



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

DAVE RICHARD • Deputy Secretary, NC Medicaid

March 29, 2019

Dear DSS Directors:

The Department of Health and Human Services, Division of Health Benefits, is adjusting the initial soft launch date **from Monday, June 3, 2019 to Friday, June 28, 2019**. Soft launch was established to allow for additional time between notification of managed care eligibility to beneficiaries and the beginning of open enrollment. Changing the soft launch date still allows for adequate time for beneficiaries to contact the Enrollment Broker and select a plan. All other Managed Care timelines will remain the same.

What happens at Soft Launch?

- Enrollment Broker sends Welcome Packets to Managed Care eligible beneficiaries with information on Managed Care Prepaid Health Plans (PHPs) and actions to be taken.
- Enrollment Broker Call Center and its website are available for choice counseling.
- Beneficiaries who receive notices, as well as newly eligible beneficiaries may begin reaching out to Enrollment Broker for choice counseling and/or to select a PHP.
- DSS continues their role in determining eligibility.
- DHHS will continue communication to counties.

Managed Care Phase 1 Timeline (Regions 2 and 4)

- Soft Launch for Phase 1 will begin on June 28, 2019.
- Open Enrollment for Phase 1 will begin July 15, 2019 – September 13, 2019.
- Managed Care Launch November 1, 2019.

Managed Care Phase 2 Timeline (Regions 1, 3, 5, 6)

- Soft Launch for Phase 2 will begin on September 2, 2019.
- Open Enrollment for Phase 2 will begin October 14, 2019 – December 13, 2019.
- Managed Care Launch February 1, 2020.

I want to thank you for your continued partnership and collaboration. If you have any questions, contact Carolyn McClanahan at [carolyn.mcclanahan@dhhs.nc.gov](mailto:carolyn.mcclanahan@dhhs.nc.gov).

Sincerely,

Dave Richard

**NC MEDICAID**

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH BENEFITS**

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