



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

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Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Michael Watson, Director

October 31, 2012

SUBJECT: Community Care of North Carolina/Carolina Access (CCNC/CA) Medical Home Enrollment Project for Special Assistance Recipients

Dear County Director of Social Services:

The NC General Assembly mandated a savings of approximately \$149 million in state appropriations for fiscal year 2012-2013 by the Division of Medical Assistance (DMA) through the Community Care of North Carolina (CCNC) networks. To comply with this mandate, DMA launched a statewide enrollment effort in July 2011 to increase the number of Medicaid beneficiaries enrolled in the CCNC program. At the conclusion of the project in June 2012, ninety percent of those targeted for enrollment were enrolled with a PCP.

The Adult Care Home (ACH) and Intermediate Care Facility-MR (ICF-MR) population enrollment was temporarily suspended and given exempt CCNC/CA codes. The exempt codes recently became obsolete. Once again DMA will begin enrolling this population to a CCNC/CA provider.

DMA has contracted with the Public Consulting Group (PCG) to assist with this enrollment project. Using an automated process, PCG will match beneficiaries to a CCNC/CA medical home for whom they have an established relationship. Beneficiaries without an established medical home will be assigned a CCNC/CA medical home within twenty five miles of their residence, in the same county, who has enrollment slots for new patients. A beneficiary has the option to change their CCNC/CA medical home. Beneficiaries may contact their caseworker for assistance or contact DMA, toll free, at (855) 843-3402.

Attached you will find the enrollment notification that will be included in the Special Assistance check run for November 2012 and January 2013. DMA has reactivated the previously used toll free number and will have staff to answer beneficiary questions, change medical home assignments, and explain CCNC/CA benefits. This number is only available for beneficiaries receiving notifications.

If you have questions, please contact your CCNC/CA Managed Care Consultant

Sincerely,

Michael Watson, Director

MW/kw

Cc: Suzanne Merrill

Attachment



Medicaid has a special health care plan that is available to you. It is called Community Care of North Carolina (CCNC). CCNC does not change your Medicaid coverage. CCNC offers the following benefits:

- A medical home doctor who will see you when you are sick or for a well exam.
- A medical home doctor will refer you to other doctors if you need special care.
- A nurse care manager to help you if your health problems are hard to manage.
- Special help managing your medications.
- A place to call 24 hours a day, 7 days a week for medical advice.

If you do not already have a medical home listed on your Medicaid card, you will receive a letter over the next few months explaining CCNC. The letter will identify the name of a medical home chosen for you. If the medical home in that letter is not the doctor you want to use, call-1-855-843-3402 to let them know which doctor you want, or choose a different doctor. A Customer Service Representative will be available to answer your questions. If you want to learn more and join this program now, call 1-855-843-3402 to speak with a Customer Service Representative.