

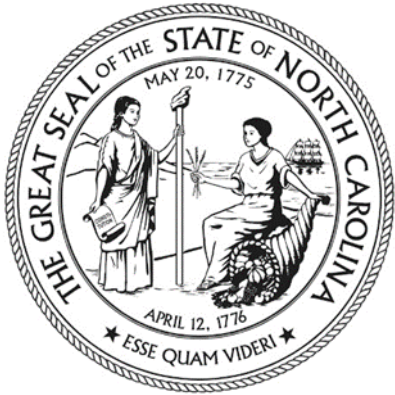
NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Medicaid Managed Care

Community Partners and the Beneficiary Experience

The webinar will begin shortly. Please use the chat function to ask your questions.

March 10, 2021



NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES


NC Medicaid Managed Care

Community Partners and the Beneficiary Experience

March 10, 2021

Welcome

**Dr. Mandy Cohen
NCDHHS Secretary**

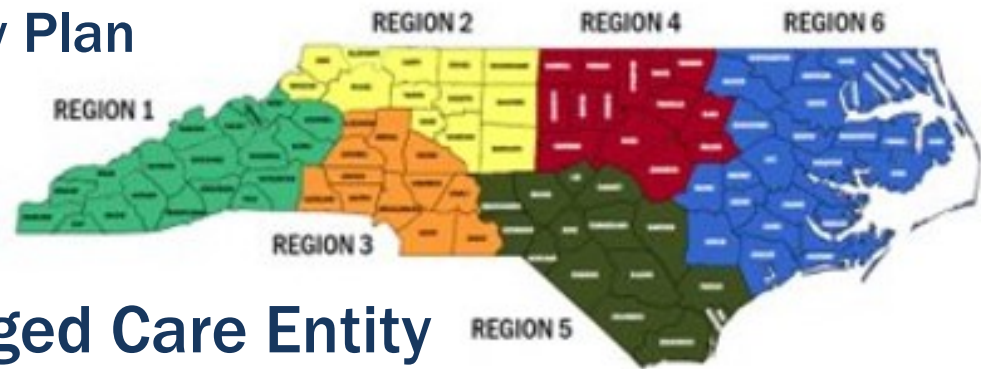
A dark blue silhouette of the state of North Carolina is centered on a light gray background. The text "There is a new way to get Medicaid health care" is written in a light blue, sans-serif font across the middle of the map.

**There is a new way to get
Medicaid health care**

March 1
**NC Medicaid Managed Care
Call Center and Website Live**

Medicaid is Changing

- New service delivery system
- Addressing non-medical drivers of health
- Health Plans available to beneficiaries
 - AmeriHealth Caritas
 - Healthy Blue
 - UnitedHealthCare Community Plan
 - WellCare
 - Carolina Complete Health
 - Serving regions 3, 4 and 5
- First-in-nation Indian Managed Care Entity
 - (EBCI Tribal Option)
- Beneficiary support system
 - Enrollment broker
 - Ombudsman
 - Health Plan member services





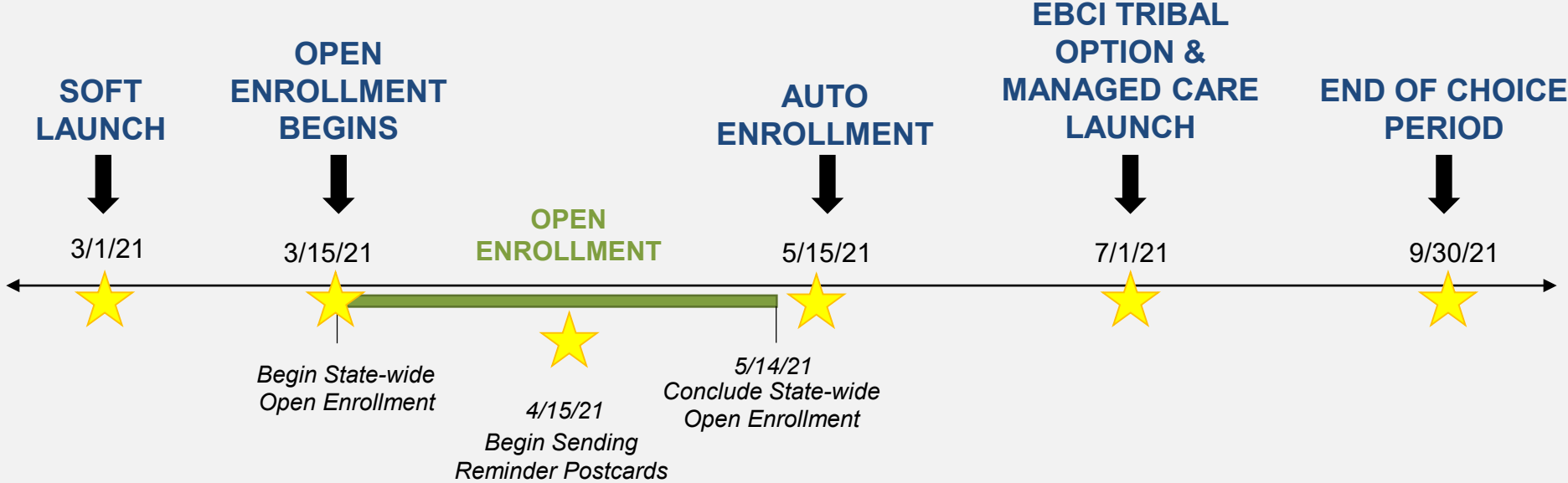
North Carolina's Vision Remains the same

“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.”

NCDHHS' Day One Priority

- **Individuals get the care they need**
- **Providers get paid**

Medicaid Transformation Milestone Timeline



Communications & Engagement

NC Medicaid plans to engage beneficiaries through

- Medicaid Contact Center
 - 888-245-0179
- Website updates and social media
 - <https://medicaid.ncdhhs.gov/transformation>
- Paid advertising
 - Radio, TV, web, social media (English and Spanish)



Online Help Centers

NC Medicaid Help Center

A resource for providers to research questions and submit inquiries, the Help Center is an online source of information about Managed Care, COVID-19, Medicaid and behavioral health services. You can also search to find answers to questions from the Help Center mailbox, webinars and other sources.

Medicaid Help Center:

ncgov.servicenowservices.com/sp_ncmedicaid?id=kb_view_helpcenter

NC Medicaid Beneficiary Portal

An online portal for North Carolinians receiving or wanting to apply for Medicaid. The portal provides Medicaid resources in an easy-to-use web platform. The Help Center Assistant search feature guides users to topics of interest to them.

Medicaid Beneficiary Portal: medicaid.ncdhhs.gov/beneficiaryportal

NC Medicaid Ombudsman

- **Launches April 15**
- **Resource for beneficiaries when they are not able to resolve issues with their health plan or PCP**
- **Trained staff available to assist beneficiaries with**
 - Information and education on Managed Care
 - Referrals
 - Issue resolution
- **Website: ncmedicaidombudsman.org**
- **Phone: 877-201-3750**



NC Medicaid Managed Care Call Center

Monday – Saturday

7 a.m. – 5 p.m.

Enrollment specialists are available at the Call Center for support. The call is toll-free.

833-870-5500 (TTY 833-870-5588)



We are here to:

- Provide health plan choice counseling
- Support search for preferred PCP
- Discuss health plan services
- Enroll beneficiaries in selected health plan
- Assist with some demographic changes
- Disenroll members as needed
- Process Enrollment Broker complaints and grievances
- Facilitate appeals process
- Provide support for the website and mobile app
- Support deaf and non-English speaking beneficiaries

833-870-5500

(TTY 833-870-5588)

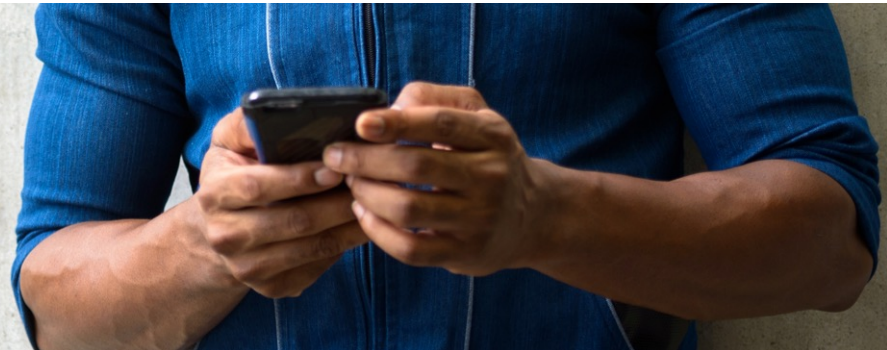
Call Center Update

- **Live on March 1 and as of March 8:**
 - 4,361 calls handled with an abandonment rate of 41%
 - 4,385 unique enrollments
 - 13,518 website visits
 - 1,619 chat sessions
 - 2,396 mobile app visits
- **More than 700,000 Enrollment Packets will be mailed to beneficiaries by March 10**




Multi-Channel Enrollment

- Empathetic, personal help for those who need it
- Self-service and mobile options aligned with consumer preferences
- Beneficiaries have multiple ways to enroll and access support
 - Chat
 - Web
 - Mobile
 - Phone
 - Mail
 - Interactive Voice Response system (IVR)



Beneficiary Communication

Transition Notices



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Benefits

Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

ENROLLMENT PACKET NOTICE TO HOUSEHOLD WHERE ALL PEOPLE MUST CHOOSE A HEALTH PLAN (MANDATORY)
NC Medicaid 20210106 v1.0

Patricia A. Jones March 1, 2021
1234 Any Main Street
Raleigh, NC 27603-1000

Dear Patricia A. Jones:

There will be a new way to get Medicaid health care

Starting **July 1, 2021**, most people will get the same Medicaid services in a new way – through health plans.

A **health plan** is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same health plan. This includes – physical health, behavioral health and medicine. Some health plans provide added services like programs to help you quit smoking.

NC Medicaid Direct is North Carolina's current health care program for Medicaid members. It will continue to provide the same services including developmental disability, behavioral health, traumatic brain injury and substance use disorder services for members who need these special services.

Even if you previously chose a health plan, you will need to choose again. If you don't choose a health plan, we will choose one for you. You know your needs best, so it's better if you choose.


Some things will stay the same

Medicaid eligibility rules and processes are not changing.

More on back ►

MEDICAID EB TRANS ENG 201016

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**. 1



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Benefits

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ENROLLMENT PACKET NOTICE TO HOUSEHOLD WHERE ALL PEOPLE HAVE THE OPTION TO CHOOSE A HEALTH PLAN BUT ARE NOT REQUIRED TO DO SO (EXEMPT)
NC Medicaid 20210106 v1.0

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Information Sheet



THE DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Benefits

SAMPLE

In NC Medicaid Managed Care, you choose a doctor for most of your Medicaid-covered services. You also choose a health plan that is right for you. All health plans offer the same Medicaid services you have today. Each health plan offers added services.

Here are steps to help you choose a primary care provider and health plan

Step 1: Choose a primary care provider (PCP)

Health plans work with different PCPs. To keep your family doctor, clinic or other health care provider as your PCP, first find out which health plans they work with. Then choose one of those health plans.

Here are three ways you can find out which health plans your PCP works with:

- Ask your PCP.
- Call us at **1-833-870-5500** (TTY: 1-833-870-5558).
- Find a list of doctors and other specialists for each health plan at ncmedicaidplans.gov or on the mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](https://play.google.com/store/apps/details?id=com.ncdhhs.managedcare) or the [App Store](https://apps.apple.com/us/app/nc-medicaid-managed-care/id1488888888).

To help you choose a new PCP, think about your answers to these questions:

- Is there a doctor you already like?
- How far are you willing to travel to see a doctor? To find providers near you, go to ncmedicaidplans.gov or use the mobile app.
- Do you need a PCP who speaks a certain language? To find PCPs who speak languages other than English, go to ncmedicaidplans.gov or use the mobile app.

Step 2: Choose a health plan

Choose a health plan your PCP is in. Use these questions to help you choose the best health plan for you:

- Do you want to keep your current doctor or clinic? Or do you want a new one?
- Does the health plan have the doctors, hospitals and specialists you use? To find out, go to ncmedicaidplans.gov or use the mobile app.
- Does anyone in your family have special health needs?
- What added services does the health plan have? To see each health plan's added services, go to ncmedicaidplans.gov or use the mobile app. Or read the Health Plan Choice Guide that came with this enrollment packet.

Step 3: Enroll in one of these ways

- Go to ncmedicaidplans.gov
- Use the NC Medicaid Managed Care mobile app.
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Fill out the enrollment form and mail it in the envelope that came with this enrollment packet. Or fax it to 1-833-898-9655.


MEDICAID EB TRANS ENG 201016

Samples are available for download in the County Playbook on our website medicaid.ncdhhs.gov/transformation

Beneficiary Communication

Health Plan Choice Guide

SAMPLE



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Health Benefits







Health Plan Choice Guide

All health plans are required to have the same type of Medicaid services you get now. These include:

- Doctor visits
- Hospital visits
- Behavioral health care
- Prescriptions
- Eye care
- Medical supplies
- Lab tests and X-rays
- Therapies
- Hospice
- Care management

To see the full list of NC Medicaid covered services provided by the health plans, go to ncmedicaidplans.gov. Health plans also have added services. To view added services, see the other side.

SAMPLE

EBCTRIBAL OPTION	WellCare	UnitedHealthcare	HealthyBlue	AmeriHealth Caritas North Carolina	carolina complete health
<p>1-800-260-9992 TTY: 711 EBCTribalOption.com 8 a.m. to 4:30 p.m., Monday through Friday</p>  <p>Only available in the counties listed below</p>	<p>1-866-799-5318 TTY: 711 www.wellcare.com/nc 7 a.m. to 6 p.m., Monday through Saturday</p>  <p>Statewide (all 100 counties)</p>	<p>1-800-349-1855 TTY: 711 uhcommunityplan.com/nc 7 a.m. to 6 p.m., Monday through Saturday</p>  <p>Statewide (all 100 counties)</p>	<p>1-844-594-5070 TTY: 711 healthybluenc.com 7 a.m. to 6 p.m., Monday through Saturday</p>  <p>Statewide (all 100 counties)</p>	<p>1-855-375-8811 TTY: 1-866-209-6421 amerihealthcaritasnc.com 24 hours a day, 7 days a week</p>  <p>Statewide (all 100 counties)</p>	<p>1-833-552-3876 TTY: 711 carolinacompletehealth.com 7 a.m. to 6 p.m., Monday through Saturday</p>  <p>Only available in the counties listed below</p>

EBCTribal Option is only available in Cherokee, Graham, Haywood, Jackson and Swain counties. Eligible members in the following counties may opt in: Buncombe, Clay, Henderson, Macon, Madison, and Transylvania

Carolina Complete Health is only available in these counties: Alamance, Alexander, Anson, Bladen, Brunswick, Cabarrus, Caswell, Catawba, Chatham, Cleveland, Columbus, Cumberland, Durham, Franklin, Gaston, Granville, Hamett, Hoke, Iredell, Johnston, Lee, Lincoln, Mecklenburg, Montgomery, Moore, Nash, New Hanover, Orange, Pender, Person, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union, Vance, Wake, Warren, Wilson

Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages. You can get this information in other languages or formats, such as large print or audio.

MEICAD 88 GUIDE ENG 30/2020 INCB-CO-EN 30/2020

Samples are available for download in the County Playbook on our website medicaid.ncdhhs.gov/transformation

Use this guide to view **added services** each health plan offers. **Some services may only be available for members who qualify.** For questions, call **1-833-870-5500** (TTY: 1-833-870-5558).

EBCTRIBAL OPTION	WellCare	UnitedHealthcare	HealthyBlue	AmeriHealth Caritas North Carolina	carolina complete health
<p>Education</p> <ul style="list-style-type: none"> • Up to \$250 General Educational Development (GED) exam voucher, materials and life skills training • Up to \$120 voucher for Associate Degree tuition and materials • Up to \$250 voucher for a computer if accepted and enrolled full time in an institution of higher education <p>Prenatal</p> <ul style="list-style-type: none"> • Up to \$75 in gift cards if go to prenatal appointments <p>Wellness</p> <ul style="list-style-type: none"> • Offers of nutrition, cooking, and exercise classes <p>Youth</p> <ul style="list-style-type: none"> • 1 pair sport shoes per calendar year • Car safety seat with installation and use education <p>Other</p> <ul style="list-style-type: none"> • Cherokee Language classes and supplemental learning materials • Transportation for job training and other activities to implement person's care plan 	<p>Education</p> <ul style="list-style-type: none"> • \$120 GED voucher, including GED testing, tutoring, and reading scholarships <p>Prenatal</p> <ul style="list-style-type: none"> • Up to \$450 in rewards for baby products; stroller, playpen, car seat, or diapers <p>Wellness</p> <ul style="list-style-type: none"> • \$75/year rewards gift cards • 20% CVS discount card • 24-week voucher for Weight Watchers® <p>Youth</p> <ul style="list-style-type: none"> • Boy Scouts, Girl Scouts and 4-H Club membership <p>Other</p> <ul style="list-style-type: none"> • Hearing aid (up to \$300) • Up to \$120 yearly for over-the-counter drugs • Cell phone with 350 monthly minutes, free texts, 3 GB data • Rides to covered services for Health Choice members and rides to classes and events for all members 	<p>Education</p> <ul style="list-style-type: none"> • Up to \$160 GED exam voucher, materials, and life skills training <p>Prenatal</p> <ul style="list-style-type: none"> • Free electronic breast pump • Up to \$100 in rewards for baby products <p>Wellness</p> <ul style="list-style-type: none"> • \$75/year rewards gift cards • 13-week voucher for Weight Watchers® <p>Youth</p> <ul style="list-style-type: none"> • \$75 yearly for membership at Boys and Girls Club or YMCA <p>Other</p> <ul style="list-style-type: none"> • \$100 yearly value in alternative healing, acupuncture, massage therapy • Up to \$150 for hypoallergenic mattress cover and pillowcase for asthma • Cell phone with 350 monthly minutes, free texts • Free meal delivery up to 14 days after hospital stay, if qualify 	<p>Education</p> <ul style="list-style-type: none"> • \$50 annual gift card for school supplies • GED exam voucher (up to \$160 value) • 24 hours of online tutoring for eligible members ages 6-18, if qualify <p>Wellness</p> <ul style="list-style-type: none"> • Up to \$75 yearly rewards for doctor visits • 13-week voucher for WW® (formerly Weight Watchers®) • 3 months of fresh fruits and veggies for qualifying members <p>Youth</p> <ul style="list-style-type: none"> • \$75 yearly for membership like Boys and Girls Club, Boy Scouts, or Girl Scouts • Up to \$150 for after school activities <p>Other</p> <ul style="list-style-type: none"> • Cell phone with monthly data, minutes and bonus minutes • \$20 Uber gift card for college students for grocery stores, local events 	<p>Education</p> <ul style="list-style-type: none"> • GED program with free practice and regular tests <p>Prenatal</p> <ul style="list-style-type: none"> • High-risk pregnancy home educational visits <p>Wellness</p> <ul style="list-style-type: none"> • \$75/year rewards gift cards • Weight Watchers® membership for qualifying members <p>Youth</p> <ul style="list-style-type: none"> • Boys & Girls Club membership, ages 18 and younger • Home visits, supplies for children with asthma, ages 2-18 <p>Other</p> <ul style="list-style-type: none"> • Pain management education and support • Extra pair of glasses and eye exam every 2 years, ages 21-64 • 2 meals per day for up to 7 days after hospital stay • Smart phone with 1,000 minutes, unlimited texts, & 1 GB data per month 	<p>Education</p> <ul style="list-style-type: none"> • GED exam voucher, study materials • \$75/year value school supplies, online tutoring, members grades PreK-12 before GED <p>Prenatal</p> <ul style="list-style-type: none"> • Up to \$100 per year for new mothers; car seat, diapers, diaper bag, breast pump, high-risk pregnancy visits <p>Wellness</p> <ul style="list-style-type: none"> • \$75 per year rewards card • \$120 per year for approved healthy foods at Walmart® • Up to 14 weeks of Weight Watchers® and online tools <p>Youth</p> <ul style="list-style-type: none"> • \$75 per year value after school sports/activities/youth club membership, ages 6-18 <p>Other</p> <ul style="list-style-type: none"> • \$125/year for glasses, contacts for members ages 21 & up • \$120/year per household for over-the-counter products • Cell phone with 250 monthly minutes, free calls, texts

MEICAD 88 GUIDE ENG 30/2020 INCB-CO-EN 30/2020



WEB PORTAL

Navigating the Home Page

CHANGE TEXT SIZE > ENGLISH ESPAÑOL

[Contacts and links](#) [Get answers](#) [Words to know](#) [Member resources](#) [Online account](#)



NCDHHS
NC Medicaid
Division of Health Benefits

There will be a new way to get Medicaid health care

Most people will get the same Medicaid services in a new way - through health plans. [Learn more >](#)

Learn

Learn about NC Medicaid Managed Care

Find

Find and view primary care providers (PCPs) and health plans

Enroll

Choose a health plan and primary care provider (PCP)

Meetings and events

Learn more about NC Medicaid Managed Care. Join us at a community meeting or event.

[Find meetings and events near you >](#)

Get the free mobile app

To get the app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).



Use the app to find and view primary care providers (PCPs) and health plans for you and your family. Learn more about the free mobile app at [Get answers](#).

Find and view providers and health plans

This website has new tools to help you find and view primary care providers (PCPs) and health plans.

Medicaid and NC Health Choice Provider and Health Plan Lookup Tool

You can use the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool to find a PCP. Our new provider search will help you find the best PCP for you and your family.

To search for a provider, go to [Find a provider](#).

[Health Plan Choice Guide](#)

Questions?

We can help. Call us to get answers to your questions about NC Medicaid Managed Care. The call is toll free.

Phone: **1-833-870-5500** (TTY: 1-833-870-5588)
Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

Or use the chat tool to chat with us online.

For answers to common questions, go to [Get answers](#).

NC Medicaid Managed Care [Chat with us...](#)

NC Medicaid Managed Care will start **July 1, 2021**. For now, keep getting



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NC Medicaid Managed Care restart

NC Medicaid Managed Care will start **July 1, 2021**. We will share more information soon, including when and how to choose a health plan.

For now, keep getting Medicaid and NC Health Choice services the way you do

Get the free mobile app

You can get the free mobile app starting **March 1, 2021** on Google Play or the App Store. We will share links to the app on this website when it is ready.

Use the app to find and view primary care providers (PCPs) and health plans for you and your family. Learn more about the free

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Welcome to
NC Medicaid Managed Care

Welcome to NC Medicaid Health Plans, how may we help you?

Select topic of conversation

Website information
[Online](#)

Medicaid Information
[Online](#)

Provider Questions
[Online](#)

Health Plan Questions
[Online](#)

Enroll, Disenroll Change Health
[Online](#)

Check Enrollment Status
[Online](#)

Information About Medicaid

User starts a chat session

CHANGE TEXT SIZE | **ENGLISH** **ESPAÑOL**

Contacts and links **Get answers** **Words to know** **Member resources**

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Learn **Find** **Enroll**

Learn about NC Medicaid Managed Care *Find and view primary care providers (PCPs) and health plans* *Choose a health provider (PCP)*

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Welcome to NC Medicaid Managed Care

Welcome to NC Medicaid Health Plans, how may we help you?

Provider Questions

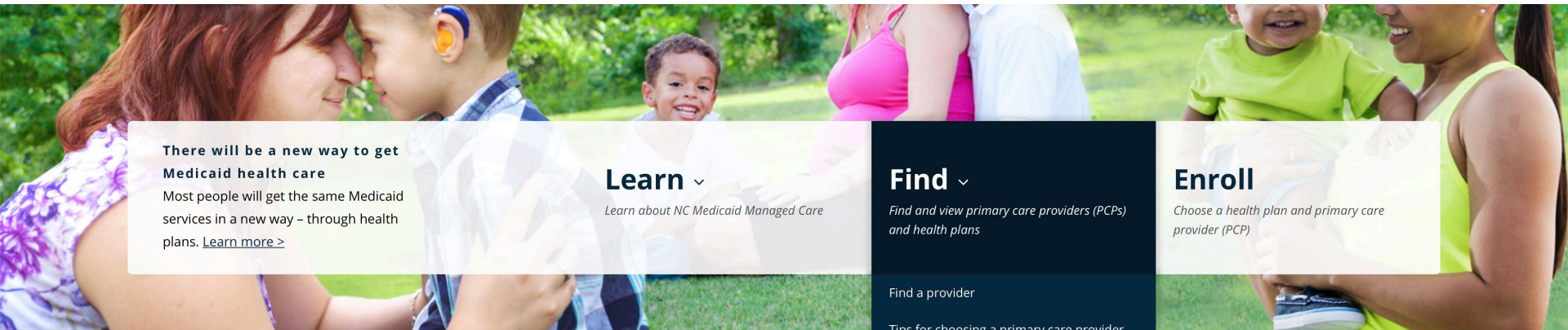
Great! Before we get started, who are we speaking with?

What is your name?

Name is required

Send

Choose a Provider



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Learn ▾

Learn about NC Medicaid Managed Care

Find ▾

Find and view primary care providers (PCPs) and health plans

Enroll

Choose a health plan and primary care provider (PCP)

Find a provider

Tips for choosing a primary care provider (PCP)

View health plans

Tips for choosing a health plan

Meetings and events

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You can use the Health Plan Choice Guide to view health plans. It will help you choose

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NC Medicaid Managed Care restart

NC Medicaid
July 1, 2021

Chat with us...

Medicaid at the way you do now. To learn more, go to

Enhanced Provider Search

Choose a Health Plan. Then choose a Provider that works with that Health Plan.

Search by:

Health Plan

Provider

Organization



[Watch a video>](#)

Search by Health Plan for a Provider

Enter your search below. You must select a Health Plan, location and one more search field.

Health Plan*

Benefit Program

Specialty

PCP Only  IHCP Only 

Search by Location*

City

ZIP Code

County

Provider Gender

Male Female

Accepting New Patients

NPI/Atypical

Gender of Patients Accepted

Male Female

Accepting Siblings

Language


Age of Patients Accepted

0-20 21 and Over Both

Wheelchair Accessible 


 Search

Enter your search above. You must select a Health Plan, a location, and one more search field.

 Chat with us...



Login Page to Enroll




NCID


[Forgot Username](#)
[Forgot Password](#)
[Unlock Account](#)

[Need Help?](#) [Register!](#)

[Privacy and Other Policies](#) [Contact Us](#)



WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.



NCC743

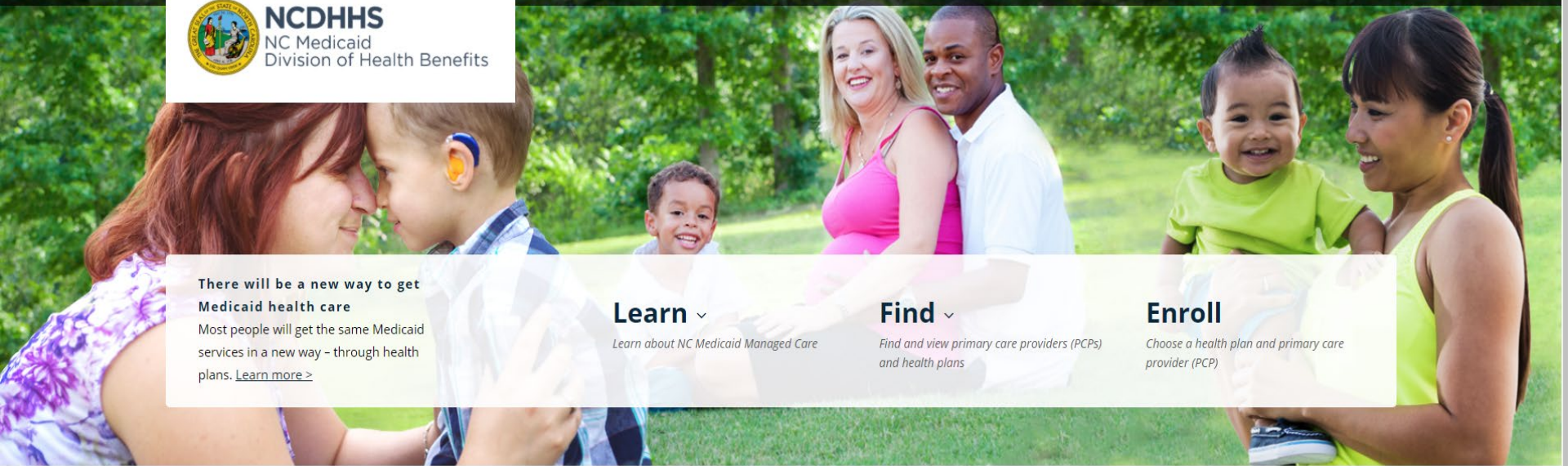
Outreach Events Home Page

CHANGE TEXT SIZE | ENGLISH | ESPAÑOL

Contacts and links | Get answers | Words to know | Member resources | Submit forms online | Online account



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Choose a health plan and primary care provider (PCP)

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You can use the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool to find a PCP. Our new provider

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Phone: **1-833-870-5500** (TTY: 1-833-870-5588)
Hours of operation: 7
Monday through Sa

We are closed right now. Please tr...

Or use the chat tool to

Outreach Events

Select your county



NCDHHS
NC Medicaid
Division of Health Benefits

Learn ▾

Learn about NC Medicaid Managed Care

Find ▾

Find and view primary care providers (PCPs) and health plans

Enroll

Choose a health plan and primary care provider (PCP)

Contacts and links

Get answers

Words to know

Member resources

Submit forms online

Online account

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Meetings and events

Join us at a community meeting. Find meetings and events near you.

Choose your county:

County ▾

Go



Outreach Events

See your results



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Meetings and events

Join us at a community meeting. Find meetings and events near you.

Choose your county:

Wake ▾ **Go**

Event: Outreach Presentation

- **Date:** March 18, 2021
- **Time:** 10am - 12pm
- **Link:** <https://zoom.us/j/2880372267>

Event: Tribal Outreach Presentation

- **Date:** March 29, 2021
- **Time:** 10am - 12pm
- **Link:** <https://maximus.zoom.us/j/3074681559>



Partner Engagement & Community Outreach

Partner Engagement Events



Types of Events

Community education

Virtual Presentation

Virtual Meet and Greet

Community events

Virtual Informational meeting



Types of Events

Community education

Virtual Presentation

Community events

Virtual Informational meeting

Virtual Enrollment event



Types of Materials

Marketing materials

Flyers, Fact Sheets, etc.



Types of Materials

Marketing materials

Flyers, Fact Sheets, etc.

To request a presentation for a community event please email

NCEB_Outreach_Management_Team@maximus.com

Outreach Materials

FACT SHEET

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. A health plan is a group of doctors, hospitals and other health care providers. They work together to give you the health care you need – anything – physical health, behavioral health or medication – all come from the same health plan.

You will also choose a primary care provider (PCP). A PCP is a person, family doctor, clinic or other health care provider. They will help you with your health care needs.

Most people using Medicaid must choose a health plan. A small number of people will not need to choose a health plan because of the type of health services they need. They will stay enrolled in NC Medicaid. Check to see if you qualify.

WHAT YOU NEED TO DO

- Choose a primary care provider (PCP)**
Health plans work with different PCPs. To learn who a doctor, clinic or other health care provider is, go to ncmedicaidplans.gov or call us toll free at 1-833-870-5500. You can also choose a PCP when you enroll in a health plan.
- Choose a health plan**
View the health plans and choose the best one for you.
 - EBCT Tribal Option*
 - WellCare
 - UnitedHealthcare Community Plan
 - HealthyBlue
 - AmeriHealth Caritas
 - Carolina Complete Health**
- Enroll in one of these ways:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
 - When you receive an enrollment form, fill it out and mail or fax it back

IMPORTANT DATES

All members will need to enroll by May 14, 2021.
Health plan coverage will start July 1, 2021.

IF YOU HAVE MORE QUESTIONS


- About your eligibility:** Contact your local Department of Social Services (DSS) ncdhhs.gov/localdss.
- About choosing or enrolling in a health plan:** Go to ncmedicaidplans.gov (chat features available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588).
- About your benefits:** Call your health plan.

EBCT Tribal Option*	1-800-260-9992	(TTY: 711)
WellCare	1-866-799-5318	(TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1815	(TTY: 711)
HealthyBlue	1-844-594-3273	(TTY: 711)
AmeriHealth Caritas	1-853-375-8811	(TTY: 1-866-299-6421)
Carolina Complete Health**	1-833-552-3876	(TTY: 711 or 1-800-735-2962)

* EBCT Tribal Option is only available in Cherokee, Graham, Lenoir, Swain and Wayne counties. ** Carolina Complete Health is only available in Beaufort, Currituck, Dare, Wayne and Yonkers counties. For more information, visit ncmedicaidplans.gov or call us toll free at 1-833-870-5500. * EBCT Tribal Option is only available in Cherokee, Graham, Lenoir, Swain and Wayne counties. ** Carolina Complete Health is only available in Beaufort, Currituck, Dare, Wayne and Yonkers counties. For more information, visit ncmedicaidplans.gov or call us toll free at 1-833-870-5500.

You can view more information for the health plans at ncmedicaidplans.gov/find/view/healthplans.

Download the NC Medicaid Managed Care Mobile App



18-0401850-18-02-2020

POSTER

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

WHAT YOU NEED TO DO

- Choose a primary care provider (PCP):**
To keep your doctor, clinic or other health care provider as your PCP, find out which health plans they work with. You can also choose a new PCP.
- Choose a health plan:**
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Learn more: ncmedicaidplans.gov/find/view/healthplans
- Enroll in one of these ways:**
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PALM CARD

NC MEDICAID IS CHANGING

You have a choice of health plans

WHAT YOU NEED TO DO

- Choose a primary care provider (PCP)**
- Choose a health plan**
- Enroll in one of these ways:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
 - Fill out and mail or fax your enrollment form

QUESTIONS? THIS IS NOT YOUR MEDICAID CARD.

- About your eligibility:** Contact your local Department of Social Services (DSS) office: ncdhhs.gov/localdss
- About choosing or enrolling in a health plan:** Go to ncmedicaidplans.gov or call 1-833-870-5500 (TTY: 1-833-870-5588). The call is toll free.
- About your benefits:** Call your health plan.

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NCDEHHS 18-TRIAL-ENG-2020-06

FLYER

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

WHAT YOU NEED TO DO

- Choose a primary care provider (PCP):**
To keep your doctor, clinic or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP. For a list of doctors for each health plan, visit the website, use the mobile app or call us toll free.
- Choose a health plan:**
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. There are several health plans to choose from. Learn more: ncmedicaidplans.gov/find/view/healthplans
- Enroll in one of these ways:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
 - When you receive an enrollment form, fill it out and mail or fax it back

IF YOU HAVE MORE QUESTIONS

- About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: ncdhhs.gov/localdss
- About choosing or enrolling in a health plan:** Go to ncmedicaidplans.gov (chat features available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588).
- About your benefits:** Call your health plan. Find contact information here: ncmedicaidplans.gov/find/view/healthplans

NCDEHHS 18-TRIAL-ENG-2020-06

Materials are available for download in the County Playbook on our website medicaid.ncdhhs.gov/transformation

Introductory Video

The NC Medicaid Managed Care introductory video reviews key information including:

- What is a primary care provider (PCP)?
- What is a health plan?
- What health plans are available?
- What do beneficiaries need to do?
- What happens after beneficiaries enroll?
- Key dates for enrollment
- How and where to get answers to additional questions

Most people will get the same
Medicaid services in a new way
– from health plans



Major Upcoming Milestones

March 15	<ul style="list-style-type: none">• Managed Care Open Enrollment begins• Beneficiaries can use the website, mobile app and NC Medicaid Managed Care Call Center to find their doctor and select a health plan
April 12	Deadline for providers to submit contracts to PHPs for their information to be used in auto-enrollment
April 15	Reminder postcards
May 14	Open Enrollment Ends
May 15	<ul style="list-style-type: none">• Beneficiaries who have not chosen a health plan will be “auto-enrolled” in a plan and notified by mail• Transition of care activities implemented
July 1	<ul style="list-style-type: none">• Medicaid beneficiaries start receiving care through Managed Care Providers• Beneficiaries have 90 days to change their plan selection

Partnering to Help Inform Beneficiaries

Sharing key messages

- **Medicaid services will be administered and reimbursed by health plans.**
- **Beneficiaries will be able to choose a health plan and primary care provider (PCP)**
- **Open Enrollment begins March 15**
- **Medicaid services will not change, but health plans may offer enhanced services to plan members**
- **Medicaid eligibility rules and processes will not change because of Medicaid Managed Care**

Questions & Answers

A recording of the webinar will be available on
NC Medicaid website March 11

medicaid.ncdhhs.gov/transformation/more-information

Questions from the webinar will be added to the
NC Medicaid Help Center available on our website

ncgov.servicenowservices.com/sp_ncmedicaid?id=kb_view_helpcenter

NC Medicaid Transformation Website
ncdhhs.gov/medicaid-transformation

Connecting with Resources

NC Medicaid Managed Care website

ncmedicaidplans.gov

NC Medicaid Transformation information

(includes County and Provider Playbooks)

medicaid.ncdhhs.gov/transformation

Requests for presentations or to provide feedback

medicaid.NCengagement@dhhs.nc.gov