

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

# **NC Medicaid Transition to Managed Care**

**January 27, 2021**

# **Opening & Welcome**

**Dr. Mandy Cohen, MD, MPH  
NCDHHS Secretary**



## **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.”**

# Highlights of Medicaid Transformation

- **Whole-person Focus and Healthy Opportunities Initiative**
  - **Physical and Behavioral Health Integration: Payment and Delivery**
  - **Addressing Unmet Social Needs: Healthy Opportunities**
    - Anticipate award of Lead Pilot Entities in spring 2021 and service delivery launch in early 2022
- **Primary Care and Local Care Management Investment**
  - **Advanced Medical Home Program**
  - **Behavioral Health Home and Care Management**
- **Value-based Payments**
  - **Health plans are required to increase participation in value-based payments after launch**

# Medicaid Managed Care Day One Goals

In the transition to an innovative managed care program, NCDHHS' priority for Day One is that individuals get the care they need, and providers get paid.

- **Additional Day One 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

# Moving to NC Medicaid Managed Care

Approximately 1.6 million of the current 2.5 million Medicaid beneficiaries will transition to NC Medicaid Managed Care

- **Beneficiaries will be able to choose from five Health Plans**
  - AmeriHealth Caritas
  - Healthy Blue
  - United HealthCare Community Plan
  - WellCare
  - Carolina Complete Health:
    - Serving regions 3, 4, and 5
- **Eastern Band of Cherokee Indians (EBCI) Tribal Option**
  - Will manage the health care for North Carolina's approximately 4,000 Tribal Medicaid beneficiaries primarily in Cherokee, Graham, Haywood, Jackson and Swain counties.



***All health plans, all regions will go live on July 1, 2021.***

# Moving to NC Medicaid Managed Care

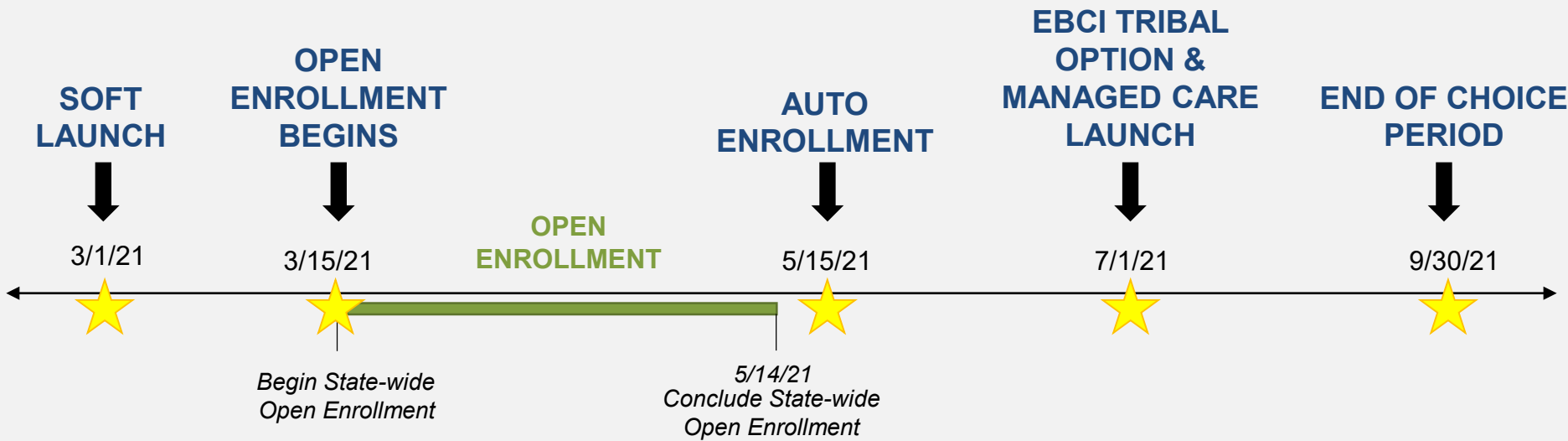
- **NC Medicaid Direct**
  - **Some beneficiaries will stay in fee-for-service because it provides services that meet specific needs, or they have limited benefits. This will be called NC Medicaid Direct.**
- **Behavioral Health I/DD Tailored Plans (launching July 2022)**
  - **Plans will provide the same services as Standard Plans, as well as additional specialized services for individuals with significant behavioral health conditions, I/DDs, and traumatic brain injury, as well as people utilizing state-funded and waiver services.**

# Medicaid Managed Care Eligibility

Status of Medicaid Managed Care Enrollment, Per Legislation	Populations
<p><b>Mandatory (Must enroll)</b></p>	<ul style="list-style-type: none"> <li>Most Family &amp; Children’s Medicaid, NC Health Choice, Pregnant Women, Non-Medicare Aged, Blind, Disabled.</li> </ul>
<p><b>Excluded (Cannot enroll, stays in NC Medicaid Direct)</b></p>	<ul style="list-style-type: none"> <li>Family Planning Program, Medically Needy, Health insurance premium payment (HIP), Program of all-inclusive care for the elderly (PACE), Refugee Medicaid</li> <li>Some beneficiaries are temporarily excluded and become Mandatory later. This includes dually-eligible Medicaid/Medicare, Foster Care/Adoption, &amp; Community Alternatives Program for Children (CAP-C) and Disabled Adults (CAP-DA).</li> </ul>
<p><b>Exempt (May enroll or stay in NC Medicaid Direct)</b></p>	<ul style="list-style-type: none"> <li>Federally recognized tribal members, beneficiaries who would be eligible for behavioral health tailored plans (until they become available). Target launch date for Tailored Plans is July 1, 2022.</li> </ul>



# Medicaid Transformation Milestone Timeline



# Communications & Engagement

- **NC Medicaid plans to engage beneficiaries through**
  - **Web updates and social media**
    - [NC Medicaid Transformation Website](#)
  - **Earned and Paid Media**
  - **Beneficiary Portal**
  - **NCDHHS Alerts**
  - **Contact Center**
  - **Webinars**
- **Key Partners in Engagement**
  - **PHPs & LME/MCOs**
  - **County DSS & LHDs**
  - **Enrollment Broker**
  - **Ombudsman**
  - **Providers**
  - **Community Partners**

# Beneficiary Portal

The Beneficiary Portal serves as a centralized information resource for current Medicaid beneficiaries and those wishing to apply for Medicaid benefits.

- Also offers information about Medicaid Managed Care



# Beneficiary Portal Features



Available in  
English and  
Spanish



Provides Medicaid  
resources in an  
easy-to-use web  
platform



Includes  
Medicaid  
Managed Care  
information



Offers new educational  
materials regarding  
telehealth services to help  
beneficiaries feel more  
confident accessing health  
care in a virtual format  
during COVID-19 and  
beyond



Includes a Help Center  
Assistant search  
feature that guides  
users to the most  
applicable topics of  
interest



Will expand to include  
personalized account  
views, single sign-on  
access and integration with  
NC FAST and other systems  
and offer real-time  
assistance via bi-lingual  
live agent chat capability

# Ombudsman Key Services

Legal Aid of North Carolina, in partnership with the Charlotte Center for Legal Advocacy and Pisgah Legal Services, will provide Medicaid Managed Care Ombudsman services for the state's Medicaid beneficiaries beginning in Spring 2021.

## Key Services



**Information and Education** to inform beneficiaries of their rights and to help answer questions over the phone, website, email, by mail and in person



**Issue Resolution and Management** as the central resource to resolve issues within the Medicaid Managed Care delivery system



**Referrals** to support beneficiaries' access to care in collaboration with other resources including State agencies, Department partners, community-based advocacy and legal service organizations



**Trend Monitoring** to identify trends or systemic issues in delivery system performance

# Enrollment Broker

- Unbiased third party
- Work with and support local DSS offices
- Maintain web and mobile applications
- Focus on providing world-class customer service
- Hub for communicating to beneficiaries, providers and plans
- Ensure beneficiaries enroll in the right health plan to meet their needs



Monday – Saturday from  
**7 a.m. – 5 p.m.**



**OPEN ENROLLMENT**

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

**March 15, 2021 to May 14, 2021**

# Enrollment Call Center



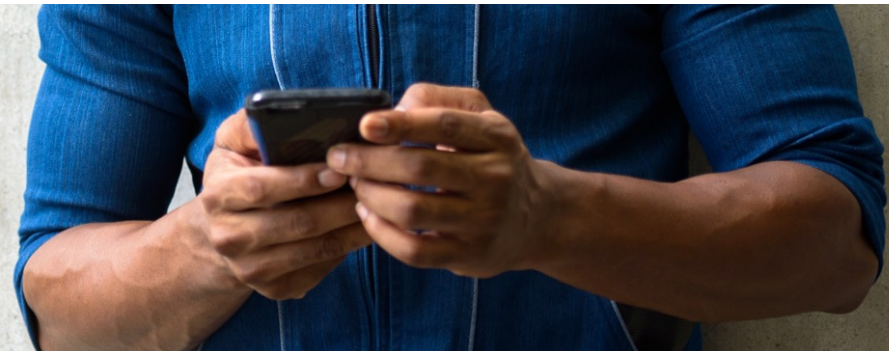
**Enrollment Specialists are available at the Call Center for support. The call is toll-free.**

## **We are available to:**

- **Provide 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**
- **Aid with deaf and non-English speaking beneficiaries**

# Multi-Channel Enrollment

- Empathetic, personal help for those who need it
- Self-service & 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)






A group of diverse people in a meeting, with a woman in the foreground smiling and pointing upwards. The scene is brightly lit, suggesting an indoor setting with large windows. The people are engaged in conversation, and the overall atmosphere is positive and collaborative.

# WEB PORTAL


# Navigating from 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)*

**Who must choose a health plan?**

Benefits and services

Get answers

**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 now. To learn more, go to [ncdhhs.gov](#).

**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 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

**Questions?**

We can help. Our call center opens **March 1, 2021**.

Until then, you can get answers to common questions

 We are closed right now. You can ... 



# Chat will display on all pages

The screenshot shows the top portion of the NCDHHS website. At the top right, there are links for 'CHANGE TEXT SIZE', 'ENGLISH', and 'ESPAÑOL'. Below these are navigation links: 'Contacts and links', 'Get answers', 'Words to know', and 'Member resources'. On the left, the NCDHHS logo is displayed with the text 'NCDHHS NC Medicaid Division of Health Benefits'. The main banner features a large photograph of a diverse family. Overlaid on the banner are three primary navigation buttons: 'Learn' (with a dropdown arrow), 'Find' (with a dropdown arrow), and 'Enroll'. Each button has a brief description: 'Learn' leads to 'Learn about NC Medicaid Managed Care', 'Find' leads to 'Find and view primary care providers (PCPs) and health plans', and 'Enroll' leads to 'Choose a health plan and primary care provider (PCP)'. Below the banner, there are four content boxes: 'NC Medicaid Managed Care restart', 'Get the free mobile app', 'Find and view providers and health plans', and 'Questions?'. A chat widget is visible in the bottom right corner of the page.

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**Questions?**

We can help. Our call center opens **March 1, 2021**.

Until then, you can get answers to common questions:

Chat with us...

# User selects a chat topic

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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](#)

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**Q**

We can help. Our **March 1, 2021**.


Until then, you can find common questions




# User starts a chat session


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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

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# Introductory Video


- The NC Medicaid Managed Care Introductory Video addresses
  - What is a primary care provider (PCP)?
  - What is a health plan?
  - The health plans available
  - What beneficiaries need to do
  - What happens after beneficiaries enroll
  - Key dates for enrollment
  - How to get answers to additional questions



# Outreach Events: Home Page

CHANGE TEXT SIZE | ENGLISH ESPAÑOL

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

 **NCDHHS**  
NC Medicaid  
Division of Health Benefits

**NC Medicaid Managed Care** is here to help you choose the best providers and health plans for you and your family.



**Learn** ▾  
*Learn about NC Medicaid Managed Care*

**Choose** ▾  
*Find providers and health plans*

**Enroll**  
*Choose a provider and join a health plan*

**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 choose providers and health plans for you and your family. Learn more about the free mobile app at [Get answers](#).

**Go paperless**

You can go paperless with NC Medicaid Managed Care. Paperless means you get letters online instead of by mail. Sign up for emails or text messages that tell you when you have a letter to view online.

[Learn more >](#)

**Meetings and events**

Learn more about NC Medicaid Managed Care. Join us at a community meeting in person.

[Find a meeting near you >](#)

**Questions?**

We can help. Call us to get answers to your questions about NC Medicaid Managed Care.

Phone: **1-833-870-5500**  
(TTY: 1-833-870-5588)  
Hours of operation: 7 a.m. to 8 p.m., seven (7) days a week

Or use the chat tool to chat with us online.

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

# Partner Engagement & Community Outreach

## Partner Engagement Events



### Types of Events:

**Community education:**

- Virtual Presentation
- Virtual Meet and Greet

**Community events:**

- Virtual Informational meeting

## 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.



### 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)**





# Enrollment Broker

<b>March 1, 2021</b>	<b>Contact Center goes live</b>
<b>March 1-15, 2021</b>	<b>Enrollment packets mailed to Medicaid Beneficiaries</b>
<b>March 15, 2021</b>	<b>Open Enrollment begins, including Tribal Option</b>
<b>May 14, 2021</b>	<b>Open Enrollment ends</b>
<b>May 15, 2021</b>	<b>If a beneficiary has not chosen a health plan, they will be “auto-enrolled” into a plan and notified via mail;</b> <ul style="list-style-type: none"><li>• <b>Beneficiaries will have 90 days to change this plan selection</b></li></ul>
<b>July 1, 2021</b>	<b>Medicaid Beneficiaries start receiving care via Managed Care Providers</b>

# 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 15th*
  - 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 Transformation
- **Connecting with resources**
  - Enrollment Broker: [ncmedicaidplans.gov](https://ncmedicaidplans.gov)
  - NCDHHS Transformation website (Including County & Provider Playbooks):
    - [medicaid.ncdhhs.gov/transformation](https://medicaid.ncdhhs.gov/transformation)
  - Requests for presentations and to share feedback:
    - [Medicaid.Transformation@dhhs.nc.gov](mailto:Medicaid.Transformation@dhhs.nc.gov)

# Questions & Answers

**We will publish a list of the questions and answers as well as a video of the webinar to this page:**

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

**Visit the NC Medicaid Transformation Website**  
[ncdhhs.gov/medicaid-transformation](https://ncdhhs.gov/medicaid-transformation)