

**NC Department of Health and Human Services
Division of Health Benefits**

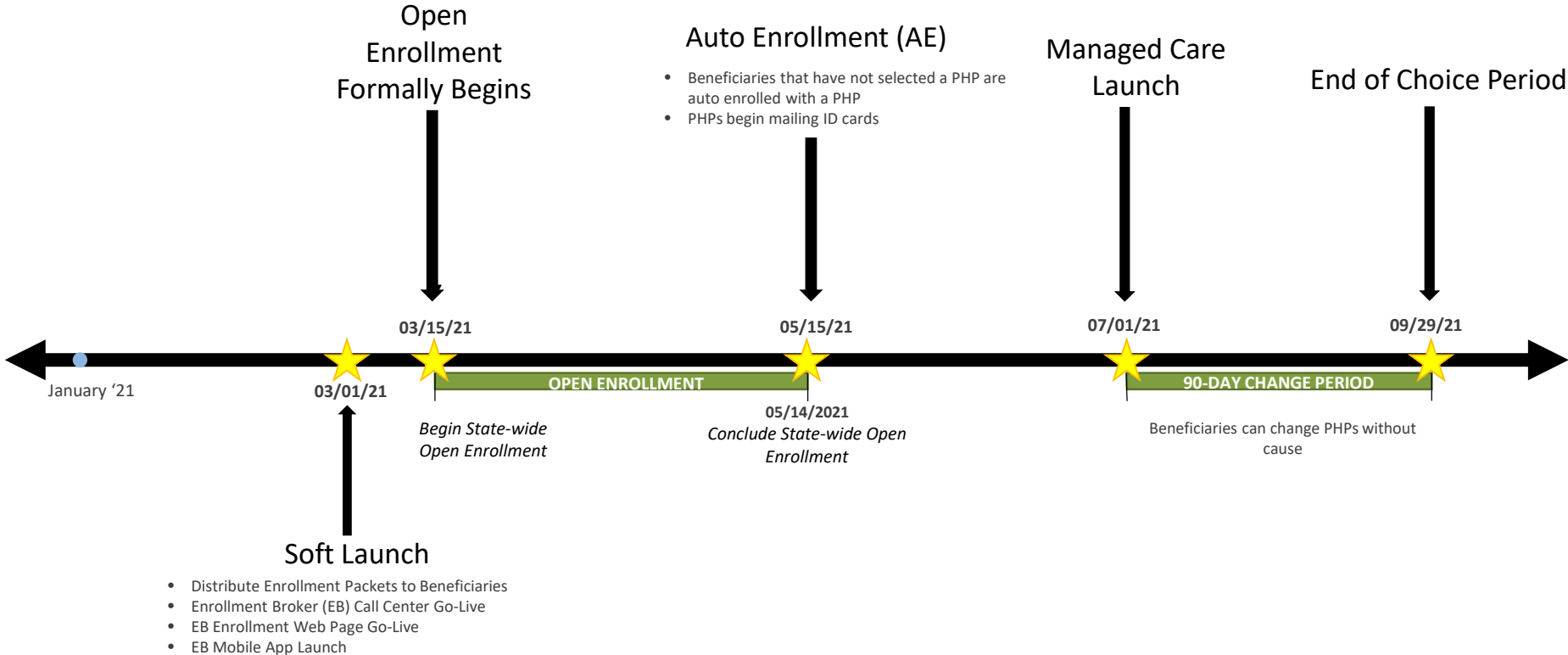


Medicaid Transformation Update

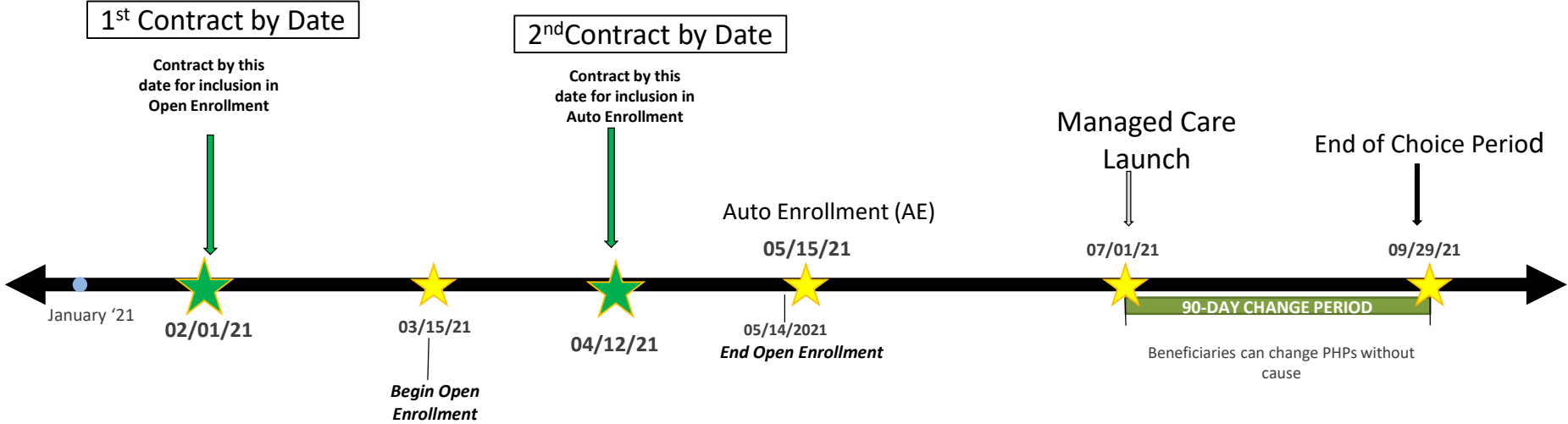
**Jay Ludlam
Assistant Secretary, NC Medicaid**

**Medical Care Advisory Committee (MCAC) Meeting
December 11, 2020**

Medicaid Transformation Timeline



Key Milestones for Providers



Transformation Implementation Update

- EQRO Award
- Enrollment Broker Key Activities
- Beneficiary Portal Launch
- Tailored Plan Request For Application Release
- Beneficiary Ombudsman Next Steps
- Ongoing Testing
 - End to End Testing Continues
 - PHP Auto-Enrollment Test
- Tribal Option Implementation Continues
- Healthy Opportunities Pilots

Additional Provider Information

- Health Plan Manuals
 - [Medicaid Health Plan Contacts and Resources webpage](#)
- Provider Ombudsman
 - Medicaid.ProviderOmbudsman@dhhs.nc.gov
 - 919-527-6666
- Provider Directory- Medicaid and NC Health Choice Provider and Health Plan Look-Up
- Provider Claims Testing Kickoff
- DHHS & AHEC Webinar Series
 - <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care/provider-playbook-training-courses>
- Provider Engagement More to Come
 - Engagement Plan
 - Fact sheets
 - Web Updates

Questions