

**NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

# **NC Medicaid Managed Care**

**Community Partners: Next steps in NC  
Medicaid's Transition to Managed Care**

**April 21, 2021**

# **Welcome**

**Debra Farrington**  
**Chief of Staff, NC Medicaid**



## **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.”**

# 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



# NCDHHS' Day 1 Priorities

**Individuals get the care they need, and providers get paid.**

**Additional day 1 priorities include:**

- A member's prescription will be filled by the pharmacist
- Members know their chosen or assigned health plan
- Members have timely access to information and are directed to the right resource
- Health plans have sufficient networks to ensure member choice
- A provider enrolled in Medicaid prior to the launch of NC Medicaid Managed Care will still be enrolled
- Calls made to call centers are answered promptly

# Upcoming Milestones

Now	<ul style="list-style-type: none"><li>• Managed Care Open Enrollment is underway</li><li>• Beneficiaries can use the website, mobile app or Call Center to find their doctor and select a health plan</li></ul>
April 15	Reminder postcards mailed
May 14	Open enrollment ends
May 15	<ul style="list-style-type: none"><li>• Beneficiaries who have not chosen a health plan will be “auto-enrolled” in a plan and notified by mail</li><li>• Transition of care activities implemented</li></ul>
July 1	<ul style="list-style-type: none"><li>• Medicaid beneficiaries start receiving care through Managed Care Providers</li><li>• Beneficiaries have 90 days to change their plan selection</li></ul>

# Managed Care Status

- **Open Enrollment**
  - 30 days into open enrollment
  - **PHP selections**
    - Total PHP selections: 64,260
    - Total PHP selections with PCP: 26,358
    - Total Tribal Option selections: 45
    - Total Tailored Plan-eligible selections: 2,153
  - **Reminder postcards sent**
- **Health Plan Readiness**
- **Departmental Readiness**
- **CMS Approvals**
- **Measure Network Adequacy of PHPs**

# Feedback from the Community

- Provider Directory is being updated on a set schedule
- New knowledge articles and fact sheets are published daily and weekly to answer frequently asked questions
  - Fact sheets are available for download and available on a variety of subjects  
[medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care/fact-sheets](https://medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care/fact-sheets)
  - NEMT  
[medicaid.ncdhhs.gov/counties/county-playbook-medicare-managed-care/nemt](https://medicaid.ncdhhs.gov/counties/county-playbook-medicare-managed-care/nemt)
- Available managed care fee schedules have been added to the NC Medicaid website  
[medicaid.ncdhhs.gov/providers/fee-schedules](https://medicaid.ncdhhs.gov/providers/fee-schedules)



# Auto-enrollment

**Beneficiaries who have not selected a Health Plan by **May 14** will be enrolled in one automatically (auto-enrolled).**

**Auto-enrollment is based on:**

- 1. Where the beneficiary lives**
- 2. Whether the beneficiary is a member of a special population**
- 3. Historical provider-beneficiary relationship and preference**
- 4. Health Plan assignments of other family members**
- 5. Previous Health Plan enrollment within the past 12 months**
- 6. Equitable Health Plan distribution**

# Auto-enrollment

## After auto-enrollment

- **Beneficiaries required to enroll in a health plan have 90 days in which they can change health plans or PCP for any reason.**
  - **The 90-days start the effective date of enrollment**
  - **To change health plans, contact the enrollment broker at 833-870-5500**
  - **To change their PCP, beneficiaries should contact their health plan**



# NC Medicaid Enrollment Broker Call Center

Monday – Sunday

**7 a.m. – 8 p.m.**

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

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



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

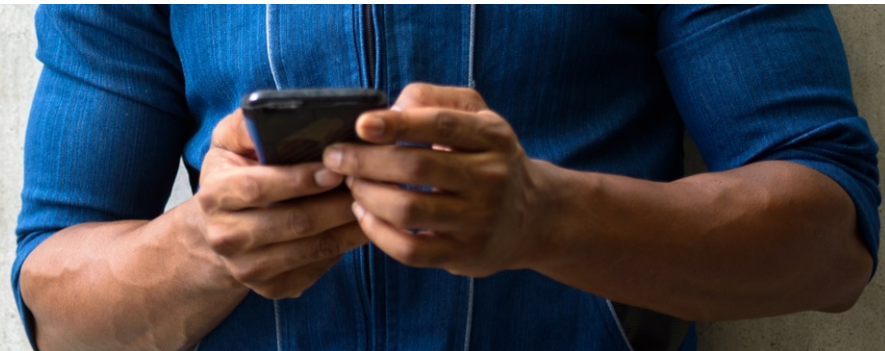
# Enrollment Broker Call Center Update

- **Went live on March 1 and as of April 19**
  - >55,000 calls handled
  - >85,000 website visits
  - >12,500 chat sessions
  - >35,000 *mobile* app visits
- **541,000 Reminder post cards mailed to beneficiaries from April 15 – April 28, 2021**



# Multi-channel Enrollment

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



# Navigating the Home Page: [ncmedicaidplans.gov](https://ncmedicaidplans.gov)

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

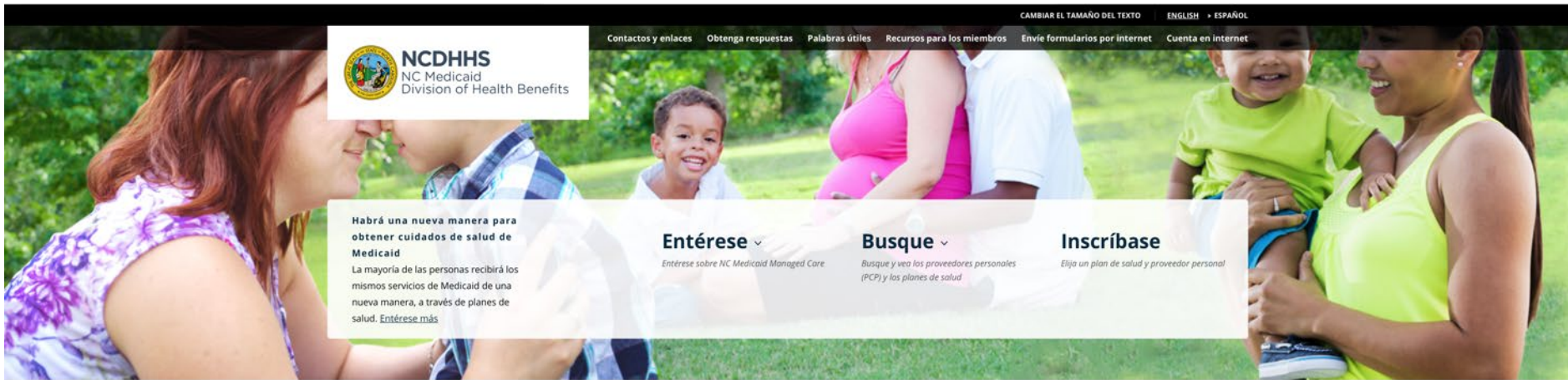
Or use the chat tool to chat with us online.

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

# The Home Page - Spanish





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NC Medicaid  
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CAMBIA EL TAMAÑO DEL TEXTO ENGLISH + ESPAÑOL

Contactos y enlaces Obtenga respuestas Palabras útiles Recursos para los miembros Envíe formularios por internet Cuenta en internet

**Habrán una nueva manera para obtener cuidados de salud de Medicaid**  
La mayoría de las personas recibirá los mismos servicios de Medicaid de una nueva manera, a través de planes de salud. [Entérese más](#)

**Entérese**   
*Entérese sobre NC Medicaid Managed Care*

**Busque**   
*Busque y vea los proveedores personales (PCP) y los planes de salud*

**Inscríbese**  
*Elija un plan de salud y proveedor personal*

## Reuniones y eventos

Entérese más sobre NC Medicaid Managed Care. Acompáñenos en una reunión comunitaria o evento.

[Encuentre reuniones o eventos cerca de usted](#) >

## Obtenga la aplicación gratuita para teléfono móvil (celular)

Para obtener la aplicación, busque **NC Medicaid Managed Care** en [Google Play](#) o en [App Store](#).



Use la aplicación para buscar y ver proveedores personales (PCP) y planes de salud para usted y su familia. Entérese más sobre la aplicación gratuita para teléfono móvil (celular) en [Obtenga respuestas](#).

## Busque y vea los proveedores personales y los planes de salud

Este sitio web tiene nuevas herramientas para ayudarle a buscar proveedores personales (PCP) y planes de salud.

### Herramienta "Búsqueda de proveedores y planes de salud de Medicaid y NC Health Choice"

Puede usar la herramienta "Búsqueda de proveedores y planes de salud de Medicaid y NC Health Choice" para buscar un PCP. Nuestra nueva búsqueda de proveedores le ayudará a encontrar el mejor PCP para usted y su familia.

Para buscar un proveedor, vaya a [Busque un proveedor](#).

**Guía de selección de planes de salud**  
Puede usar la Guía de selección de planes de salud para ver planes. Esta le ayudará a elegir el mejor plan de salud para cubrir sus necesidades de cuidados de salud.

Para ver los planes de salud, vaya a [Vea planes de salud](#).

## ¿Alguna pregunta?

Podemos ayudar. Llámenos si tiene preguntas sobre NC Medicaid Managed Care; la llamada es gratuita.

Teléfono: **1-833-870-5500**  
(Número de TTY: 1-833-870-5588)  
Horario de operación: de lunes a domingo de 7 a.m. a 8 p.m.

También puede usar la herramienta de charla (chat) para comunicarse con nosotros por internet.

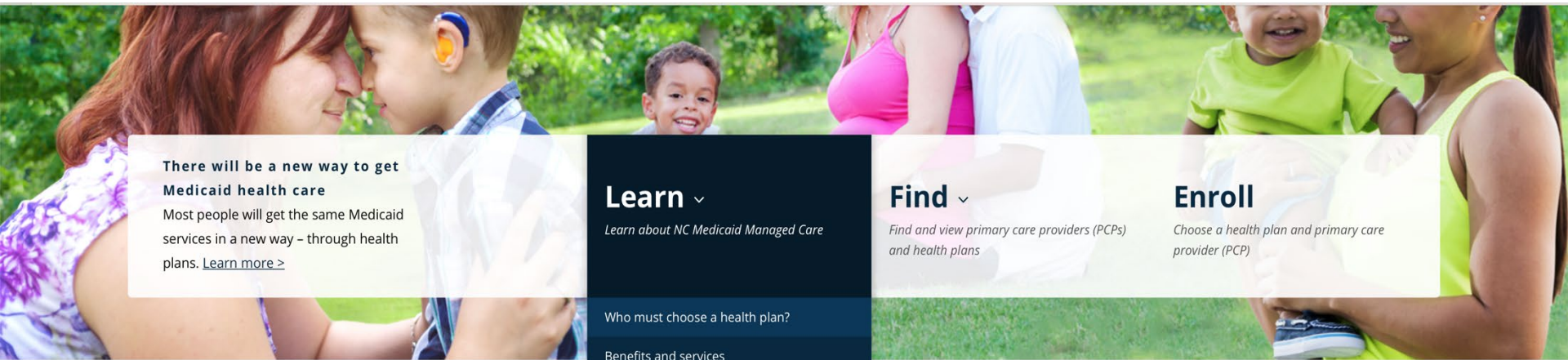
Para obtener respuestas a preguntas comunes, vaya a [Obtenga respuestas](#).

### Reinicio de NC Medicaid Managed Care

NC Medicaid Managed Care comenzará el **1° de julio de 2021**. Por el momento, continúe obteniendo los servicios de Medicaid y NC Health Choice de la misma manera que los obtiene ahora. Para obtener más información, vaya a [ncdhhs.gov](#).



# Resources to Understand Medicaid Transformation



**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)*

- Who must choose a health plan?
- Benefits and services
- Get answers


### Meetings and events

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

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**Health Plan Choice Guide**  
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**

Medicaid ar...

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

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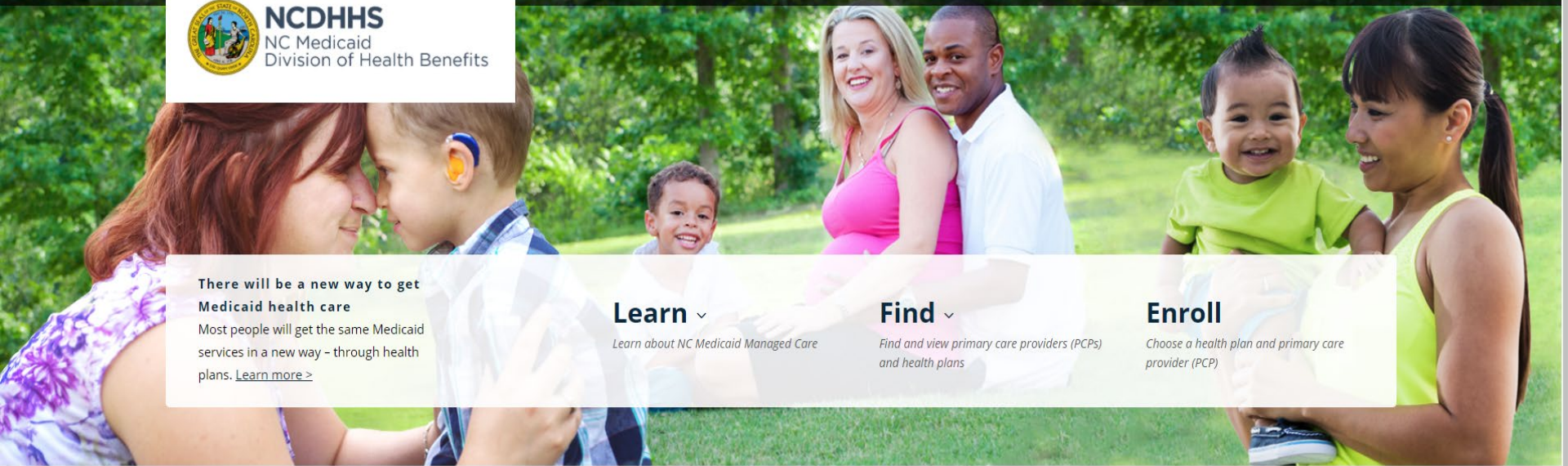
# Outreach Events Home Page

CHANGE TEXT SIZE | ENGLISH | ESPAÑOL

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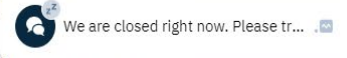
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Hours of operation: 7  
Monday through Sa



Or use the chat tool to

# 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 Materials

Marketing materials

- Flyers, Fact Sheets, etc.

## Community Outreach Events



### Types of Events

Community education

- Virtual Presentation

Community events

- Virtual Informational meeting
- Virtual Enrollment event



### 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](mailto:NCEB_Outreach_Management_Team@maximus.com)

# Communications & Engagement

NC Medicaid is engaging beneficiaries through:

- Partnering with counties, health plans, and community-based organizations to share information
  - Website updates and social media
    - [medicaid.ncdhhs.gov/transformation](https://medicaid.ncdhhs.gov/transformation)
  - Paid advertising
    - Radio, TV, web, social media (English and Spanish)
- To view the entire campaign, go to:  
[medicaid.ncdhhs.gov/transformation/managed-care-toolkit](https://medicaid.ncdhhs.gov/transformation/managed-care-toolkit)



# NC Medicaid Ombudsman

- The NC Medicaid Ombudsman Program is a resource for beneficiaries when they are not able to resolve issues with their health plan or PCP
- The program has trained staff available to assist beneficiaries with:
  - Information and education on Managed Care
  - Referrals
  - Issue resolution

Website: [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org)

Phone: 877-201-3750

Monday – Friday, 8 a.m. to 5 p.m.

# Partnering to Help Inform Beneficiaries

## Sharing key messages

- NC Medicaid services will be administered and reimbursed by health plans.
- **Open enrollment runs through May 14.**
- Eligible beneficiaries who do not choose a plan by May 14 will be auto-enrolled.
- 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 NC Medicaid Managed Care

# Connecting with Resources

- **NC Medicaid Managed Care website**  
[ncmedicaidplans.gov](https://ncmedicaidplans.gov) (833-870-5500)
- **NC Medicaid Transformation information**  
(includes County and Provider Playbooks)  
[medicaid.ncdhhs.gov/transformation](https://medicaid.ncdhhs.gov/transformation)
- **Requests for presentations or to provide feedback**  
[Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)

**A recording of the webinar and the slide deck  
will be available on this webpage:**

**[medicaid.ncdhhs.gov/transformation/more-information](https://medicaid.ncdhhs.gov/transformation/more-information)**

**NC Medicaid Transformation Website**

**[ncdhhs.gov/medicaid-transformation](https://ncdhhs.gov/medicaid-transformation)**