healthy Opportunities Update**
- **Questions**

Welcome

Secretary Kinsley

NCDHHS

Key Updates

- **Direct Care Worker Initiative webpage now available**
 - Includes slide decks from webinars, Eligibility Portal, NPI and Location Code List medicaid.ncdhhs.gov/DCW-Initiative
- **Olmstead Plan Published**
ncdhhs.gov/about/departments-initiatives/nc-olmstead
- **Postpartum benefit extension**
 - Effective April 1, 2022
- **Updates on NC Medicaid clinical flexibilities during the Public Health Emergency**
 - [Special Bulletin COVID #226](#) details the permanent changes made

Children & Families Specialty Plan

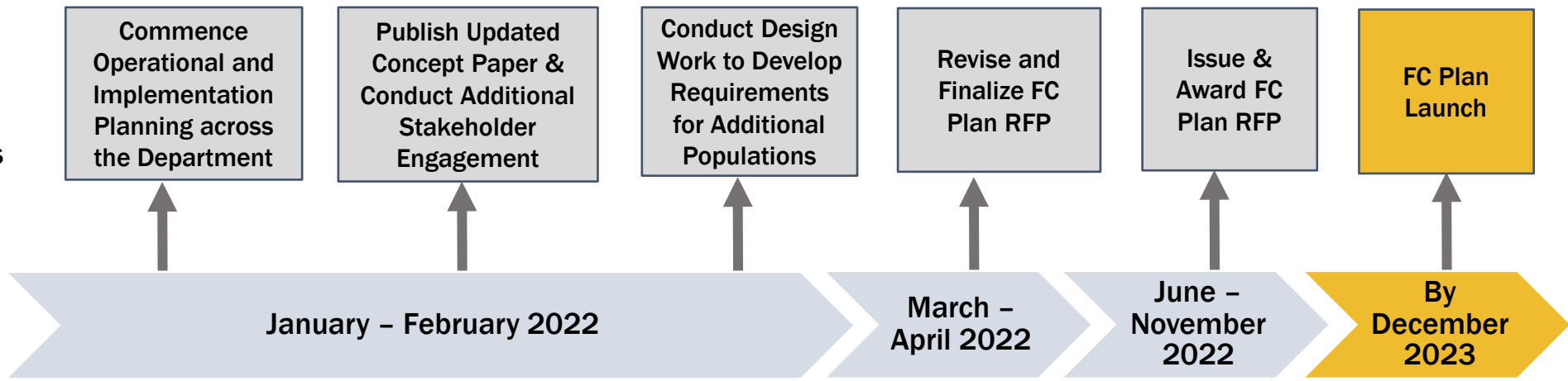
Plan Features

- Single statewide entity
- December 2023 Launch
- Children in foster care, adoptive placements, formerly in foster care, parents/guardians/siblings of children in foster care and families receiving CPS In-Home Services
- All services in Standard Plans and majority in Tailored Plans
- Care management for all members
- Leverage SOC approach
- Trauma informed Care
- Close collaboration with DSS

Next Steps

- Feb 2022 Policy Paper & Public Webinar

- Updating populations
- Quality requirements



**In 2022, DHHS intends to identify a new name for the Plan to better represent the objective of the managed care plan and its target populations.*

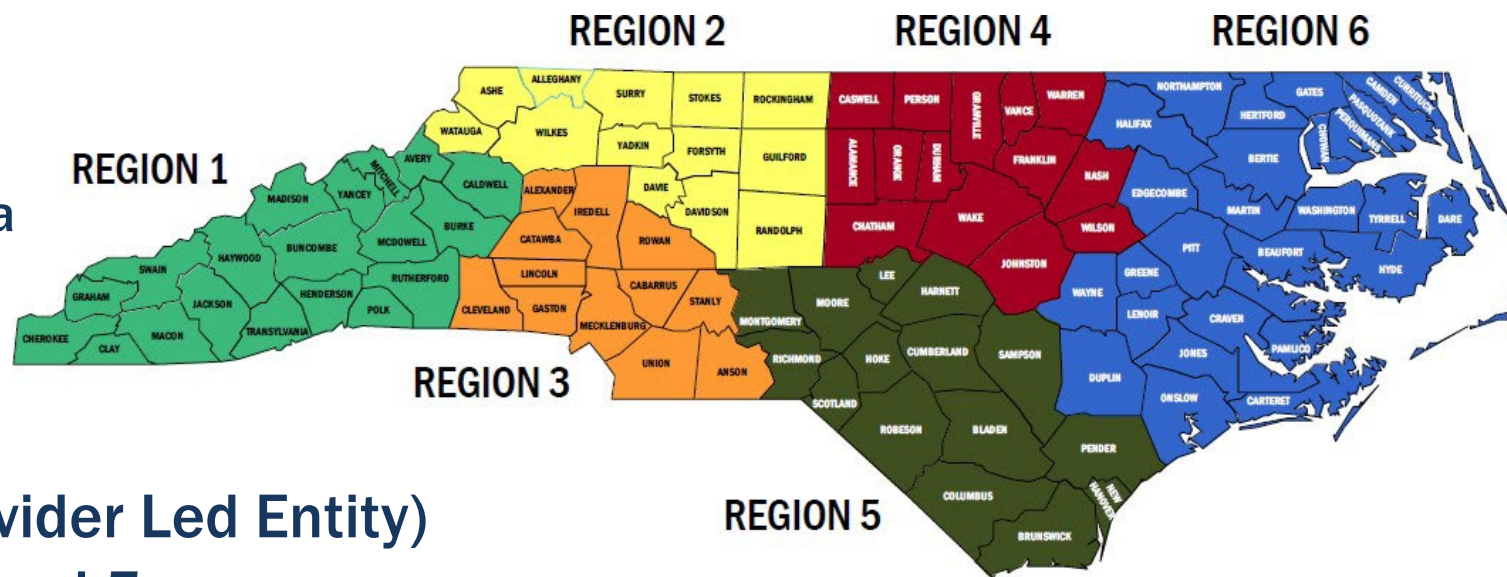
Children & Families Specialty Plan

The Department values your input and invites you to join our upcoming webinar and /or submit additional comments and questions

- **Children and Family Specialty Plan Webinar**
10 - 11 a.m., Thursday, Feb. 17
- **Submit comments, questions and feedback to**
Medicaid.NCEngagement@dhhs.nc.gov
- **Fact Sheets available for Children and Youth Transitioning to Foster Care**
medicaid.ncdhhs.gov/blog/2022/01/06/fact-sheets
- **Regular updates are available at**
medicaid.ncdhhs.gov/transformation/specialized-foster-care-plan

Standard Plans

- Now seven months since launch
- About 1.7 million Medicaid beneficiaries have enrolled in Standard Plans
- The following health plans are available in all regions:
 - AmeriHealth Caritas of North Carolina
 - Healthy Blue
 - UnitedHealthcare Community Plan
 - WellCare
- Carolina Complete Health (A Provider Led Entity) is only available in Regions 3, 4 and 5



Detailed enrollment data available at medicaid.ncdhhs.gov/reports/dashboards

Standard Plan Update – Network Adequacy

Go-live results published for Standard Plans

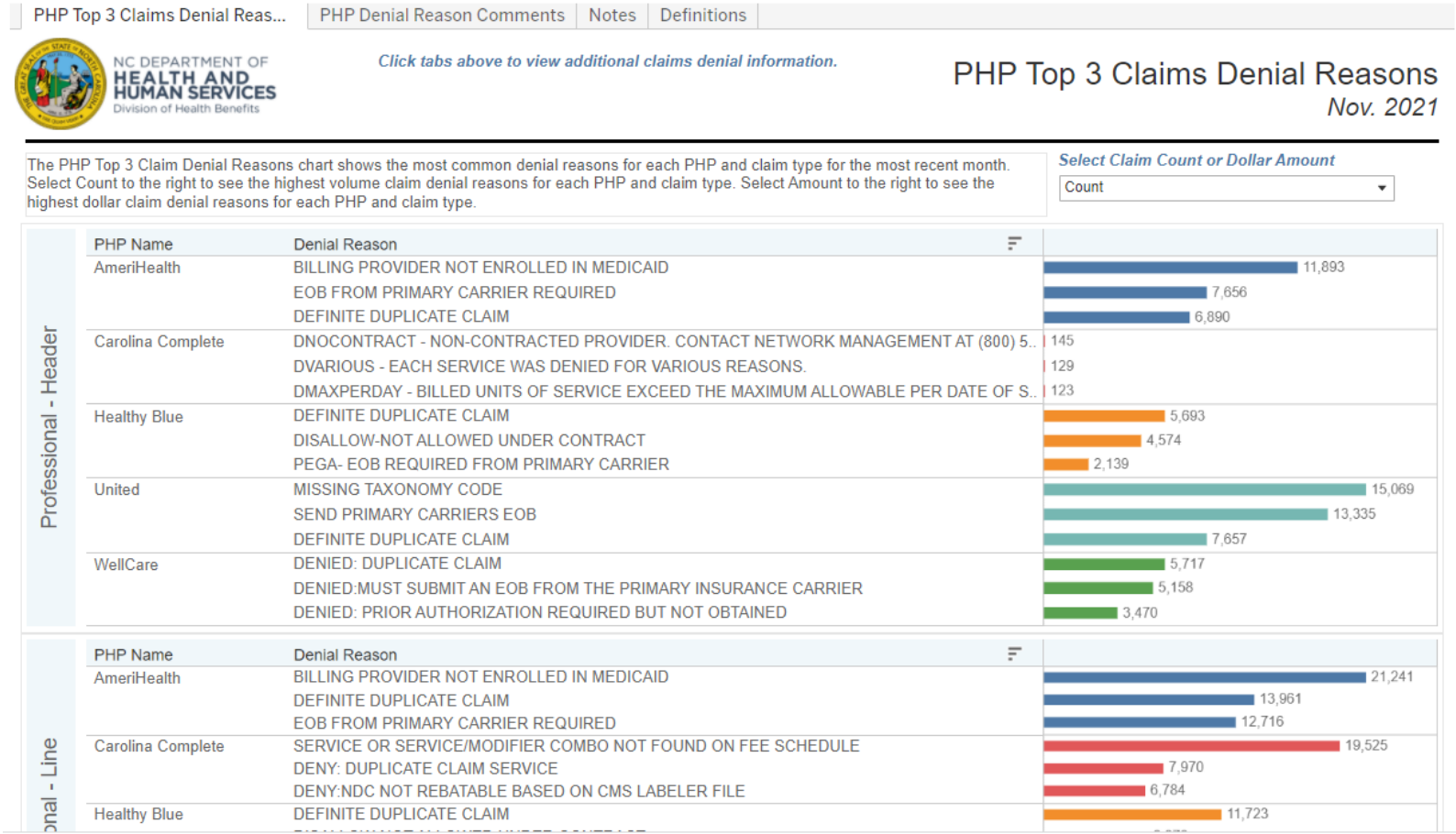
- State-defined standard, measures health plan's ability to deliver covered benefits by providing members with adequate access to covered services through a network of contracted health care providers
- Network adequacy and accessibility standards
- Help verify members have access to providers
 - Provide an important tool for NC Medicaid to monitor and measure access
 - Standards are either a maximum travel time or distance from a member's residence to one or more providers of a certain type **OR** a minimum number of providers of a certain type within a geographic
 - Focused on five priority provider/service groups
 - Primary Care
 - OB/GYN
 - Hospitals
 - Outpatient Behavioral Health
 - Pharmacy

Results available on NC Medicaid website

medicaid.ncdhhs.gov/reports/network-adequacy-oversight-measures-and-results

Standard Plan Update -Claims Dashboard

- New dashboard added to Medicaid website.
- Shows most common denial reasons for each health plan and claim type in four categories.
 - Denied claims are not rejected but did fail an edit. Remittance advice is sent with the denial and notification to resubmit a corrected claim for payment.



All available dashboards are located on our website medicaid.ncdhhs.gov/reports/dashboards

Standard Plan and Tailored Plan Members

Managed care plans available for beneficiaries will be dependent upon:

➔ Managed Care status

➔ Enrollment rules for residential or administrative county

Standard Plan

Standard Plans provide integrated physical health, behavioral health, pharmacy and long-term services and support to most Medicaid beneficiaries, as well as programs and services that address other unmet health-related resource needs.

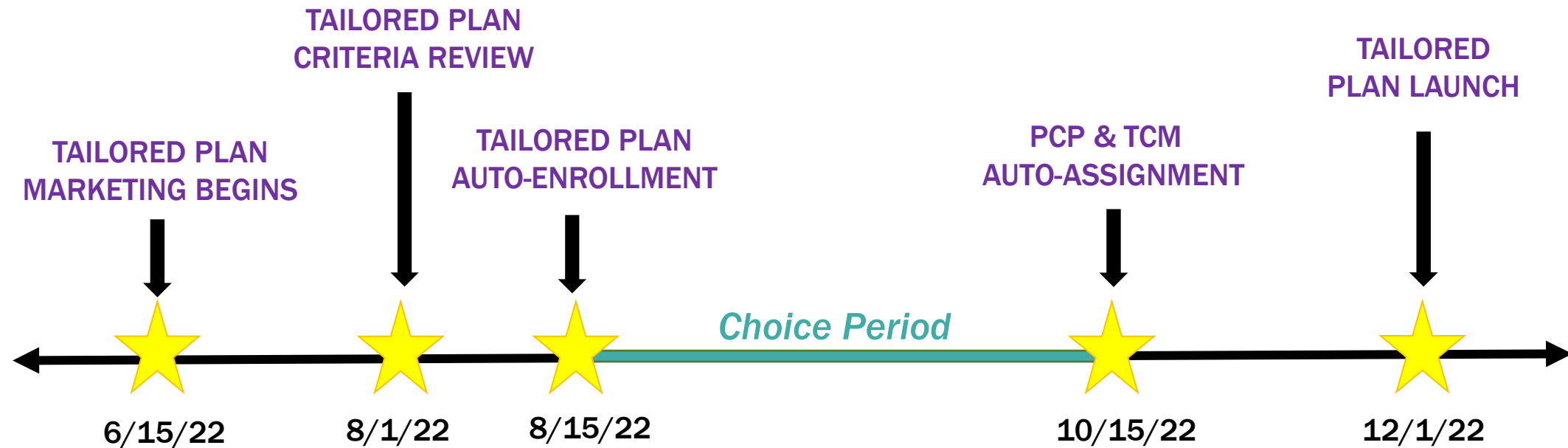
- Enrollment is based on beneficiary's **residential county** (county where beneficiary lives).
- Depending on residential county, beneficiaries can choose from either four or five Standard Plans.

Behavioral Health I/DD Tailored Plan

Behavioral Health I/DD Tailored Plans will provide the same services as Standard Plans, as well as additional specialized services for individuals with significant mental health needs, SUDs, I/DDs and traumatic brain injury (TBI Waiver), on the Innovations Waiver, as well as people using state-funded services.

- Enrollment is based on the beneficiary's **administrative county** (county that manages the beneficiary's Medicaid case).
- There is only **one** Tailored Plan per county. If a beneficiary's administrative county changes to a different service area they will move to the Tailored Plan that offers services in that county

Tailored Plan Timeline and Key Milestones



NOTE: Choice period refers to the time period for members to select a PCP or opt out of their assigned Tailored Plan (if allowed).

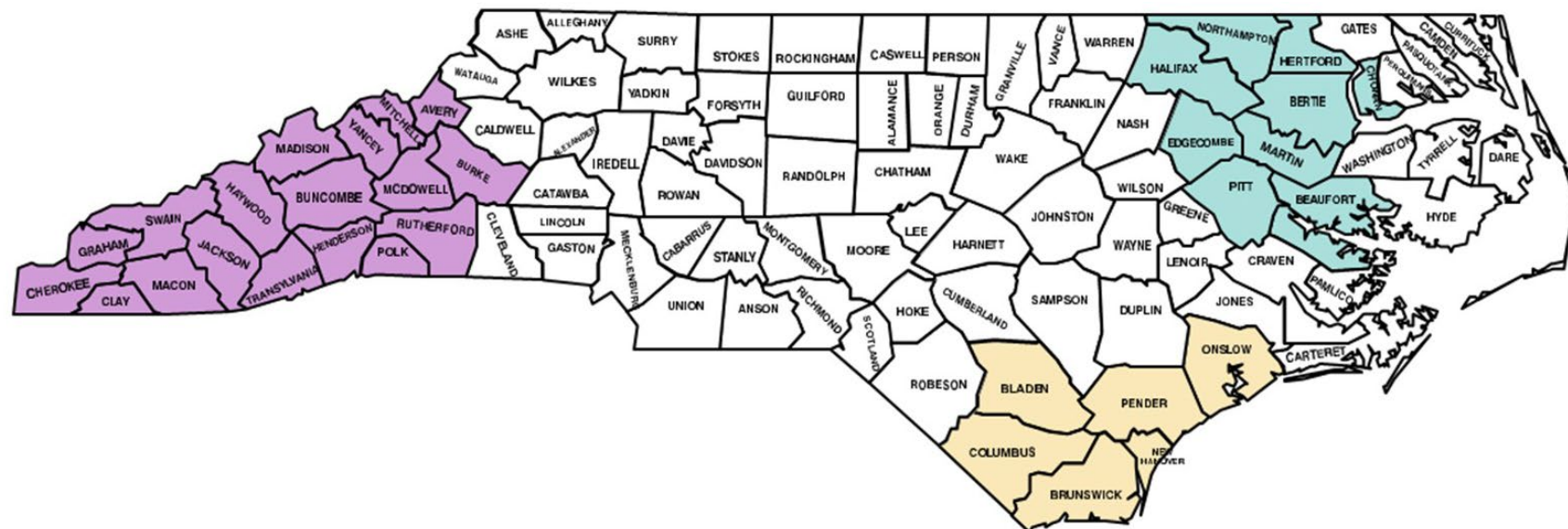
Healthy Opportunities Pilot Update

Healthy Opportunities Pilot Regions

PHPs, Network Leads, Care Management Entities and HSOs will work with communities in three geographic areas of the state to implement the Pilots.

Highlights

- DHHS awarded three Network Lead contracts in May 2021 (one Network Lead per pilot region).
- Pilot regions cover 33 (of North Carolina's 100) counties. All three regions consist of predominantly rural areas.
- Once fully operational, the Pilots will serve an estimated **13,000 - 20,000 individuals per month** (4-6% of Medicaid enrollees in Pilot regions)



Awarded Healthy Opportunities Network Leads

-  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
-  Impact Health
Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey

Where We Are Today: Key Implementation Activities

Cross-cutting Priority: Increase accountability on health equity as part of Pilot design and implementation. DHHS working with stakeholders to understand and address feedback.



Developing Pilot Technology Systems

- Onboarding, testing, and training of NCCARE360 and NCTracks (MMIS)
- Development of encounters technology, data analytics systems, Pilot claims functionality



Engaging with Key Stakeholders

- Engagement with Standard Plans, CINs, Network Leads and HSOs on Pilot implementation
- Engagement with Coalition Against Domestic Violence and Legal Aid of NC on interpersonal violence and other sensitive services
- Engaging with stakeholders on health equity in pilots



Conducting Operational Readiness

- Finalizing contracting, training, readiness reviews, setting up payments, etc.
- Preparing for Tailored Plan, Tribal Option and Foster Care Plan implementation of Pilots

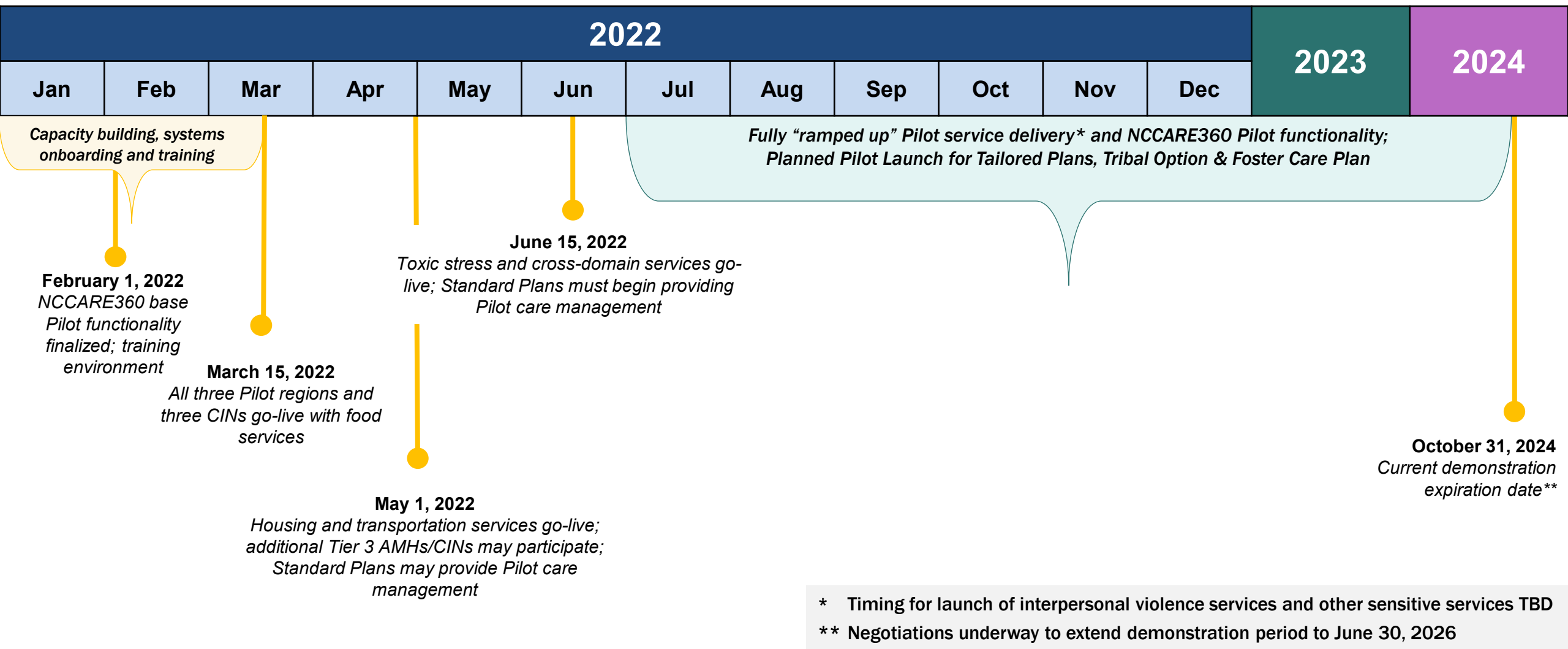


Monitoring and Evaluation

- Implementing data transfer capabilities; designing dashboards and reports; requesting 1115 waiver extension to June 30, 2026, from CMS
- Monitoring equity of HSO networks, HSO network size and availability of services; adequate member enrollment

Timeline for Pilot Launch

In Dec. 2021, DHHS announced the Pilots' phased launch between March 15 and June 15, 2022.



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Resources for Beneficiaries

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 have questions or didn't receive the welcome kit, 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, reach out to the NC Medicaid Ombudsman

Call **877-201-3750** or visit ncmedicaidombudsman.org

Provider Resources

- Medicaid Managed Care website
[medicaid.ncdhhs.gov](https://www.medicaid.ncdhhs.gov)
- NC Medicaid Help Center
[medicaid.ncdhhs.gov/helpcenter](https://www.medicaid.ncdhhs.gov/helpcenter)
- Provider Ombudsman
Medicaid.ProviderOmbudsman@dhhs.nc.gov
866-304-7062
- Practice Support
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)



Questions & Answers

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NC Medicaid Transformation Website
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