NC Department of Health and Human Services

Medicaid Managed Care Update

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Medical Care Advisory Committee (MCAC) Meeting
June 14, 2019

Agenda

- **Day 1 Priorities**
- **What's happening now**
- **What's happening next**

NC Medicaid's Day 1 Priorities

- A person with a scheduled appointment will be seen by their provider

- A person's prescription will be filled by the pharmacist

- A provider enrolled in Medicaid prior to Nov. 1 will still be enrolled

- A provider is paid for care delivered to members

What's Happening Now

- Health plan readiness review

- Divisional readiness activities

- Outreach materials made available

- Training, education, engagement

- Procurement activities (ombudsman, EQRO)

What's Happening Now - Ombudsman Timeline

Ombudsman RFP Release May 30, 2019	Proposal Deadline July 16, 2019	Proposal Evaluations July 16-Sept. 10	Contract Award Sept. 10, 2019

An entity experienced in working with State Medicaid agencies will serve as an Ombudsman to support the goals of the North Carolina Medicaid Managed Care Program

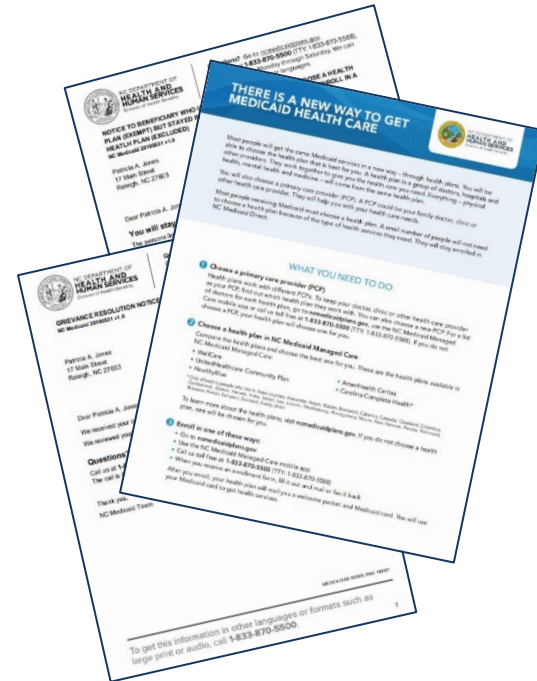| "No Wrong Door"	Central Resource	Referrals & Collaboration	Identifying Trends	Supporting DHHS Vision

What's Happening Now - County Playbooks

- ## Release 1
  - 5 Fact Sheets
  - Topics
    - Introduction to Managed Care- Part I
    - Introduction to Managed Care- Part II
    - Increase in Beneficiary Contact
    - Non-Emergency Medical Transportation
    - Warm Transfers and Referrals

- ## Release 2
  - Fact Sheet #6: Managed Care Populations and Enrollment Notices.
  - Sample Notices
  - Instructional Guide on beneficiary outreach materials
  - Electronic version of printable beneficiary outreach materials
  - A Managed Care Status by County report
  - Instructional Guide for Managed Care Status by County report

What Happens Next

- **Enrollment Activities**
  - Staff training
  - Call center and call overflow centers open
  - Enrollment packet mailed to beneficiaries
  - Enrollment smart-phone app
  - Outreach events

- **Go Live**
  - 140 days

- **PHP**
  - Readiness reviews continue
  - Provider contracting

What Happens Next – Providers training

Upcoming Provider Training and Outreach

Most Recent Managed Care Webinar

- **JUNE 13 – 12–1 p.m.** MCT 108: Clinical Policies – Providing an overview of key clinical policies with which providers will need to be familiar during the transition to managed care.

- *Virtual Office Hours:*

  June 11 – 12-1 p.m.

- *Provider/PHP Meet and Greets:*

  June 17 - 10 a.m.-3 p.m. Mountain AHEC
  June 18 - 10 a.m.-3 p.m. Charlotte AHEC
  June 19 - 10 a.m.-3 p.m. So. Reg. AHEC
  June 20 - 10 a.m.-3 p.m. Eastern AHEC
  June 24 - 10 a.m.-3 p.m. Wake Medical Ctr.
  July - TBD

https://medicaid.ncdhhs.gov/prepaid-health-plan-meet-and-greet

Common Questions or Issues

When…	Response
Medicaid recipient is confused about managed care change.	Resources are available: • https://files.nc.gov/ncdma/Instructional-Guide-for-Managed-Care-Status-Estimates-by-County-Report.pdf • MAXIMUS can help, go to ncmedicaidplans.gov or call 1-833-870-5500, 7 a.m.-5 p.m. Mon-Sat.
Member wants to know which plans their provider is enrolled with.	Ask your provider, use the Consolidated directory, call 1-833-870-550.
Beneficiary needs non emergency transportation scheduled after Nov. 1.	• If in managed care, call PHP • If in Medicaid Direct, call DSS
EB receives larger than anticipated number of calls.	EB is prepared with overflow call center capacity.
Person wants to change health plan.	To change your plan, go to ncmedicaidplans.gov or use the NC Medicaid Managed Care mobile app. Or call 1-833-870-5500 (TTY: 1-833-870-5588).

Provider Resources

How Do I…	Resource/Reference
Locate which PHP an individual is enrolled with	Access the NCTracks portal you use today.
Determine an individual's assigned PCP?	Access the NCTracks portal you use today.
Find contact information for a plan I want to contract with?	https://medicaid.ncdhhs.gov/health-plan-contact-information
Learn more?	https://medicaid.ncdhhs.gov/provider-transition-managed-care

Q&A

NC Medicaid Transformation Website
www.ncdhhs.gov/medicaid-transformation