

# 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](https://www.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 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) / Haz clic en el icono de configuración
- Click captions/subtitles / Haz clic en captions/subtitles

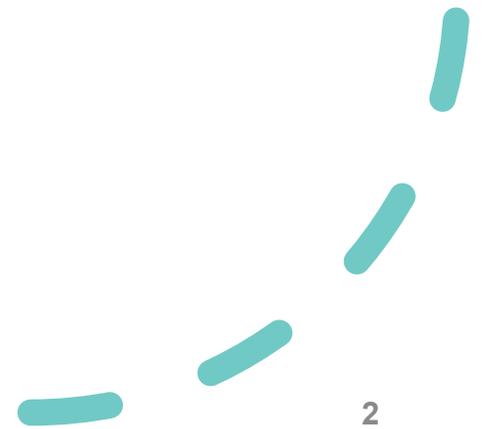


Use the Q&A feature at the top right of the screen to ask questions and provide comments, we will try to answer as many questions as possible in the Q&A session at the end of the webinar.



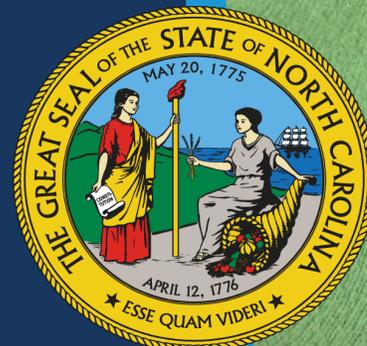
**Ericka  
Johnson**

**Chief of Staff  
NC Medicaid**



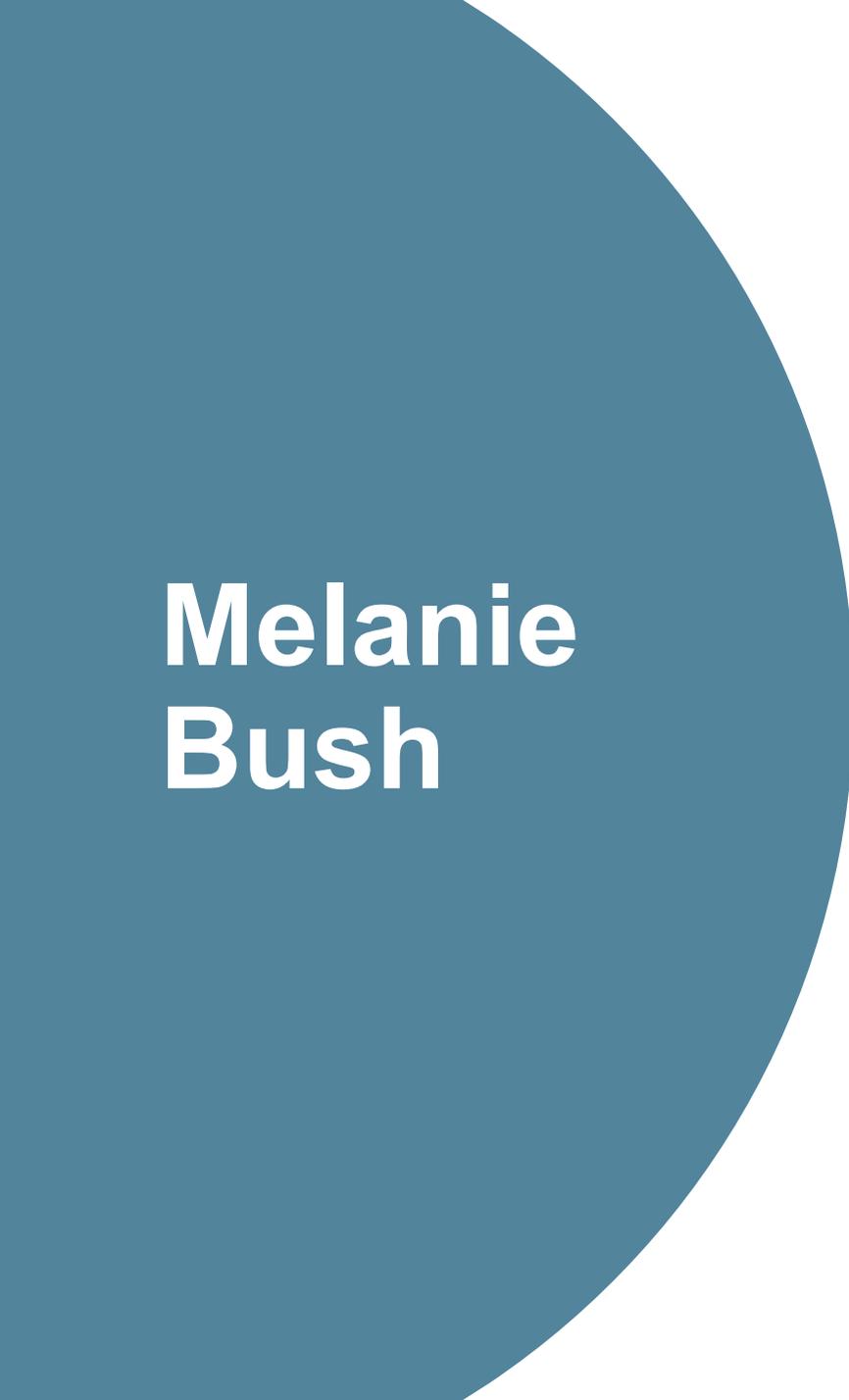
# NC Medicaid Community Partners Webinar

March 3, 2026



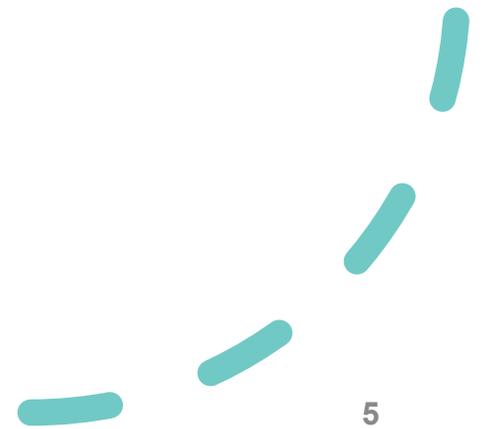
# AGENDA

- Welcome
- Medicaid Update
- H.R.1 Update
- New Beneficiary Webpages
- LTSS Webpages
- Resources
- Questions & Answers



**Melanie  
Bush**

**Interim Deputy Secretary  
NC Medicaid**



# WellCare of North Carolina and CCH Merger

WellCare and Carolina Complete Health will merge April 1, 2026

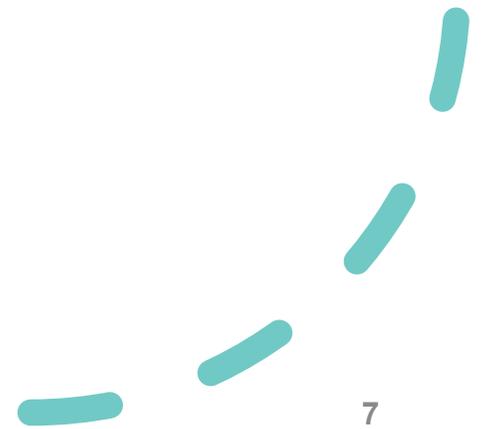
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- The name of the new unified NC Medicaid Managed Care health plan will be Carolina Complete Health.
- With the merger **all** NC Medicaid Managed Care Standard Plans will offer statewide coverage.
- The new health plan will be available to Medicaid beneficiaries statewide.
- Members of both WellCare and the current Carolina Complete Health plans will automatically become enrolled members of the new unified health plan. Medicaid benefits stay the same for all members.
- Providers in both WellCare's network and the current Carolina Complete Health's network will automatically be included in the network of the new health plan.
- More information is available at [network.carolinacompletehealth.com](https://network.carolinacompletehealth.com)



**Sarah  
Gregosky**

**Chief Operating Officer  
NC Medicaid**



# H.R. 1 Overview

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

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- 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 for some people and how Medicaid operates.

## Eligibility Changes for Certain Immigrants

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Begins October 1, 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

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Begins January 1, 2027

Member impact: Anyone applying for new Medicaid 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 some low-income adults ages 19 through 64 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.

# H.R. 1 Overview

## Work/Community Engagement Requirements

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Begins January 1, 2027

Member impact: Requires some low-income adults ages 19 through 64, without disabilities (also known as the Medicaid expansion population) who are current Medicaid beneficiaries or applying for Medicaid to work or participate in qualifying activities.

This can include activities such as work, participate in a work training program, volunteer in the community for at least 80 hours per month or attend school at least half-time unless they meet an exemption.

# H.R. 1 Overview

## Who is exempt from the community engagement/work requirement?

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- 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 eligible for postpartum coverage (12 months after a pregnancy ends)
- Former foster care children age 25 or younger
- Parent or caregiver of a child under age 14
- Parent or caregiver of people with disabilities

# H.R. 1 Overview

## Who is exempt from the community engagement/work requirement?

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- Veterans with a total disability
- 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*

# H.R. 1 Overview

## 6-month eligibility redeterminations for certain members

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Begins January 1, 2027

Member impact: Some low-income adults ages 19 through 64 without disabilities (also known as the Medicaid expansion population) must have their Medicaid eligibility redetermined every 6 months instead of the traditional 12 months.

This applies to those applying for or renewing their Medicaid coverage.

# Additional Resources

## H.R. 1 webpage

- Available in English and Spanish
- Will be updated regularly with additional information
- [medicaid.ncdhhs.gov/beneficiaries/impact-hr1-and-federal-changes-medicaid](https://medicaid.ncdhhs.gov/beneficiaries/impact-hr1-and-federal-changes-medicaid)

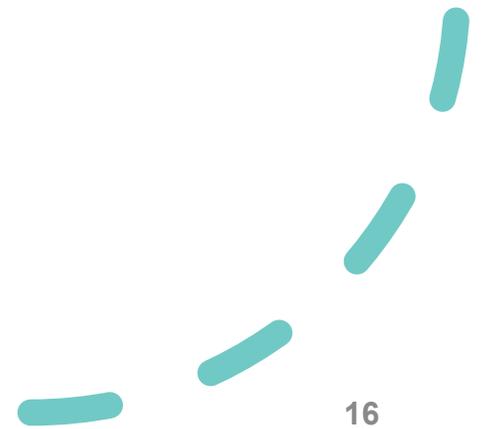
The screenshot shows the official website of the State of North Carolina, specifically the NC Medicaid Division of Health Benefits. The page features a dark blue header with navigation links: 'About NC Medicaid', 'Beneficiaries', 'Find a Doctor', 'Providers', 'Reports', 'Meetings/Notices', and 'Counties'. A search icon is also present. The main content area has a large blue banner with the text 'The Impact of H.R.1 and Federal Changes to Medicaid' and a graphic of colorful papers with 'NEW RULES' written on them. Below the banner, there is a breadcrumb trail: 'Home > Beneficiaries > The Impact of H.R.1 and Federal Changes to Medicaid'. A 'ON THIS PAGE' dropdown menu is visible, with 'Versión en español' as an option. The main heading is 'What is H.R. 1 and the Federal Changes to Medicaid?' followed by a sub-heading 'Federally mandated changes will have a significant impact on Medicaid. They will change eligibility rules for some people and how Medicaid operates.' On the right side, there is a sidebar with a 'Beneficiaries' section containing links to 'How To Apply', 'Medicaid Health Plans and Programs', 'Medicaid Programs and Services', 'Medicaid Registration', and 'Non-Emergency Medical Transportation (NEMT)'. The current page is highlighted in the sidebar.

*Note:* Information may change with the Centers for Medicare & Medicaid final rule.



**Kathy  
Batton**

**Communications Manager  
Office of Communication & Engagement  
NC Medicaid**



# New Beneficiary Webpages

## New webpages for beneficiaries



**I am Interested in NC Medicaid**  
Eligibility and How to Apply



**I Have NC Medicaid**  
Information for Beneficiaries



**I am a NC Medicaid Provider**  
Resources and Policy Updates

NC Medicaid Homepage  
[medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid)



### Ready to Apply for NC Medicaid?

Apply online, in person, by mail, or more. Here's how to do it and what you will need.



### NC Medicaid Expansion

NC Medicaid expanded to more people in December 2023. More information about who is newly eligible and what's covered.



### NC Medicaid Enrollment Broker

New NC Medicaid beneficiaries can learn about their health care options and primary care providers, and enroll in a health care option.



### Beneficiary Information

Learn about NC Medicaid Managed Care, eligibility, how to apply and more.



## Apply for Medicaid

Learn how to apply for Medicaid



## H.R. 1 and the Federal Changes to Medicaid

Federally mandated changes will have a significant impact on Medicaid. They will change eligibility rules and how Medicaid operates.



## Medicaid Recertification

Information for beneficiaries about Medicaid recertification (renewal).



## Medicaid Health Plans and Programs

Most NC Medicaid beneficiaries get Medicaid services through a health plan in NC Medicaid Managed Care. Learn about the different options available.

# Beneficiary Landing Page

[medicaid.ncdhhs.gov/beneficiaries](https://www.ncdhhs.gov/medicaid/beneficiaries)



## Medicaid Programs and Services

Information on the programs and services offered by NC Medicaid.



## NC Medicaid Enrollment Broker

The NC Medicaid Enrollment Broker provides services to help Medicaid beneficiaries learn about their Medicaid health care options, how to find a primary care provider and enroll in a health plan.



## Appeals

How to request a hearing if you disagree with a denial, reduction, suspension or termination of health services under NC Medicaid.



## NC Medicaid Ombudsman

The NC Medicaid Ombudsman helps NC Medicaid beneficiaries understand Medicaid and NC Medicaid Managed Care. They can help beneficiaries when they are not able to solve problems

# Medicaid Health Plans and Programs

## Medicaid Health Plans and Programs



[Home](#) > [Beneficiaries](#) > [Medicaid Health Plans and Programs](#)

### ON THIS PAGE ▼

Most NC Medicaid beneficiaries get Medicaid services through a health plan in NC Medicaid Managed Care.

Health plans help pay for a variety of health care services, such as doctor visits, hospital stays, prescription drugs and preventative care. NC Medicaid health plans provide added services and programs for their members.

A provider network is a group of doctors, hospitals and other health care professionals' contract with a health plan to provide medical services to its members. These contracted providers are considered "in-network." In most cases, you must get care from a provider in your health plan's provider network, such

### **Beneficiaries**

[Apply for Medicaid](#)

[Medicaid Health Plans and Programs](#)

[Medicaid Programs and Services](#)

[Medicaid Recertification](#)

[The Impact of H.R. 1 and Federal Changes to Medicaid](#)

# Programs and Services



## 1915(i) services

Free services to support Medicaid beneficiaries in their homes and communities.



## NC Innovations Waiver

The NC Innovations waiver covers a wide range of services for children and adults with intellectual or developmental disabilities (I/DD).



## Long Term Services and Supports

NC Medicaid helps some North Carolina residents who need the most support with Long Term Services and Supports (LTSS), helping people at home, in the community or in places like nursing homes.



## NC Medicaid Ombudsman

The NC Medicaid Ombudsman helps beneficiaries understand Medicaid and NC Medicaid Managed Care.



## Postpartum Coverage for NC Medicaid Beneficiaries

NC Medicaid postpartum health care coverage is available for eligible beneficiaries for 12 months.



## Traumatic Brain Injury (TBI) Waiver

The TBI waiver provides community-based rehabilitative services and support to help with recovery and promote choice, independence and community involvement.



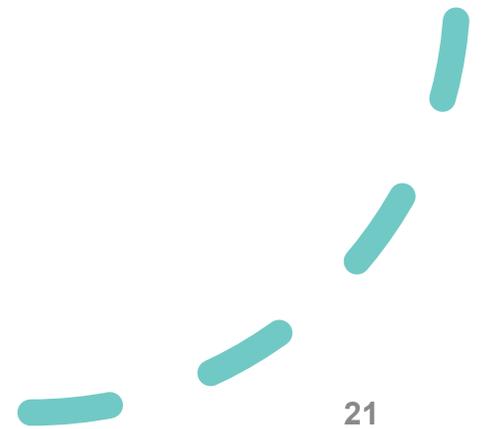
## Non-Emergency Medical Transportation (NEMT) services

Non-Emergency Medical Transportation (NEMT) services help get you to your Medicaid appointments. You may be able to get rides if you have a Medicaid Standard Plan, a Tailored Plan, the EBCI Tribal Option or the NC Medicaid Direct program



**Shadonna  
Headen**

**Senior Engagement Manager  
Office of Communication & Engagement  
NC Medicaid**



# Long Term Services and Supports (LTSS)

An official website of the State of North Carolina [How you know](#) ✓

NC.GOV

NCDHHS

SERVICES

 Select Language



**NCDHHS**

NC Medicaid  
Division of Health Benefits

About NC Medicaid ✓ **Beneficiaries** ✓ Find a Doctor Providers ✓ Reports ✓ Meetings/Notices ✓ Counties ✓



## Long Term Services and Supports



# LTSS Landing Page

NC Medicaid helps some people in North Carolina who need the most support.

It provides Long Term Services and Supports (LTSS), which means helping people at home, in the community or in places like nursing homes.

These services are for people of all ages who have disabilities or health problems that make it hard for them to take care of themselves.

[medicaid.ncdhhs.gov/beneficiaries/long-term-services-and-supports](https://medicaid.ncdhhs.gov/beneficiaries/long-term-services-and-supports)



Personal Care Services (PCS)



Program of All-Inclusive Care for The Elderly (PACE)



Community Alternatives Program for Children (CAP/C)



Community Alternatives Program for Disabled Adults (CAP/DA)



Nursing Facilities



Long Term Care Hospital Services



Home Health Services



Hospice



Home Infusion Therapy



Private Duty Nursing



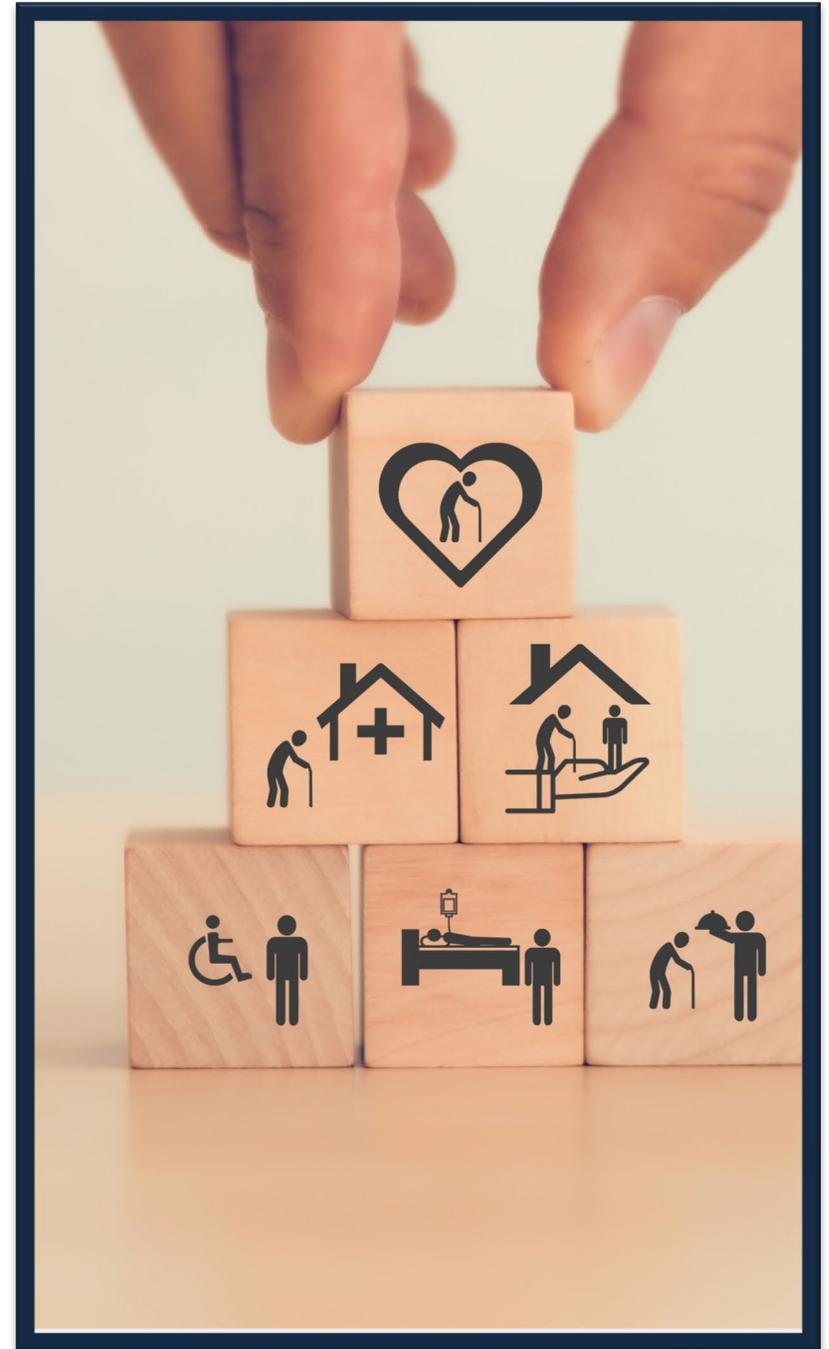
Intermediate Care Facilities



Congregate Setting

## What Families Can Find

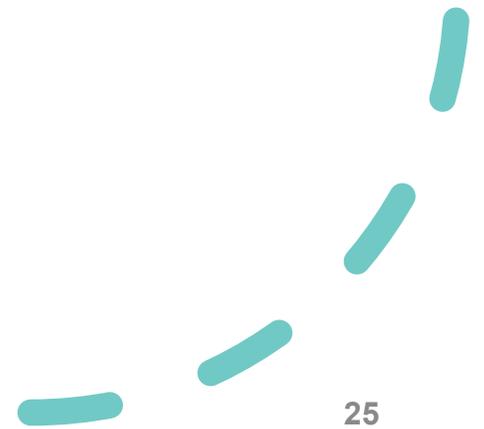
- Overview of Services
- Eligibility Requirements
- Program Information
- Contact and/or Next Steps





**LaQuana  
Palmer**

**Deputy Director  
Office of Communication & Engagement  
NC Medicaid**



# Connecting Communities and Medicaid (CCM)

## What is CCM?

Through regular meetings, shared resources and open dialogue, CCM aims to foster meaningful partnerships and exchange information between NC Medicaid and community organizations to reduce barriers to care and ensure Medicaid services are responsive to the needs of our communities.

## Why join?

- Stay informed about NC Medicaid updates and federal policy changes
- Share feedback and insights from your community
- Collaborate with other organizations across the state
- Help shape a more inclusive and effective Medicaid system

## Sign Up to Join CCM

[CCM Registration Form](#)

# 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](mailto: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/204bNI5pGkl](https://youtu.be/204bNI5pGkl)
  - **Spanish** [youtu.be/whLNhXj7zvM](https://youtu.be/whLNhXj7zvM)
- [ePASS website \(epass.nc.gov\)](https://epass.nc.gov)
- Local DSS Directory [ncdhhs.gov/localdss](https://ncdhhs.gov/localdss)

# Provider Resources

- NC Medicaid Website [medicaid.ncdhhs.gov](https://www.medicaid.ncdhhs.gov)  
Includes County and Provider Playbooks
- Regular Medicaid Bulletins [medicaid.ncdhhs.gov/providers/medicaid-bulletin](https://www.medicaid.ncdhhs.gov/providers/medicaid-bulletin)
- NC Medicaid Managed Care Webinar Series (Back Porch Chat)
  - May 21, 2026, noon – 1 p.m.
  - Aug. 20, 2026, noon – 1 p.m.
  - Nov. 19, 2026, noon – 1 p.m.
- NC Medicaid Quarterly Virtual Office Hours
  - May 7, 2026, noon – 1 p.m.
  - Aug. 6, 2026, noon – 1 p.m.
  - Nov. 5, 2026, noon – 1 p.m.

For more information, see the [Training page](#) in the [Provider Playbook](#).

# Questions & Answers

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

[medicaid.ncdhhs.gov/transformation/more-information](https://www.ncdhhs.gov/medicaid/transformation/more-information)

If we couldn't get to your question, feel free to email it to [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)