

Planning for the End of the Public Health Emergency (PHE)

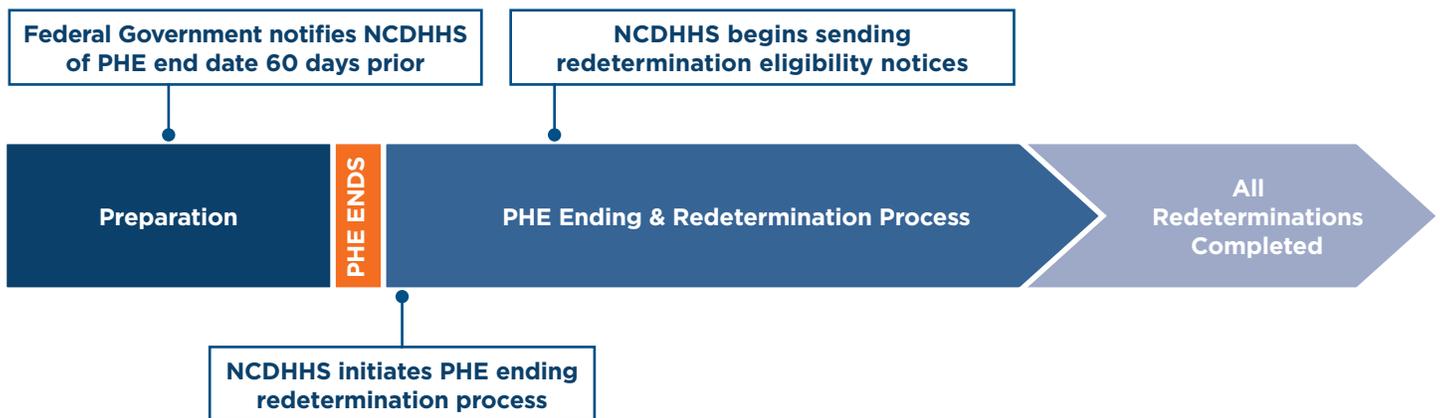
This fact sheet provides additional information for community partners on NC Medicaid's planning efforts for the end of the federal PHE, including guidance from the Centers for Medicare and Medicaid Services (CMS).

In January 2020, the federal government declared a public health emergency (PHE) due to COVID-19. For Medicaid, the PHE allowed beneficiaries to keep their health coverage during the pandemic, even if someone's eligibility changed. The PHE also helped health care providers keep their practices running so they could deliver care to Medicaid beneficiaries.

While we do not know when the PHE will end, NC Medicaid wants to help beneficiaries and providers understand any potential impacts and steps they can take to be ready.

To minimize the number of people who lose Medicaid coverage, the Centers for Medicare and Medicaid Services (CMS) is working with states and other stakeholders to inform beneficiaries about the redetermination process and share other health insurance options that may be available to them.

PHE Ending & NC Medicaid Eligibility Redetermination Timeline



In North Carolina, local DSS offices continue to conduct Medicaid eligibility redeterminations during the PHE; however, per federal guidance, no beneficiaries have been terminated or reduced in coverage. The eligibility requirements for NC Medicaid have not changed. When the federal PHE ends, local DSSs will initiate redeterminations as they are due. Redeterminations will be completed within a year after the end of the PHE. The typical redetermination process takes 90 days. NC Medicaid applications will continue to be processed timely by local DSSs.

Communications Approach for the End of the PHE

The North Carolina Department of Health and Human Services (NCDHHS) is working with partners on communications in preparation for the end of the PHE with these goals in mind:

- **Provide beneficiaries with information** they need to continue coverage or connect with other resources.
- **Collaborate** with partners, advocates and health plans to deliver a clear message across communities.
- **Use a health equity lens** in all communications, planning and outreach.

Beneficiaries will receive various notifications (postcards, email, text messages and social media) about updating their contact information with their local departments of social services (DSSs), including mailing address, household size and income.

COVID-19 Vaccination, Testing and Treatment Coverage Group (MCV)

NC Medicaid eligibility coverage will end for beneficiaries within the COVID-19 Vaccination, Testing and Treatment population (MCV) at the end of the PHE. This population is excluded from NC Medicaid Managed Care and will receive a Medicaid eligibility termination notice prior to the end of the PHE directing them to the Health Insurance Marketplace for coverage. Please note that the MCV limited coverage is for COVID-19 vaccination, testing, and treatment only. Those with full Medicaid benefits will continue to be covered for COVID-19 related health services.

Actions Beneficiaries Can Take Today

Starting now and through the end of the PHE, beneficiaries should ensure their information is correct and up to date with their local DSS.

Beneficiaries can find their local DSS on the Local DSS Directory: ncdhhs.gov/localdss

- **Report all changes, including updating address and other information:**
 - Do not miss important benefit communications – provide a current mailing address, phone number and contact information to the local DSS (ncdhhs.gov/localdss).
 - Report any life changes to the local DSS as these may impact beneficiary coverage (ncdhhs.gov/localdss). These changes may include marriage or divorce, the birth of a baby, starting a new job or moving to another state.
- **Check their mail:**
 - The local DSSs will send a notice if any information is needed. It is very important to respond if DSS asks for information.

Other ways to stay informed:

- Follow NCDHHS on social media for updates [Facebook](#) | [Twitter](#) | [Instagram](#) | [YouTube](#) | [LinkedIn](#)
- Check the NC Medicaid COVID-19 webpage at medicaid.ncdhhs.gov/COVID often for updates

Other Health Care Options

Beneficiaries who may have lost Medicaid coverage have options to find affordable health insurance:

- Contact the NC Navigator Consortium at 1-855-733-3711 or go online at navigators.net/schedule-assistance to schedule an appointment for free in-person assistance with health insurance applications
- Find a plan on the Health Insurance Marketplace healthcare.gov/