

Guidance for Local Health Departments Interested in Contracting to Participate in the Healthy Opportunities Pilot

This guidance document provides information and instructions for Local Health Departments (LHDs) interested in participating in the Healthy Opportunities Pilot (HOP) program in a care management capacity. The document outlines the steps LHDs need to follow to contract with a Prepaid Health Plan (PHP) and deliver HOP care management services to their Care Management for At-Risk Children (CMARC) and Care Management for High-Risk Pregnancies (CMHRP) members:

1. **Notification of Interest:** LHDs should formally express their interest in participating in the HOP program by sending an email to medicaid.healthyopportunities@dhhs.nc.gov with the subject line "LHD HOP Contracting."
2. **Notification to Contracted Prepaid Health Plan (PHP):** LHDs must inform the PHP(s) they are currently contracted with for CMARC and CMHRP about their intent to contract to provide HOP services.
3. **Coordination with Contracted PHP(s):** LHDs are encouraged to collaborate closely with their contracted Prepaid Health Plan(s) (PHPs) to ensure a thorough understanding of the expectations associated with the Healthy Opportunities Pilot program. This includes engaging in discussions with the PHP(s) to gain insights into the specific requirements, such as completing AHEC training modules and NCCARE360 platform trainings. By establishing effective communication channels and fostering a cooperative relationship with the PHP(s), LHDs can align their care management efforts with the goals of the HOP program and provide optimal support to eligible members.
4. **Onboarding Process with Unite Us:** LHDs should initiate the onboarding process with Abbie Szymanski (abbie@uniteus.com) from Unite Us. This process involves setting up the NCCARE360 platform, which consists of the base platform and enhanced HOP functionality.

The base platform provided by Unite Us serves as a resource directory of Human Service Organizations (HSOs) across North Carolina and enables LHD Care Managers to create NCCARE360 profiles for members and refer them to HSOs that offer services to meet their needs.

In addition to the base platform, LHDs will gain access to the enhanced HOP functionality within the NCCARE360 platform. This functionality allows LHD Care Managers to assess members for HOP eligibility, send HOP enrollment and service authorization requests to the member's health plan, and send referrals to HOP-participating HSOs for HOP services. It streamlines the HOP payment process and facilitates efficient communication between LHDs and Health Plans within the NCCARE360 platform.

During the onboarding process, Unite Us will provide LHD care management staff with comprehensive Job Aids and step-by-step instructions on how to effectively utilize the platform. To ensure a smooth transition, LHDs will have access to a dedicated training environment for 30 days before launching into the live production environment.

By leveraging the NCCARE360 platform's base functionality and enhanced HOP payment functionality, LHDs can streamline their care management processes and provide seamless services to eligible members within the Healthy Opportunities Pilot.

5. **Contractual Agreement Amendments:** LHDs should commence the necessary amendments to their contractual agreements with the contracted PHP(s) as their designated care management staff progresses through the required HOP trainings in conjunction with NCCARE360 onboarding.
6. **Contract Effective Date:** The PHP(s) are responsible for ensuring that the contract amendment's effective date aligns with the 1st day of the following month after the LHD has completed the full onboarding to NCCARE360 and fulfilled the required training. Within 5 business days after executing the LHD's HOP contract amendment, PHPs must promptly notify the Department of Health and Human Services.
7. **Participation in DHHS-led Office Hours:** LHDs are encouraged to coordinate with Andrea Price-Stogsdill (andrea.price-stogsdill@dhhs.nc.gov) to be added to the invitation list for the monthly Department-led CIN/LHD Office Hours. These sessions provide vital opportunities for up-to-date discussions and updates on the Healthy Opportunities Pilot, ensuring effective communication and collaboration among stakeholders.
8. **HOP Care Management Fee:** Following successful completion of the contracting and onboarding processes, LHDs contracted for HOP services will begin receiving the HOP care management fee from the contracted PHP(s) in alignment with the LHD's typical monthly payment cycle.

The [HOP Fee Schedule and Service Definitions](#) document outlines the specific services available to members through the HOP program.

For detailed information on the Healthy Opportunities Pilot, please visit our main [webpage](#), which provides comprehensive resources and guidance related to the program.

Healthy Opportunities Pilot Onboarding Trainings

The Department has partnered with the North Carolina Area Health Education Center (NC AHEC) to support care management teams in effectively implementing the Healthy Opportunities Pilot (HOP) program. In order to maximize the success of your team during the implementation phase, it is highly recommended that providers ensure their HOP-participating staff have completed the recommended and required trainings prior to your organization's launch of the Healthy Opportunities Pilot. The Department places great emphasis on this preparation to ensure a smooth and successful execution of the program.

Title	Strongly Encouraged/ Required	Recommended to be completed by	Link
How Care Managers Can Choose Appropriate Interpersonal Violence Services – Part One (IPV-1)*	Required	HOP Care Management Staff	(link) *
How Care Managers Can Choose Appropriate Interpersonal Violence Services – Part Two (IPV-2)*	Required	HOP Care Management Staff	(link) *
How Care Managers Can Obtain Pilot Consent*	Required	HOP Care Management Staff	(link) *
Sensitive Services for HSOs and Pilot Staff; Privacy & Confidentiality for Survivors*	Required	General Staff (non-care managers) who work with HOP sensitive service data, in advance of handling sensitive service data	(link) *
Deeper Dive on Pilot Responsibilities of Frontline Care Managers	Strongly Encouraged	HOP Care Management Staff	(link) (slides)
The Role of CIN Care Management Teams in the Healthy Opportunities Pilots	Strongly Encouraged	HOP Care Management Staff	(link) (slides)
Assessing Member Eligibility for Participation in the Healthy Opportunities Pilots	Strongly Encouraged	HOP Care Management Staff	(link) (slides)
Tracking Enrollee Progress, Reviewing Service Mix, and Reassessing Pilot Eligibility	Strongly Encouraged	HOP Care Management Staff	(link)
How Care Managers Can Choose Appropriate Transportation Services	Strongly Encouraged	HOP Care Management Staff	(link)
How Care Managers Can Choose Appropriate Food Services within the Healthy Opportunities Pilot Programs	Strongly Encouraged	HOP Care Management Staff	(link)
How Care Managers Can Choose Appropriate Housing Services	Strongly Encouraged	HOP Care Management Staff	(link)
How Care Managers Can Choose Appropriate Health Related Legal Supports	Strongly Encouraged	HOP Care Management Staff	(link)
Understanding the Medical Respite Cross Domain Service	Strongly Encouraged	HOP Care Management Staff	(link)
How Care Managers Can Choose Appropriate Toxic Stress Services*	Strongly Encouraged	HOP Care Management Staff	(link) *

*These trainings are required to be completed by the identified staff above in advance of referring members to any Interpersonal Violence (IPV) related HOP services.