



# MCAC Medicaid Managed Care Update

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# Medicaid Managed Care Status Report

## 1. Standard Plan Update

- A. OE Extension
- B. Milestones
- C. Beneficiary Communication
- D. Enrollment Statistics
- E. EB Provider Directory Changes
- F. DSS Onsite Support

## 2. Tailored Plan Update

## 3. Questions/Discussion

# Standard Plan Update

# Moving toward Statewide Go-Live 2/1/2020

- Open Enrollment Extended for Phase 1 beneficiaries due to lack of budget.
- Extension means statewide implementation of managed care on February 1, 2020
- Nov 15<sup>th</sup> contracting deadline
- Extension does not impact Tailored Plan procurement or implementation timeline.
- Extension does impact
  - End to End Testing
  - Deployment Plan
  - Communication with beneficiaries & providers
  - DSS Onsite Staff
  - DHB operations partners – Enrollment Broker, PHPs, etc.

# Medicaid Transformation Milestones

Milestone	Regions 2 and 4	Regions 1, 3, 5, and 6
Enrollment Packets Mailed	6/28/2019 <i>(already occurred)</i>	10/1/2019
Open Enrollment Begins	7/15/2019 <i>(already occurred)</i>	10/14/2019
<b>Provider Contracts Must be Signed for Inclusion in Auto-Assignment</b>	<b>November 15th</b>	
Open Enrollment Ends	12/13/19	
Auto-Enrollment to PHPs and PCPs	Starting 12/16/19	
Standard Plan Effective Date	2/1/2020	

## Pre Extension Communication

- In August mailed out 208,616 reminder cards
- As of 8/26 there were 487,384 Mailings Sent  
Returned Mail is 4.6%.
- DSS works returned mail

# Open Enrollment Extension Beneficiary Communication

- Managed Care notices of newly eligible Medicaid beneficiaries in Phase 1 counties will be held until September 24th.
- Notice about date change will be mailed to all individuals in initial 27 counties
- Communication to 4 groups
  - Those who have not chosen a plan
  - Those who have a choice
  - Those who have chosen
  - Everyone
- <https://files.nc.gov/ncdma/NCEB-Notice-Date-Change-Beneficiary-ENG-092019.pdf>

# Open Enrollment Extension - Key messages

## If you have not chosen a plan

- You have additional time to choose a plan
- If no choice, we will assign you to a plan
- You can start using new health plan 2-1-2020
- Contact EB to choose or get information

## Not Everyone has to choose

- You have a choice
- Call EB to choose or get more information

## If you have chosen a plan

- You start using new health plan 2-1-2020
- If you want to keep chosen plan, you do not have to do anything
- Your health plan will send you a new ID card before 2-1-2020
- You can use the new card to get health services beginning 2-1-2020

## Everyone

- You can change plans until April 30, 2020
- Contact the EB if you have questions

## Important Dates in Notice

### December 13, 2019

- End of Open Enrollment
- Choose a health plan before this date

### February 1, 2020

- Start using your new health plan on this date

### April 30, 2020

- Deadline to change your health plan





NC Medicaid Managed  
Enrollments

~57,000

*As of September 20, 2019*

# Enrollment Broker Provider Directory Updates

- Changes made ~ 9/12/19
- Modified search criteria to return more accurate results
- Fact sheet released as part of Provider Playbook
- Search modifications
  - Search limited to include PCP's only;
  - Searching non-PCP no longer return results;
  - Individual providers (*other than PCP sole practitioners/CA/CCNC*) no longer return results;
  - Searching for a practice/group/sole practitioner enhanced to return results based on Service Location Name, DBA Name, or Organization Name

# DSS On Site Support (Phase 1 Counties)

- Enrollment Broker Outreach Specialists in phase 1 counties plan to be on-site until October 31, 2019.
- Number staff based in part on county population
- Previously at least 1 OS in each county, full time
  - Three (3) counties had two (2) staff
  - Two (2) had three (3) staff

# DSS On Site Support (Phase 1 Counties Statistics)\*

DSS Staff Support Hours	Number of Beneficiaries	Beneficiary Referrals	Web Enrollments	Mobile Enrollments	Choice Counseling
264	7246	1066	568	204	4483

\* As of end of August 2019

## **DSS Onsite Support (Phase 2 Counties)**

- Plan for Enrollment Broker Outreach Specialist assignments for the remaining 73 counties to be released soon.
- Outreach materials will be delivered to beneficiaries in the remaining 73 counties before open enrollment begins.

# Tailored Plan Update

# Tailored Plan Design

- Care Management Data Strategy Released 9/13/19 – comments due back October 10, 2019
- New Policy Documents this fall
  - Benefits, Network Adequacy, Utilization Management
  - State Funded Services
  - Special Populations
  - Tailored Plan RFA Information
- Request for Application still planned 2/2020

# Request to Transition Form/Process Update

- Number of BH Eligibility Verifications made to date: 231
- Number of Request for TP forms submitted to date:
  - 473 unique individual requests
  - 18 requested 2-4 times
- Number of Exempt (individuals who may enroll but meet TP criteria) that have chosen SP: 489
- DHHS Follow up to ensure beneficiaries end up in right plan:
  - Weekly reporting on numbers
  - Review of call logs for QA
    - Additional training for EB Specialists
    - Follow up calls/letters by EB



# Request to Transition Form/Process Update

- Next Steps

- Beacon contract amendment in process, timeframes TBD based on movement of MCL
- Meeting with MCOs to discuss process and inform training
- Training to be developed for providers/beneficiaries/ other stakeholders

# Questions/Discussion