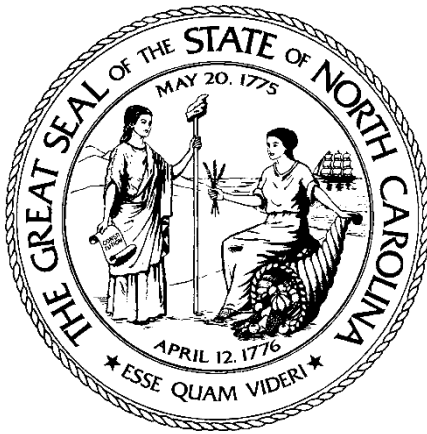


NC Department of Health and Human Services



NC MEDICAID TRANSFORMATION RESTART

Jay Ludlam
Assistant Secretary, NC Medicaid

Medical Care Advisory Committee (MCAC) Meeting
September 18, 2020



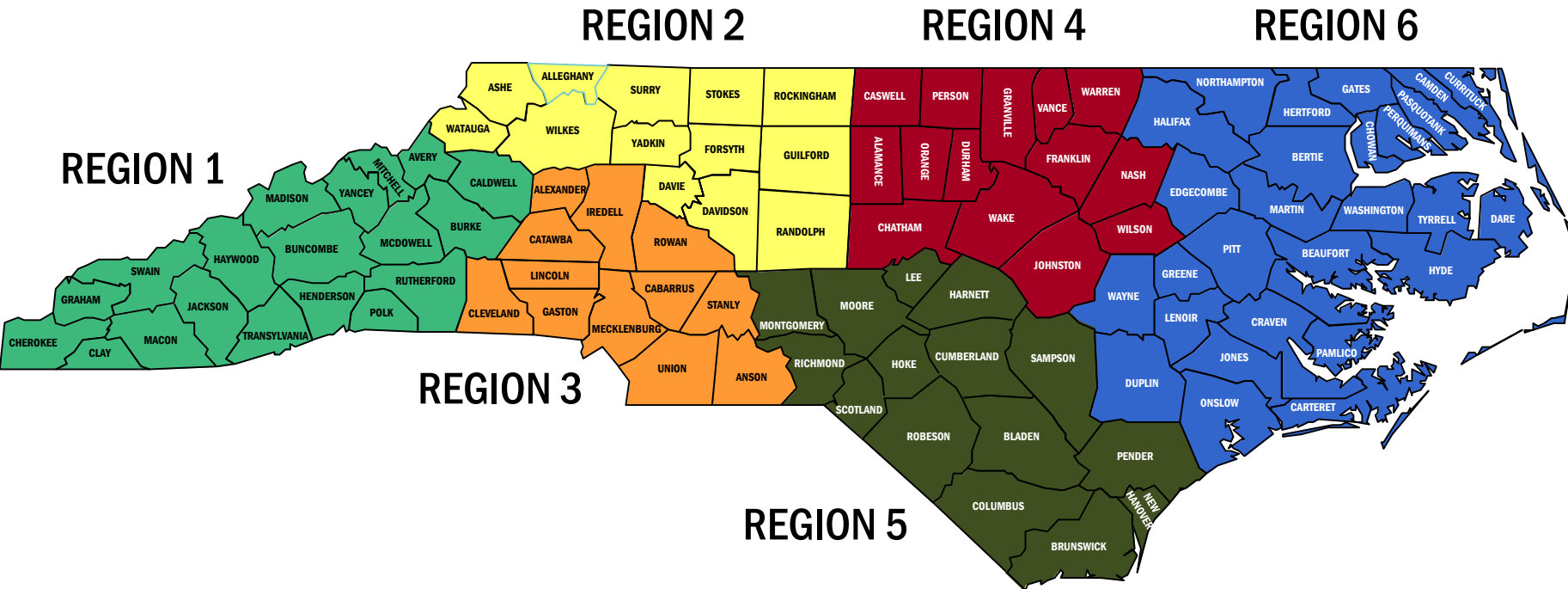
North Carolina's Vision for Medicaid Transformation

“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”

Moving to Managed Care

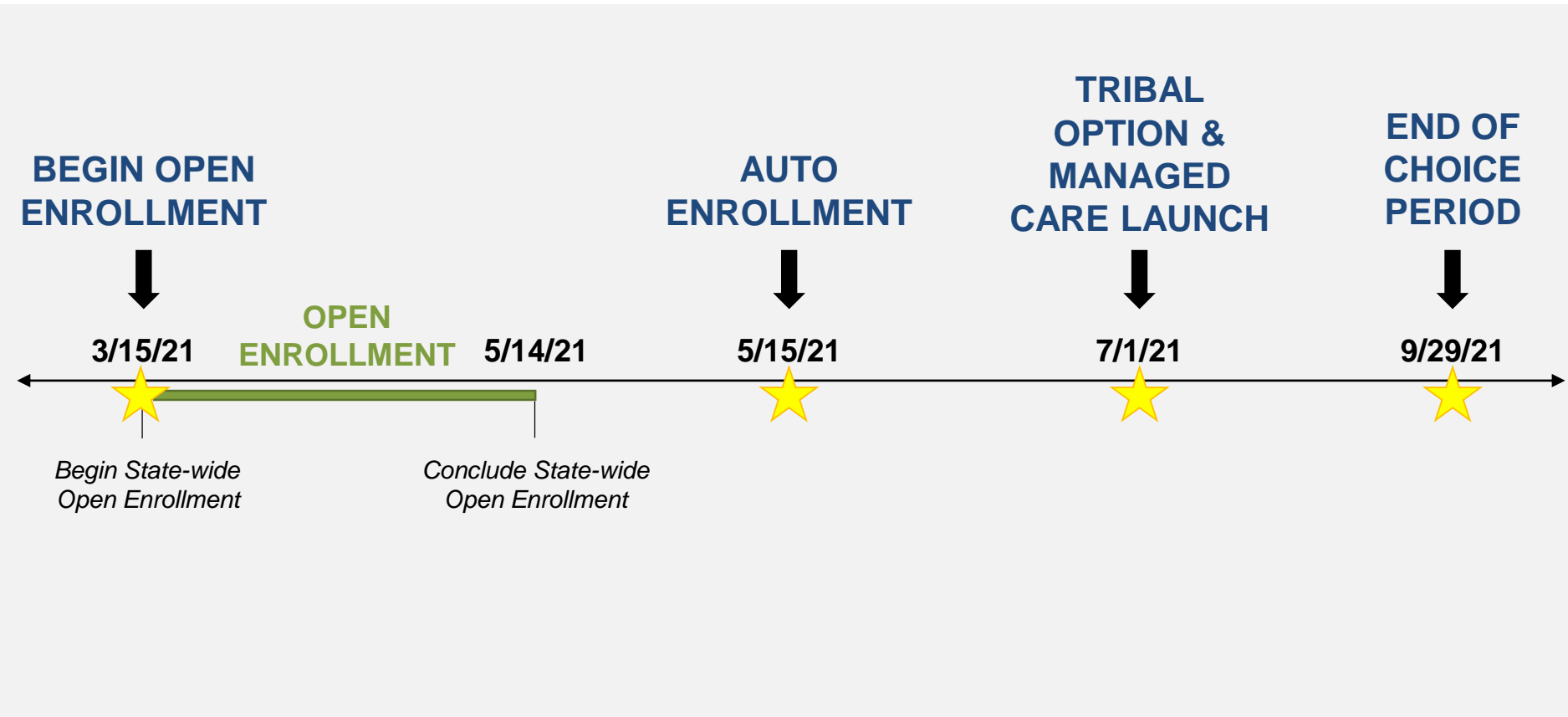
- **1.6 - 1.8 million Medicaid beneficiaries will enroll in Standard Plans.**
- **Beneficiaries will be able to choose from 5 Prepaid Health Plans (PHPs)**
 - **AmeriHealth Caritas, Healthy Blue, United HealthCare, WellCare, Carolina Complete Health (Regions 3, 4, 5)**
- **All health plans, all regions will go live on July 1, 2021.**
- **Some beneficiaries will stay in fee-for-service because it provides services that meet specific needs or they have limited benefits. This will be called NC Medicaid Direct.**

NC Medicaid Managed Care Regions



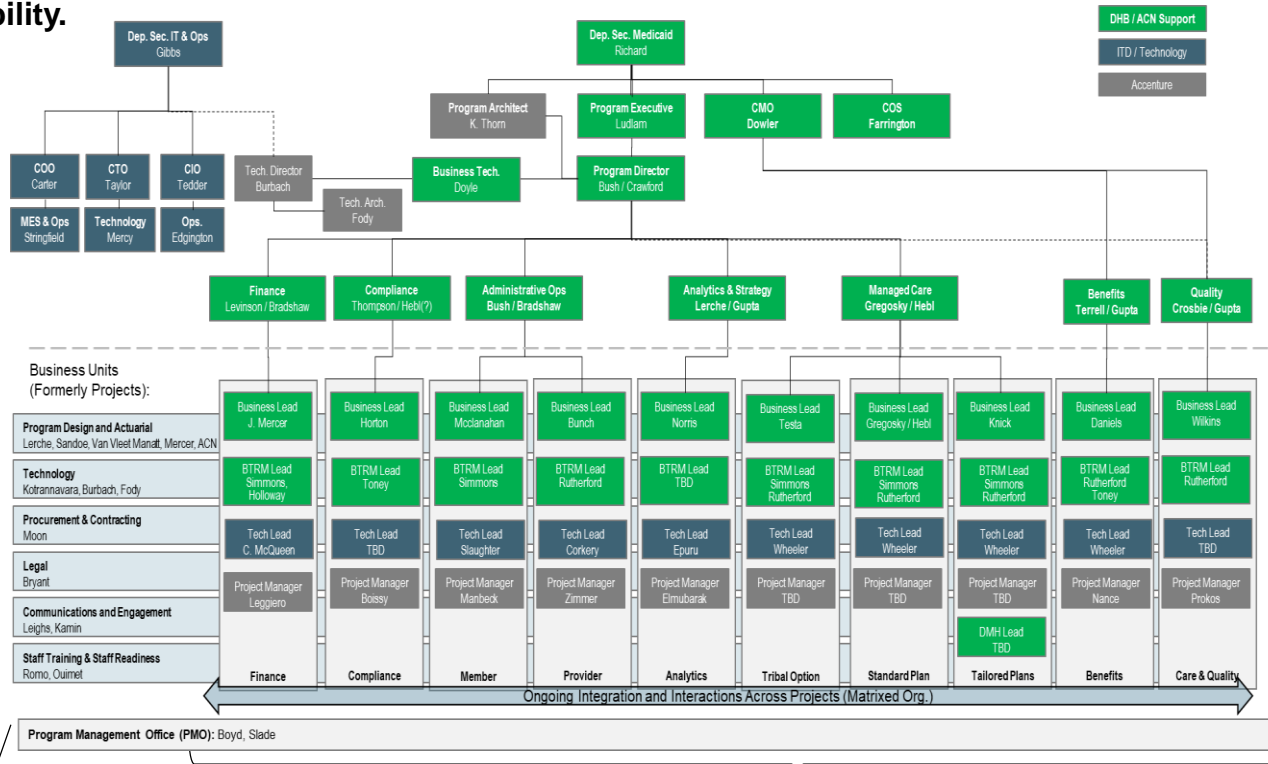
Challenges

- **COVID-19**
 - Uncertainty about provider's prioritizing contracting
 - Complexity in project planning – rapid evolving conditions
- **Other Program Changes**
 - Tailored Plan Request for Application (RFA) and operational transition in preparation for July 2022 launch
 - DHHS is working with the Eastern Band of Cherokee Indians to develop a PCCM “Tribal Option” to go live in Region 1



Key Transformation Responsibilities by Program Area

In alignment with the DHB Organizational Design various groups and levels within the organization have different sets of responsibility.



Capability Teams

- Provide support for a capability
- Ensure consistency and integration across business units
- Engage resources with specialized skill sets

Executive Leadership

- Provide overall direction
- Determine the responsible business unit for a function or set of work (features & tasks)
- Prioritize across Medicaid
- Ensure the right skills and capabilities exist within the org.
- Resolve key risks and issues
- Make decisions on highly impactful items

PMO

- Track status, risks, issues, and decisions
- Manage the change control process for transformation
- Support program reporting and analysis

Business Units

- Define work (features and tasks) that need to be completed
- Assign work to the appropriate resources
- Integrate people, process, and technology to deliver full solutions
- Managed day-to-day progress of the work and progress towards milestones
- Identify and mitigate to the extent possible risks and issues, escalate when needed
- Make decisions based on the guidance provided by Executive Leadership
- Work with other business units and capability areas as needed to deliver products/outcomes

Draft
*modifications may occur

Restarting Managed Care Implementation – Highlight of Activities

- **Update all stakeholder materials**, websites, smart phone apps and technical systems across multiple platforms (Enrollment Broker, health plans, NCTRACKS)
- Formulate **capitation rates** beginning in Nov '20 and submit to CMS for approval
- Re-review and **resubmit to CMS for approval** several health plans' contractual policies and procedures deliverables (annual compliance plans, call scripts, member marketing, value added service materials, and clinical coverage policies)
- Update the **Consolidated Provider Directory** (NC DHHS, Enrollment Broker, health plans)
- **Test Primary Care Provider Auto Assignment**
- **Complete key testing activities** to finalize data, analytics, reporting functionality including Transition of Care (NC FAST, Enrollment Broker, NC TRACKS, health plans, LME-MCOs, UM Vendors & CCNC) and Data Warehouse
- Re-validate **Enrollment Broker readiness** including call center staff and scripting once rehired
- Re-evaluate internal **Division of Health Benefit staff readiness**
- For **network adequacy** – monitor progress of **provider contracting** (health plans and providers)
- Moving forward with managed care related procurements including Member Ombudsman, EQRO, Health Opportunities Pilots