

Your Medicaid Health Care: Understanding the Changes & Available Support Frequently Asked Questions (FAQ)

August 2019

There is a lot of information about changes to Medicaid in North Carolina. Some people who use Medicaid will choose a health plan soon; some people will not. ***Everyone who is eligible to get Medicaid will still get Medicaid.***

This document provides answers to some common questions. It covers the changes to Medicaid, how they affect you, and who you can contact for help.

What is happening in NC?

How is NC Medicaid changing in 2019 and 2020?

- North Carolina is changing how most people receive Medicaid services.
- Most people will get the same Medicaid services but in a new way—through health plans.
- A health plan coordinates your health care with a group of doctors, hospitals, and other providers. They will work together to provide you with health care. Almost everything will come from the same plan. This includes physical health services, behavioral health services, and medicine your doctor prescribes for you. Some health plans will provide added services like gym memberships.

Is everyone going to receive Medicaid health care through health plans?

- Most people will receive Medicaid health care through health plans. People who do not get Medicaid health care through health plans will get the same Medicaid services through “NC Medicaid Direct” and their current Local Management Entity/Managed Care Organization (LME/MCO).

What is “NC Medicaid Direct”?

- NC Medicaid Direct is one way for people to get Medicaid health care. It is the new name for the current Medicaid fee-for-service program. It is how people get physical health services and some behavioral health services today.
- NC Medicaid Direct has many of the same services that are in health plans.
- LME-MCOs will continue to provide some services for people in NC Medicaid Direct who have a mental illness, substance use disorder, I/DD, or TBI; some of these services are not available in NC Medicaid Managed Care.

How do I know if I will get Medicaid health care through a health plan or through NC Medicaid Direct?

- In June, DHHS began sending letters to many people who get Medicaid health care today. Your letter has information about you and your family. Your letter explains what the changes mean for you. If you have questions about your letter, call 1-833-870-550 (TTY: 1-833-870-5588).

When will people start getting Medicaid health care through a health plan?

- Most people will start their new health plans in November 2019 or February 2020. When you start depends on where in the State you live and what types of health care services or treatment you need.

How do changes in Medicaid health care impact me?

I got a letter saying that I need to choose a primary care provider and health plan by September 13, 2019. What does this mean?

- This means that you need to choose a primary care provider (PCP). Your PCP could be your family doctor, clinic, or other health care provider. Your PCP will help you with your health care needs.
- You also need to enroll in a health plan. Not all doctors work with every health plan. Choose a health plan that works with your PCP.
- If you do not choose a health plan or PCP by September 13, Medicaid will choose one for you. If you do not choose a PCP, Medicaid will try to keep you with your current PCP.
- Call 1-833-870-5500 (TTY: 1-833-870-5588) for help choosing a health plan that works with your PCP.

I got a letter saying I will stay in NC Medicaid Direct. What does this mean?

- You do **not** need to choose a health plan. You will continue to have access to all the same Medicaid services you do now.
- You will continue to get services for your I/DD, mental illness, substance use disorder, or TBI through your current LME/MCO if that is how you access those services today.

I got a letter saying that only some members of my household need to enroll in a Medicaid health plan while others will stay in NC Medicaid Direct. Why?

- Some people with certain health care needs – such as people with a serious mental illness, severe substance use disorder, I/DD, or TBI– will continue getting their Medicaid services in NC Medicaid Direct through their LME/MCOs. Others will get all their health care needs met by enrolling in a health plan.

I get both Medicaid *and* Medicare. Do I need to pick a Medicaid health plan?

- No. You do **not** need to pick a new health plan. The way you receive services isn't going to change.

Why did my friend or neighbor get a different letter than what I got?

- Everyone got a letter specific to his or her personal situation. You and your friend may have different health care needs.

- Most, but not all, people will start getting Medicaid services from a health plan. However, some people with certain health care needs will stay in NC Medicaid Direct and access certain services through their LME/MCOs.

I got a letter to enroll in a health plan, but need a service for my I/DD, TBI, serious mental illness, or severe substance use disorder. What should I do?

- You can request a review of your case.
- You or your doctor can submit this request using the Request to Stay in NC Medicaid Direct and LME/MCO form.
- You or your doctor can fill out the form. To get the form, call 1-833-870-5500 (TTY: 1-833-870-5588).

Will I still be able to see my doctor?

- Call 1-833-870-5500 (TTY: 1-833-870-5588) to learn if your doctor works with your health plan. The staff at this phone number can help you find a health plan that works with your doctor.

Will it cost more for me to get my Medicaid through a health plan?

- No. Your costs will not change if you get Medicaid through a health plan.
- Like today, you may need to pay a copay for certain services, but you will not need to pay a monthly fee (premium).

What if I did not get a letter?

- Some people who have Medicaid health care got letters in June; other people who have Medicaid health care will get letters in October. When you get your letter depends where in the State you live.
- However, some people who currently have Medicaid health care will not get a letter at all. They will continue to receive their health care services as they do today. They do not need to do anything at this time.
- For example, people who have Medicaid *and* Medicare, as well as some other special groups, will not receive a letter at all.
- If you have questions about whether you are getting a letter, call 1-833-870-5500 (TTY: 1-833-870-5588) for help.

Who can I contact for help?

The Enrollment Broker can:

- Help you understand your options related to the Medicaid changes;
- Explain the enrollment process and help you pick a health plan and PCP; and
- Explain why you do or do not need to enroll.
- The help is FREE.
- Contact the Enrollment Broker:
 - By phone at 1-833-870-5500
 - Online at www.ncmedicaidplans.gov