



North Carolina Department of Health and Human Services
Division of Medical Assistance

2501 Mail Service Center • Raleigh, N. C. 27699-2501 • Tel 919-855-4100 • Fax 919-733-6608

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Craig L. Gray, MD, MBA, JD, Director

September 16, 2011

Re: NCHC Transition and new Identification Cards

Dear County Director of Social Services:

Effective October 1, 2011, the administration of the North Carolina Health Choice (NCHC) program will be transitioning from Blue Cross/Blue Shield to the Division of Medical Assistance (DMA).

As a result of this change, all NCHC claims for services provided on or after October 1, 2011 will be processed by DMA's fiscal agent, HP Enterprise Services. Blue Cross/Blue Shield will continue to pay claims for services provided prior to October 1, 2011.

Also, effective October 1, 2011, NCHC recipients will have a new Identification card. It will be printed on gray stock and will display the NCHC logo. Printed on the card will be the recipient's name, date of birth, NCHC Identification number, Community Care of North Carolina/Carolina ACCESS (CCNC/CA) medical home/Primary Care Provider (PCP) information, and copayment amounts, if applicable.

All current NCHC recipients will be mailed the new NCHC card during the month of September for use with services beginning October 1, 2011. Anyone approved on or after October 1, 2011 will be issued the new card. If an individual is approved after October 1, 2011 for a time period prior to October 1, 2011, Blue Cross/Blue Shield will issue a NCHC card for coverage of services provided prior to October 1, 2011. Some recipients approved on or after October 1, 2011 will receive two NCHC Identification cards.

Effective October 1, 2011, counties will request replacement NCHC ID Cards by using the DB/PML ("P") Screen. For any NCHC replacement cards needed for the time periods prior to October 1, 2011, instruct the recipient to contact BCBS at their customer service number, 1-800-422-4658.

Counties will assist callers with any NCHC questions or issues regarding eligibility beginning October 1, 2011, just as they currently do for the Medicaid program.



Dear County Director Letter
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You will find attached, two copies of the new NCHC Identification card. The Cardholder information on these cards is different depending on whether the individual is currently receiving NCHC or is newly approved for NCHC on or after October 1, 2011.

If you have any questions regarding this information, please contact your Medicaid Program Representative.

Sincerely,

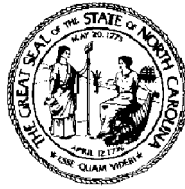
Craig L. Gray, MD, MBA, JD, Director

CLG/jlb

Attachments

(This information was researched and written by John Benske, Policy Consultant, Medicaid Eligibility Unit.)





North Carolina Health Choice (NCHC) Card

This is your new NCHC identification card. The old card was issued by Blue Cross/Blue Shield (BC/BS). As of October 1, 2011, the Division of Medical Assistance (DMA) will issue the cards. For any service your child receives prior to October 1, 2011, use the old BC/BS card. For any services on or after October 1, 2011, use the new NCHC card. Each child covered by NCHC will have his/her own identification card.

Beginning October 1, 2011, the co-payments for pharmacy benefits and over-the-counter medications for NC Health Choice recipients will change. Co-payments for provider visits, outpatient hospital services, and non-emergency emergency room visits will remain the same. The pharmacy co-payment will decrease by either \$1 or \$2, depending on your family's income. There will also be a \$1 co-payment for over-the-counter medications, which previously did not require a co-payment. Please look at the co-payment amounts shown on your new NCHC identification card. Co-payment amounts differ based on family income.

Beginning October 1, 2011, your child must receive medical services from the Primary Care Provider (PCP) through Community Care of North Carolina/Carolina ACCESS, (CCNC/CA). If you chose a PCP, the name of the PCP can be found on the front of the card. If you did not chose a PCP for your child or you would like to change the PCP, contact your local county Department of Social Services (DSS). The provider must be enrolled with NC Medicaid/NCHC. The PCP will refer your child to any other provider that it is necessary to see. Dental services do not need a referral. If another provider is seen without a PCP referral, you may have to pay for the visit out of your own pocket.


FOR MORE INFORMATION, PLEASE READ THE BACK OF THIS LETTER

N.C. DEPT. OF HEALTH AND HUMAN SERVICES
DIVISION OF MEDICAL ASSISTANCE

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NORTH CAROLINA HEALTH CHOICE FOR CHILDREN COPAYS: Office/Outpatient: \$000.00 Pharmacy: \$0/00/\$0.00/\$0.00 Non-Emergency ER :\$000.00 CLIENT NAME ADDRESS 1 ADDRESS 2 ADDRESS 3 ADDRESS 4 ADDRESS 5 Recipient Signature _____ (Not valid unless signed) USE OF THIS CARD BY ANYONE NOT LISTED ON THE CARD IS FRAUD AND IS PUNISHABLE BY A FINE, IMPRISONMENT OR BOTH		 N.C. DEPT. OF HEALTH AND HUMAN SERVICES DIVISION OF MEDICAL ASSISTANCE RECIPIENT I.D. ### ## ####-M RECIPIENT NAME JOHNJOHNJOHN A. DOEDOEDOEDOEDOE BIRTH DATE MM/DD/YYYY ISSUE DATE MM/DD/YYYY PCP NAME ADDRESS 1 ADDRESS 2 ADDRESS 3 ADDRESS 4 ADDRESS 5 PHONE NUMBERS For questions about your Health Choice coverage and/or to report Health Choice fraud, waste or program abuse, please contact DHHS Customer Service at 1-800-662-7030.
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North Carolina Health Choice (NCHC) Card, Continued

If you change your child's CCNC/CA PCP or there is a name change, your child will receive a new card at the end of the month. Otherwise, your child will only receive a new card each year as long as he/she remains eligible.

When you visit a medical provider you should have your child's NCHC identification card with you.

The NCHC identification card is **not** proof of NCHC eligibility. It is the responsibility of the medical provider to verify that your child is eligible for NCHC covered services. The provider must also be enrolled with NC Medicaid/NCHC, accept NCHC, and submit the bill (claim) to NCHC.


Your county department of social services (DSS) sent you a letter when your child first became eligible for NCHC telling you how long the certification period will last. You will be notified when it is time to review your child's eligibility.

If your NCHC identification card is lost, destroyed, or stolen, please contact the local county DSS so they can order a replacement card for you. If your child becomes ineligible for NCHC **do not** throw the card away. Your child may become eligible for NCHC again and need the card.

Use of the card by anyone not listed on the card is fraud and punishable by a fine, imprisonment, or both. **For questions about your child's NCHC coverage and/or to report NCHC fraud, waste or program abuse, please contact DHHS Customer Service Center at 1-800-662-7030.** If you have questions about your child's PCP with CCNC/CA or you would like to request a change in your child's PCP, call your local county DSS.

Immediately return the card to the county DSS if a NCHC recipient moves or dies. Notify your Caseworker at DSS within 10 calendar days of any changes in your situation.

You may ask for a review if NCHC denies prior approval for a service or if you are billed by a provider who did not tell you that you would be responsible for paying the bill. To ask for a review, mail or fax your request to NC Health Choice Director's Office, Review Coordinator, 2501 Mail Service Center, Raleigh, NC 27699-2501 or (919) 733-6608 within 30 days of receiving a denial of service. You may also download a NCHC review form at <http://www.ncdhhs.gov/dma/healthchoice/revrequest.htm>.

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NOTICE TO PROVIDERS

The NC Health Choice Identification card is not proof of Health Choice eligibility. It is the responsibility of the medical provider to verify identity of the individual, the NC Health Choice covered services, medical home, primary care physician with whom the recipient is enrolled, and to obtain authorization from the primary care physician as required. Refer to the Basic Medicaid Billing Guide at <http://www.ncdhhs.gov/dma/basicmed> for information on how to verify eligibility of NC Health Choice covered services and to obtain authorization.

Eligible Provider: As of October 1, 2011, a provider must be a Medicaid Enrolled Provider in order to be paid for services rendered to NC Health Choice recipients. If not enrolled, go to <http://www.nctracks.nc.gov> to find enrollment information and forms.

Prior Approval: Some NC Health Choice services must be approved in advance. Refer to the Basic Medicaid Billing Guide for prior approval requirements. Changes are published the first of each month in Medicaid Provider bulletins.

<http://www.ncdhhs.gov/dma/bulletin/>.

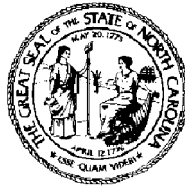
Out of state providers must obtain approval prior to delivering NC Health Choice services unless there is a medical emergency.

Claim Filing: NC health choice recipients must be uninsured at the time of eligibility. Payment is full payment even if charges exceed the payment. Refer to the Basic Medicaid Billing Guide for additional information regarding claim filing.

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NORTH CAROLINA HEALTH CHOICE (NCHC) IDENTIFICATION CARD

Your Caseworker mailed you a letter to tell you that your child is approved for NCHC. Please find attached your child's **new** NCHC identification card to use for medical services beginning October 1, 2011. If your child is eligible for NCHC before October 1, 2011, Blue Cross/Blue Shield (BC/BS) will send a separate card for you to use. For any service your child receives before October 1, 2011, use the BC/BS card. For any services on or after October 1, 2011, use the **new** NCHC card.

Each child has a NCHC identification card. You can cut out the card and fold it over so that it will easily fit in your wallet. This way you will always have it available when your child goes to the doctor, hospital, or pharmacy, just like other health insurance cards. Do not give the card to anyone other than a doctor, hospital, pharmacy, or other NCHC provider.

You must choose a Primary Care Provider (PCP) for your child through Community Care of North Carolina/Carolina ACCESS (CCNC/CA). If you have already chosen a PCP or DSS assigned one, the PCP information can be found on the front of the card. The PCP will refer your child to any other provider that it is necessary to see. If another provider is seen without a PCP referral, you may have to pay for the visit out of your own pocket. Dental services do not need a referral. For assistance in selecting or changing your PCP, contact your local county department of social services (DSS).


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CLIENT NAME			BIRTH DATE MM/DD/YYYY	ISSUE DATE MM/DD/YYYY	
ADDRESS 1			PCP NAME		
ADDRESS 2			ADDRESS 1		
ADDRESS 3			ADDRESS 2		
ADDRESS 4			ADDRESS 3		
ADDRESS 5			ADDRESS 4		
Recipient Signature _____ (Not valid unless signed)			ADDRESS 5		
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NORTH CAROLINA HEALTH CHOICE (NCHC) CARD, CONTINUED.

The NCHC identification card is issued yearly. Your child will receive a new card if there is a change in your child's PCP or a name change.

Bring your child's NCHC identification card each time your child visits a medical provider. The NCHC identification card is **not** proof of NCHC eligibility but the provider must use the card to verify NCHC eligibility. Make sure that your provider accepts NCHC to cover the medical services.


If the NCHC identification card is lost, destroyed, or stolen please contact your local county DSS so they can order a replacement card for you. If your child becomes ineligible for NCHC **do not** throw the card away. He/she may become eligible for NCHC again and need the card.

The Health Insurance Portability and Accountability Act (HIPAA) requires that the Division of Medical Assistance (DMA) advise NCHC/Medicaid recipients of how to obtain a copy of the Notice of Privacy Practices. The Notice of Privacy Practices is available on the "Your Rights" page of the North Carolina Division of Medical Assistance's web site, <http://www.ncdhhs.gov/dma/healthchoice/revrequest.htm>. If you do not have access to the Internet, a copy of this Notice may be obtained by contacting your Caseworker at your local county DSS.

Use of the card by anyone not listed on the card is fraud and punishable by a fine, imprisonment, or both. **For questions about your NCHC coverage and/or to report fraud, waste or program abuse, please contact DHHS Customer Service Center at 1-800-662-7030.** If you have questions about your child's PCP with or you need to request a change in your PCP, call your local county DSS.

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