

NC Medicaid Managed Care County Playbook

NC Medicaid

Fact Sheet

Managed Care Populations and Enrollment Notices

While most Medicaid beneficiaries receive services through NC Medicaid Managed Care, some beneficiaries do not. The table below outlines the health care options for each group (population) by managed care status (**beginning July 1, 2024, for Tailored Plan**).

To find a beneficiary's managed care status in NC FAST, go to the Benefit History tab of the Person page.

Managed Care Status Description	Standard Plan	Tailored Plan	EBCI Tribal Option	NC Medicaid Direct
Mandatory – Standard Plan	Y	N	N	N
Tailored Plan – TBI/Innovation	N	Y	N	N
Tailored Plan	Y	Y	N	N
Tailored Plan – TBI/Innovation Dual Eligible	N	Y	N	N
Temporarily Excluded – Tailored Plan – Dual Eligible	N	N	N	Y
Temporarily Excluded – Dual Eligible	N	N	N	Y
Temporarily Excluded – Facility	N	N	N	Y
Temporarily Excluded – DSOHF/VA Home	N	N	N	Y
FosterCare/Adoption	N	N	N	Y
FosterCare/Adoption – Tailored Plan	N	N	N	Y
Temporarily Excluded – Foster Care/Adoption – Dual Eligible	N	N	N	Y
Temporarily Excluded – CAP/C	N	N	N	Y
Temporarily Excluded – CAP/DA	N	N	N	Y
Excluded – Medically Needy	N	N	N	Y
Excluded – HIPP	N	N	N	Y

Managed Care Status Description	Standard Plan	Tailored Plan	EBCI Tribal Option	NC Medicaid Direct
Excluded – Family Planning	N	N	N	Y
Excluded – PACE	N	N	N	Y
Excluded – Partial Dual Eligible	N	N	N	Y
Excluded – Emergency Services Only	N	N	N	Y
Excluded – Refugee	N	N	N	Y
Excluded – Incarcerated	N	N	N	Y
Excluded – Presumptive Eligibility	N	N	N	Y
Tribal – Temporarily Excluded – CAP/C	N	N	Y	Y
Tribal – Exempt	Y	N	Y	Y
Tribal – Tailored Plan	Y	Y	Y	Y
Tribal – Temporarily Excluded – Tailored Plan – Dual Eligible	N	N	Y	Y
Tribal – Temporarily Excluded – Dual Eligible	N	N	Y	Y
Tribal – Foster Care/Adoption	N	N	Y	Y
Tribal – Foster Care/Adoption – Tailored Plan	N	N	Y	Y
Tribal – Temporarily Excluded – Foster Care/Adoption – Dual Eligible	N	N	Y	Y
Tribal – Excluded – Medically Needy	N	N	Y	Y
IHS – Exempt	Y	N	Y	Y
IHS – Tailored Plan	Y	Y	Y	Y
IHS – Temporarily Excluded – Tailored Plan – Dual Eligible	N	N	Y	Y
IHS – Temporarily Excluded – Dual Eligible	N	N	Y	Y
IHS – Foster Care/Adoption	N	N	Y	Y
IHS – Foster Care/Adoption – Tailored Plan	N	N	Y	Y
IHS – Temporarily Excluded – Foster Care/Adoption – Dual Eligible	N	N	Y	Y
IHS – Excluded – Medically Needy	N	N	Y	Y
IHS – Non-EBCI – Exempt	Y	N	N	Y
Excluded – COVID	N	N	N	Y
Tribal – Temporarily Excluded – CAP/DA	N	N	Y	Y
Tribal – Tailored Plan – TBI/Innovation	N	Y	Y	Y
Tribal – Tailored Plan – TBI/Innovation Dual Eligible	N	Y	Y	Y
IHS – Temporarily Excluded – CAP/C	N	N	Y	Y

Managed Care Status Description	Standard Plan	Tailored Plan	EBCI Tribal Option	NC Medicaid Direct
IHS – Temporarily Excluded – CAP/DA	N	N	Y	Y
IHS – Tailored Plan – TBI/Innovation	N	Y	Y	Y
IHS – Tailored Plan – TBI/Innovation Dual Eligible	N	Y	Y	Y
Tailored Plan – TCL	N	Y	N	N
Tribal – Tailored Plan – TCL	N	Y	Y	Y
IHS – Tailored Plan – TCL	N	Y	Y	Y

Table Key:

Y = Beneficiary is eligible for the health care option listed.

N = Beneficiary is not eligible for the health care option listed.

Reminder: Tribal/IHS populations may only choose the EBCI Tribal Option if they live in the 11-county region.

NC MEDICAID ENROLLMENT BROKER NOTICES

A beneficiary's managed care status determines which notice they receive from the Enrollment Broker. Notices include enrollment and health care choice information. All notices are labeled with "NC Medicaid" and instruct beneficiaries to contact the Enrollment Broker with questions.

Beneficiaries may still contact their local DSS with questions. Reviewing the sample notices on the [County Playbook](#) can help address these questions. The format in the sample notices may differ from the actual notices that are mailed to beneficiaries, and titles have been added for your reference (titles will not appear on the actual notices).

The table below provides a description of each notice and when it is sent.

Notice	Description	When is it sent?
Transition Notice	Sent to a beneficiary who qualifies for the Tailored Plan; provides information on their health care choices	Standard Plan: N/A Tailored Plan: Beginning 4/17/2024
Enrollment Packet Insert	Provides information related to services covered outside health plans, Medicaid drug list and Medicaid copays	Standard Plan: Ongoing Tailored Pan: Beginning 4/17/2024
Health Care Option Guide	Provides the beneficiary's health care choices; highlights each health plan's added services	Standard Plan: Ongoing Tailored Plan: Beginning 4/17/2024
Enrollment Form	Allows beneficiaries to change their health plan and/or PCP	Standard Plan: Ongoing

Notice	Description	When is it sent?
		Tailored Plan: Beginning 4/17/2024
Confirmation Notice	Sent to a beneficiary after a managed care status change and/or health plan change	Standard Plan: Ongoing Tailored Plan: Beginning 5/11/2024
Grievance Acknowledgement Notice	Sent to a beneficiary who has submitted a complaint to the Enrollment Broker	Shortly after the Enrollment Broker has received a complaint from a beneficiary
Grievance Resolution Notice	Sent to a beneficiary after a complaint submitted to the Enrollment Broker has been resolved	No later than 30 calendar days after the Enrollment Broker has received a complaint from a beneficiary

