

Fact Sheet #2

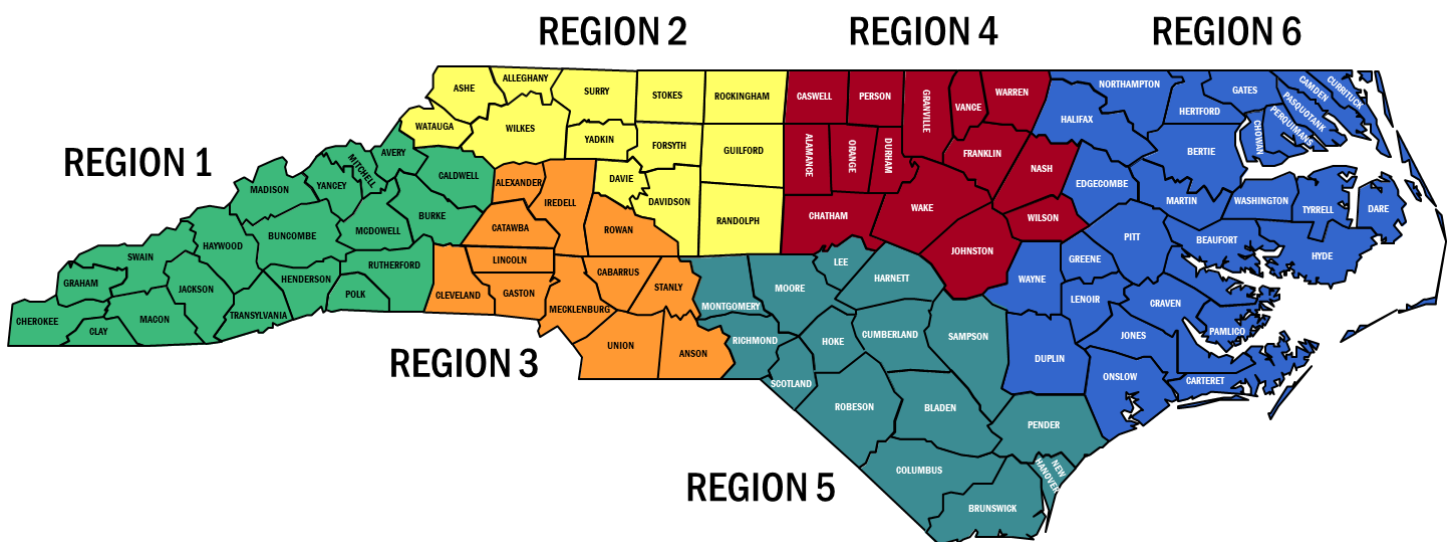
NC Medicaid

Introduction to Medicaid Transformation: Part 2 – Enrollment & Timelines

County Playbook: Medicaid Managed Care

Medicaid Managed Care is Rolling Out Statewide

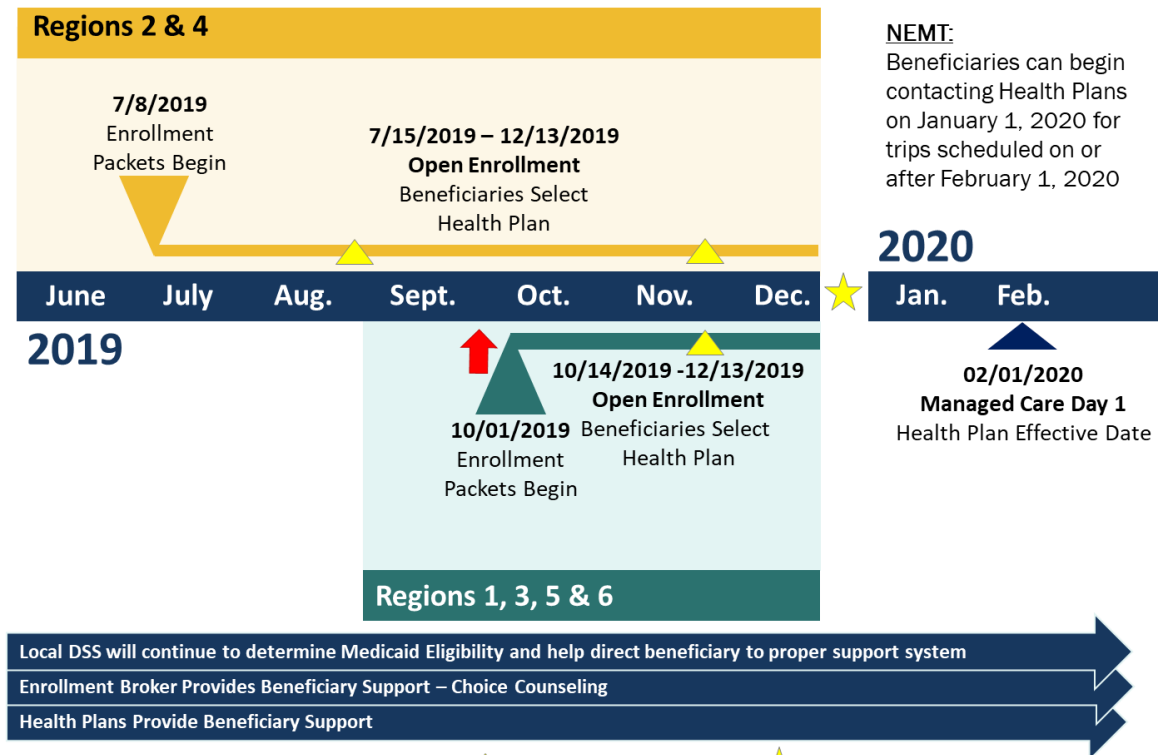
The Department of Health and Human Services (DHHS) will transition most beneficiaries to NC Medicaid Managed Care statewide on February 1, 2020. A small number of beneficiaries will stay in NC Medicaid Direct. This Fact Sheet provides details on how and when these transitions will occur. Beneficiaries in Regions 2 and 4 will begin open enrollment in July 2019, while beneficiaries in Regions 1, 3, 5 and 6 will begin open enrollment in October 2019. The statewide launch of Medicaid Managed Care will be on February 1, 2020. For a list of counties by region, please see the Appendix attached to this Fact Sheet.



*For a list of counties by region, please see the Appendix attached to this Fact Sheet



NC MEDICAID MANAGED CARE TRANSITION TIMELINE



**Dates are approximate and subject to change*

MILESTONE	IMPORTANCE	REGIONS 2 AND 4	REGIONS 1, 3, 5 AND 6	WHO CAN HELP?
Enrollment Packets mailed from Enrollment Broker	Current beneficiaries will receive details by mail on who in their household who must enroll or may choose to enroll in a health plan, what plans they have to choose from, and how they can enroll. Beneficiaries may select a primary care provider (PCP) & enroll in health plans.	Begins 7/8/2019	Begins 10/1/2019*	Beneficiaries can contact the Enrollment Broker for assistance.
Open Enrollment	Beneficiaries may select a PCP & enroll in health plans. Postcard reminders will be sent to crossover population who has not yet enrolled.	7/15/2019 – 12/13/2019*	10/14/2019 – 12/13/2019*	Beneficiaries can contact the Enrollment Broker for assistance.
Auto-Assignment	Beneficiaries who have not selected a health plan or PCP will be assigned one systematically.	Begins 12/16/2019*		Beneficiaries can contact the Enrollment Broker for assistance.
Day 1 – Health Plan Effective Date	Beneficiaries in NC Medicaid Managed Care will now receive Medicaid services from their assigned health plan.	2/1/2020*		Beneficiaries can contact their health plan and/or the Enrollment Broker for assistance.

HOW ENROLLMENT OCCURS

Beneficiaries can enroll in plans in various ways. They can:

- select a Primary Care Provider (PCP) and health plan through the Enrollment Broker.
 - By calling 1-833-870-5500 (toll free)
 - Online at ncmedicaidplans.gov
 - By completing and returning a paper enrollment form by fax or mail
 - Using the NC Medicaid Managed Care mobile app
- be Auto-Assigned to a health plan and PCP if they do not choose one by the deadline.

Auto-assignment is based on 1) where the beneficiary lives, 2) whether he or she 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, and 6) equitable health plan distribution.

Beneficiaries may also indicate PCP and health plan preference in NC FAST (via ePASS application or caseworker entry).

WHEN ENROLLMENT OCCURS

During the transition/rollout period, as noted above.
(Note: Beneficiaries may change health plans at any time during Open Enrollment).

After Day 1 (when health plans begin coverage for members):

- New Applicants –
 - Enrollment is effective the month the application is dispositioned. (This may mean a portion of their eligibility period will be NC Medicaid Direct.)
- Beneficiaries with Change of Circumstance Impacting Enrollment -
 - Enrolled or disenrolled effective the month following the change.
- At Redetermination:
 - Beneficiaries may choose to remain with current health plan or make a change.

Beneficiaries have a 90-DAY CHOICE PERIOD in which to change health plans for any reason. The 90-days starts as of the effective date of enrollment.

CHOICES FOR ENROLLMENT

Beneficiaries will have 4 to 5 health plans to choose from when they enroll, based on the region in which they live:

- WellCare
- UnitedHealthcare Community Plan
- Healthy Blue
- AmeriHealth Caritas
- Carolina Complete Health*

The Enrollment Broker can assist beneficiaries in choosing a health plan and a PCP.

*Carolina Complete Health, Inc. is only available to beneficiaries in Regions 3 & 5 (For a list of counties by region, please see the Appendix attached to this Fact Sheet.)

BUDGET CONSIDERATIONS:

Milestones in Medicaid Transformation described above may result in additional foot traffic and phone calls to the agency. Please reference "Fact Sheet #3: Increase in Beneficiary Contact."

Fact Sheets will be updated periodically with new information. Created 5/16/2019. Updated 9/10/2019.

For more information, please visit <https://www.ncdhhs.gov/assistance/medicaid-transformation>

