

Thank you for joining. The Community Partners webinar will begin shortly.
Gracias por unirte. El seminario web para socios comunitarios comenzará en breve

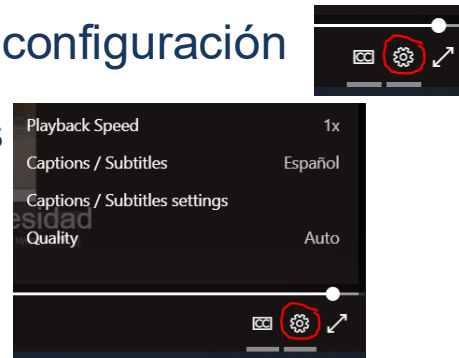
A copy of today's slide deck and recording will be available on our website at
medicaid.ncdhhs.gov/transformation/more-information

Una copia de la presentación y de la grabación de hoy estará disponible en nuestro sitio web

Quick tips on attending a Microsoft Teams Live Event / Consejos rápidos para asistir a un evento en vivo de Microsoft Teams.

To view the webinar with captions/subtitles / Para ver el seminario web con subtítulos:

- Click the settings (gear icon) / Haga clic en el icono de configuración
- Click captions/subtitles / Haga clic en captions/subtitles

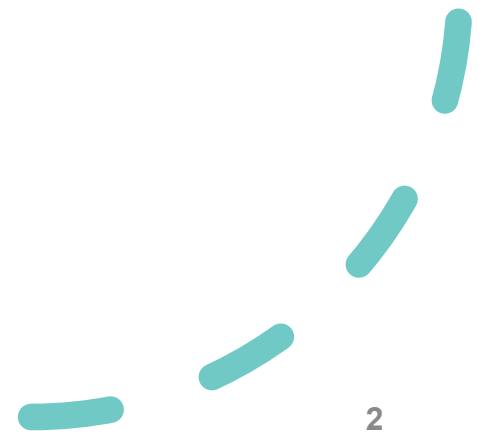


Use the Q&A feature at the top right of the screen to ask questions and provide comments, we will try to answer as many questions as possible in the Q&A session at the end of the webinar.



**Ericka
Johnson**

**Chief of Staff
NC Medicaid**



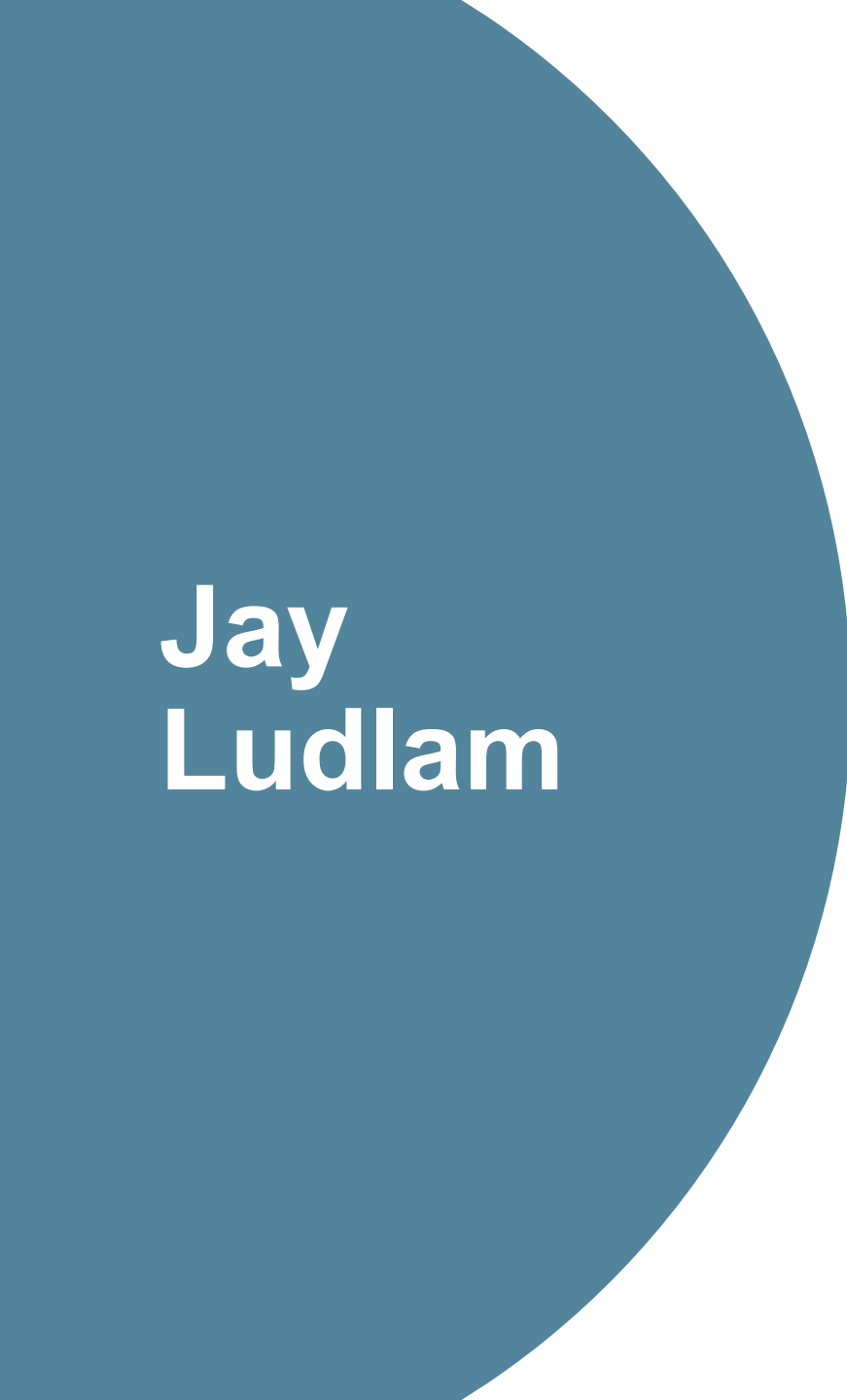
NC Medicaid Community Partners Webinar

November 4, 2025



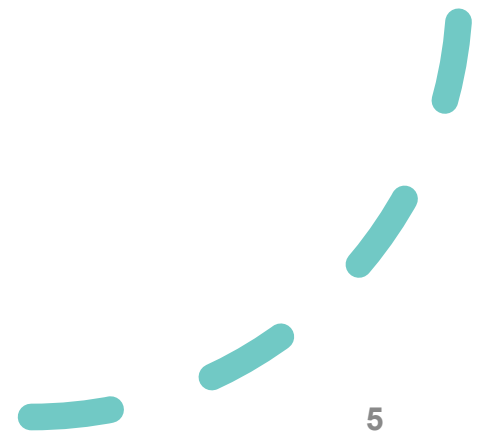
Agenda

- Welcome
- Medicaid Updates
- Children and Families Specialty Plan
- H.R. 1
- NC Medicaid Ombudsman Update
- Resources
- Questions & Answers

A large, solid blue circle that occupies the left side of the slide, partially cut off by the edge.

**Jay
Ludlam**

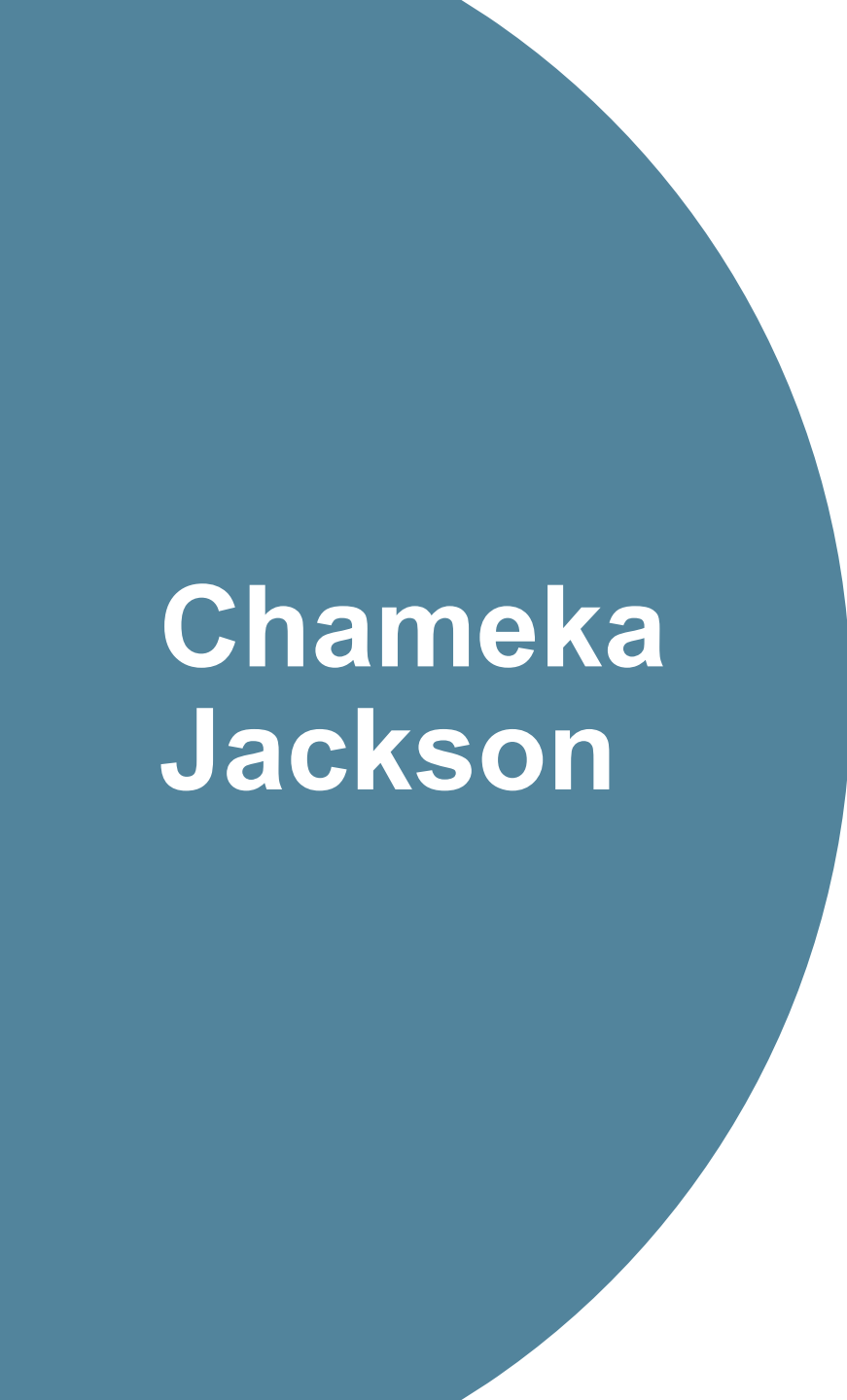
**Deputy Secretary
NC Medicaid**



Medicaid Updates

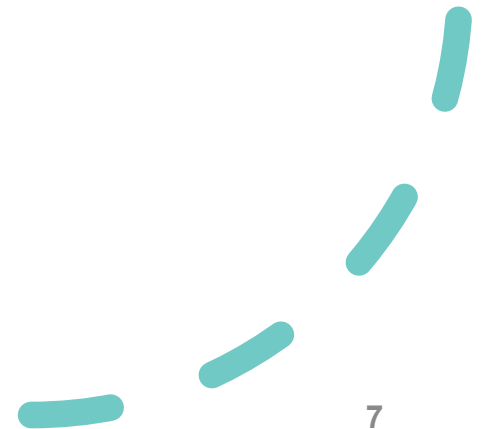
Funding Challenges for NC Medicaid

- The NC General Assembly did not provide enough money to keep up with rising costs that are outside of the state's control
- NC Medicaid must operate based on the budget that becomes law. No state government agency is allowed to ignore a passed budget and just spend what it wants
- North Carolina's Medicaid program has been managing costs better than the national average, with costs growing slower per year than other states

A large, solid blue circle is positioned on the left side of the slide, partially cut off by the edge.

**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 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 Plan benefits including 1915(i) services.
- Care Management model connecting local DSS with CFSP, Medicaid and significant care coordination requirements (including co-location).

Eligibility

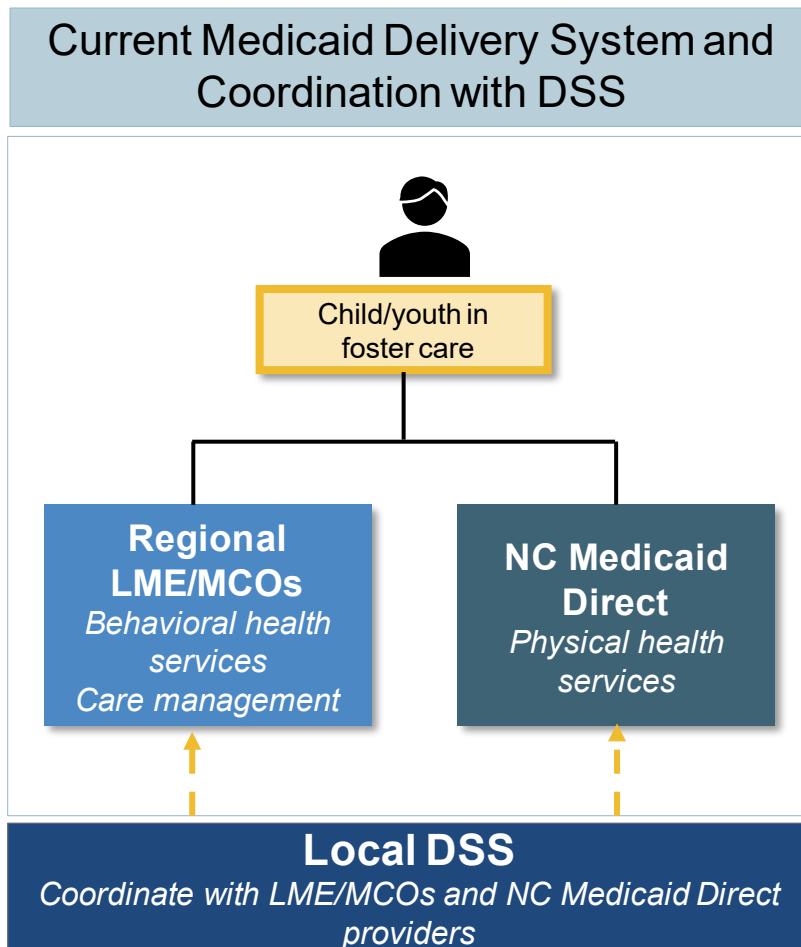
NC Medicaid beneficiaries in foster care, receiving adoption assistance and enrolled in the former foster care eligibility will be eligible for the Children and Families Specialty Plan.

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

Designed to Address Current System Challenges

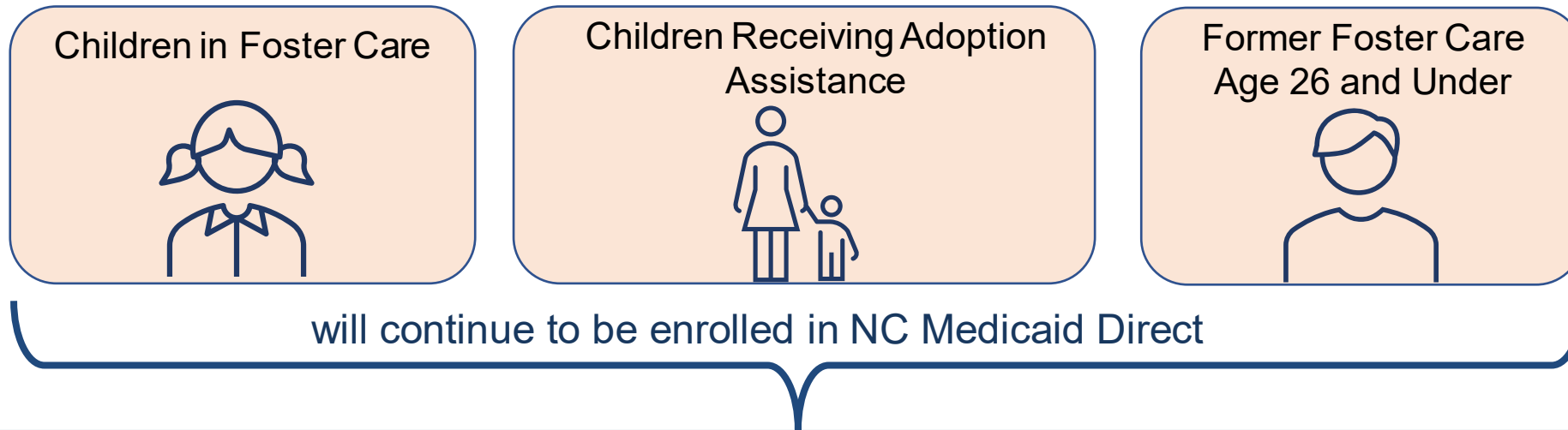
Children and youth served by the child welfare services receive Medicaid services through a split system of care, which has created challenges around coordination and meeting the population's unique needs.



- **Disruptions in continuity of care and providers** due to population's frequent movement between placements.
- **Lack of service coordination, impeding timely access to care**, due to transitions between various regional entities; no one entity is accountable for provision of whole-person care and care coordination.
- **Challenges meeting needs of children and youth in foster care with complex physical and behavioral health or I/DD needs**, resulting in restrictive residential or out-of-state placements.
- **Limited focus on unique needs of populations exposed to Adverse Childhood Experiences and provision of trauma-informed care** as part of health care service delivery and care management.
- **Limited array of available community-based services** across the state to support children remaining in family settings or the least restrictive setting possible.

Until CFSP Launch... Current Medicaid enrollment Options

Most children, youth and young adults currently and formerly served by the child welfare services will continue to receive their Medicaid services as they do today, through NC Medicaid Direct.*



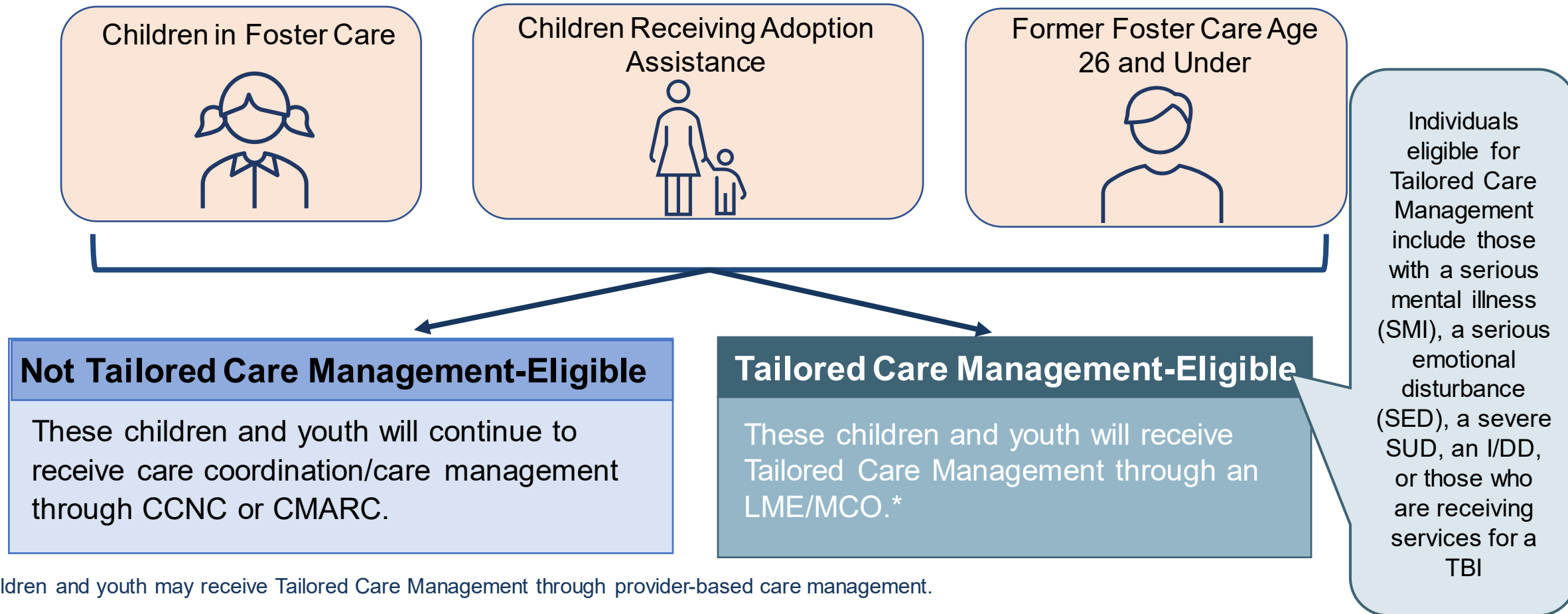
NC Medicaid Direct is the State's health care program for Medicaid beneficiaries not enrolled in a Standard Plan, Tailored Plan or EBCI Tribal Option.

It provides beneficiaries with physical health, pharmacy, long term services and supports, and behavioral health services (including for mental health disorder, substance use disorder (SUD), intellectual/developmental disability (I/DD) or traumatic brain injury (TBI)).

*Children in foster care, receiving adoption assistance and young adults formerly in foster care under age 26 who are enrolled in the Innovations waiver or Traumatic Brain Injury (TBI) waiver will be auto-enrolled in a Tailored Plan.

Until CFSP Launch... Care Management Options

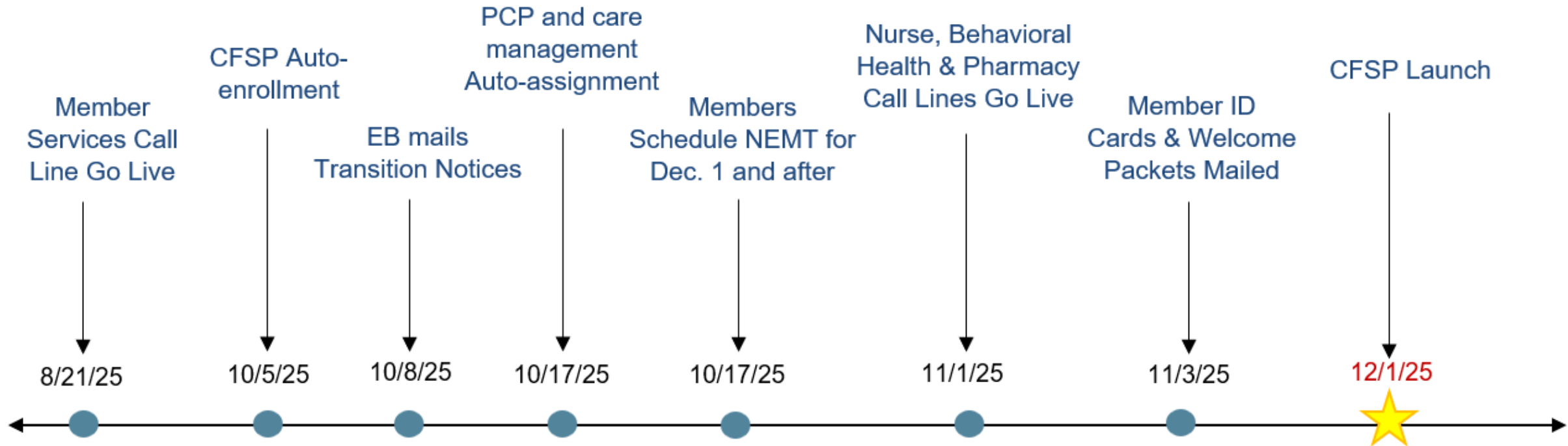
Most children, youth and young adults currently and formerly served by the child welfare services will continue to receive care management as they do today.



*Some children and youth may receive Tailored Care Management through provider-based care management.

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.

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

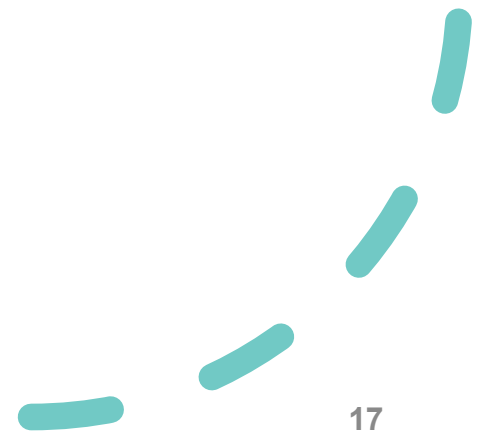
CFSP has adequate provider networks per contract definition

Calls made to call centers are answered promptly



**Sarah
Gregosky**

Chief Operating Officer



Understanding the Impact of H.R.1 and the Federal Changes to Medicaid

On July 4, 2025, the House Reconciliation bill (H.R.1), previously known as the “H.R.1 One Big Beautiful Bill Act,” was signed into law. The federally mandated changes will have a significant impact to Medicaid.

The new Medicaid provisions take effect over the next several years. They will change eligibility rules and how Medicaid operates.

Eligibility Changes for Certain Immigrants

Begins October 2026

- Limits Medicaid to lawful permanent residents (“green card” holders), certain Cuban and Haitian entrants and individuals from the Compacts of Free Association nations.
- Excludes refugees, asylees and other humanitarian groups who were previously eligible for Medicaid coverage.
- Limits federal matching payments for Emergency Medicaid for individuals who would otherwise be eligible for expansion coverage except for their immigration status to the state’s regular Federal Medical Assistance Percentage (FMAP).

Changes to Retroactive Coverage

Begins January 2027

Member impact: Anyone applying for new coverage

For individuals who apply for Medicaid benefits on or after **January 1, 2027**

- The mandatory retroactive coverage period changes from 3 months to 1 month prior to the month of application for low-income adults without disabilities (also known as the Medicaid expansion population)
- Limits retroactive coverage for children, adults age 65+ and individuals with disabilities to 2 months prior to the month of application.

Work/Community Engagement Requirements

Begins January 2027

Member impact: Low-income adults without disabilities, ages 19-64, who are applying for coverage or renewing their current Medicaid coverage (also known as the Medicaid expansion population)

Requires current members or individuals applying for Medicaid be working or participating in qualifying activities, such as going to school, participating in a work training program, volunteering in the community, for at least 80 hours per month or attending school at least half-time

Who is exempt from the community engagement/work requirement?

- Children age 18 or younger
- People with disabilities, receiving Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)
- Adults age 65 or older
- People who are pregnant or postpartum (12 months after a pregnancy ends)
- Former foster care children age 25 or younger
- Parent or caregiver of a child age 13 or younger
- Parent or caregiver of people with disabilities

Who is exempt from the community engagement/work requirement?

- Veterans with disabilities
- American Indian/Alaska Natives
- People who are medically frail*
- People enrolled in a substance use disorder treatment program
- People who are incarcerated or people who have been released from incarceration in last 90 days
- People who qualify for Medicare

* *Criteria still to be determined*

6-month eligibility redeterminations for certain members

Begins January 2027

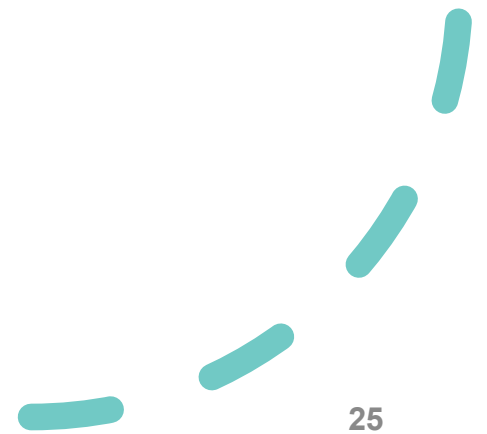
Member impact: Low-income adults ages 19-64 who do not have a disability (also known as the Medicaid expansion population)

- Applies to those applying for or renewing their Medicaid coverage.
- Beginning December 31, 2026, low-income adults without disabilities must have their Medicaid eligibility redetermined every 6 months instead of the traditional 12 months.

A large, solid blue circle is positioned on the left side of the slide, partially cut off by the edge.

**Kathy
Batton**

Communications Manager



NC Medicaid Ombudsman Update

- Was established with the launch of NC Medicaid Managed Care to help NC Medicaid beneficiaries understand the new program.
- Help beneficiaries when they can't solve problems with their provider or health plan
- Offer free, confidential support and education about the rights and responsibilities of Medicaid beneficiaries

NC Medicaid Ombudsman Update

Due to underfunding of the Medicaid Oversight Fund, cuts separate from the Medicaid rebase shortfall, the NC Medicaid Ombudsman contract with Legal Aid of North Carolina (LANC) will end Dec. 31, 2025, without renewal.

The program will not be eliminated but will transition to the NC Medicaid.

Medicaid Ombudsman staff at LANC were notified Aug. 26, 2025

A letter was sent to beneficiaries who have used the program to let them know of the change.

NC Medicaid Ombudsman Update

- Starting Jan. 1, 2026, the program will be operated by the NC Medicaid Contact Center/Help Desk.
- NC Medicaid is committed to a seamless and inclusive transition by implementing the following goals to maintain high-quality support for North Carolina's Medicaid beneficiaries.

NC Medicaid Ombudsman Update

Our goals...

- Continuity of services
 - Although LANC's role is ending, essential services will continue with minimal interruptions.
 - The transition to the NC Medicaid Contact Center/Help Desk ensures beneficiaries will still receive education and assistance.
 - Keep the same phone number, 1-877-201-3750.
 - Redirect the NCMO website to new webpage on the NC Medicaid website.
- Transition planning
 - Secure data transfer
 - Programmatic continuity
 - Operational handoff

NC Medicaid Ombudsman Update

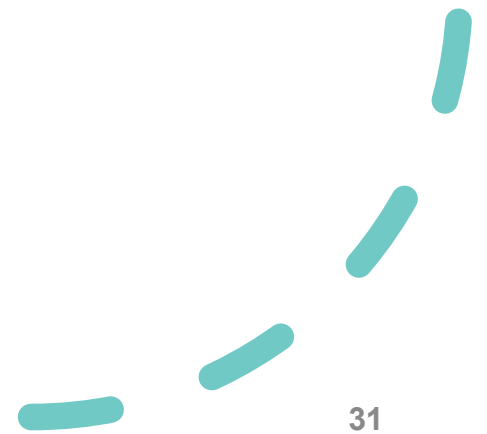
For questions, email MedicaidNCEngagement@dhhs.nc.gov

Use NCMO in the subject line



**LaQuana
Palmer**

**Communications & Engagement
Deputy Director**



Medicaid Ambassador Initiative

How to become a Medicaid Ambassador?

- Send an email stating your interest in becoming a Medicaid Ambassador to Medicaid.NCEngagement@dhhs.nc.gov
- Complete the Medicaid Essentials training
- Complete ePASS navigation training either by attending a live ePASS demo or watching the recording posted to the Medicaid expansion website
- Have an established confidentiality agreement with your organization
- Sign the Attestation form with NC Medicaid that you meet all the requirements

epass Resources

- ePASS Fact Sheet [English](#) | [Spanish](#)
- Watch our video on how to help someone with an application using the links below:
 - English youtu.be/204bNI5pGkI
 - Spanish youtu.be/whLNhXj7zvM
- [ePASS website](https://epass.nc.gov) (epass.nc.gov)
- Local DSS Directory ncdhhs.gov/localdss

PROVIDER RESOURCES

- NC Medicaid Website medicaid.ncdhhs.gov
 - Includes County and Provider Playbooks
- NC Medicaid Help Center medicaid.ncdhhs.gov/helpcenter
- Regular Medicaid Bulletins medicaid.ncdhhs.gov/providers/medicaid-bulletin
- Upcoming NC Medicaid Engagements
 - Virtual Office Hours
 - Key Update: Children and Families Specialty Plan
 - Nov. 6, 2025, noon-1 p.m.**
 - Register: forms.office.com/g/n1CE0wwD7p
 - Back Porch Chat
 - Key Updates: H.R.1, Children and Families Specialty Plan
 - Nov. 20, 2025, noon-1 p.m.**
 - Register: forms.office.com/g/8myHVAEpaC

A copy of today's slide deck and recording will be available
on our website at

medicaid.ncdhhs.gov/transformation/more-information

If we couldn't get to your question, feel free to email it to
Medicaid.NCEngagement@dhhs.nc.gov