

# MCAC Medicaid Managed Care Update

**Jay Ludlam, Deputy Secretary  
NC Medicaid**

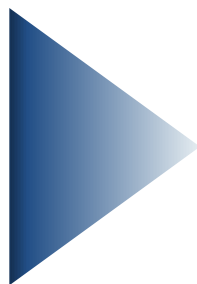
August 16, 2019

# Medicaid Managed Care Status Report

1. Managed Care Timeline
2. Day 1 Priorities
3. Managed Care Status
4. Enrollment Metrics
5. Contact Center Metrics
6. Issues and Solutions Examples
7. DHHS Support to Providers
8. Actions You Can Take
9. Questions

# Important Questions

**Is 11/1/19 still the  
“Go live” date?**



**Yes**

- Managed Care is still slated to go live Nov. 1<sup>st</sup> 2019
- Judge denied request for stay
- No legislation exists which delays implementation
- An approved budget is necessary to support managed care

# Day 1 Priorities Remain Unchanged

- We are committed to making sure that when we go live with managed care
  - A person with a scheduled appointment is seen by provider
  - A person's prescription is filled by the pharmacist
  - A provider enrolled in Medicaid prior to Nov 1, is still enrolled
  - A provider is paid for care delivered to members

# Important Questions

**How is the transition going?**



## Success Measures

- Quantitative Measures
  - Member contacts
  - Provider engagement
  - Network Adequacy
- Qualitative Measures
  - Complaints
  - Adherence to scripting
  - Issues

# Important Questions

**How is the transition going?**



- Enrollment Broker Call Center, Website, Chat Feature and App launched
- Mailed 300K+ letters
- Call abandonment rates low
- At least 1 EB staff onsite in each of Phase 1 DSS offices
- Health Plan Member Service Lines are open and accepting calls
- Members are enrolling



NC Medicaid Managed  
Enrollments

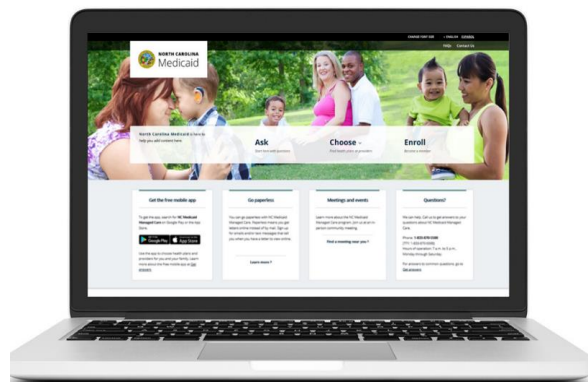
~11,000

*As of August 7, 2019*

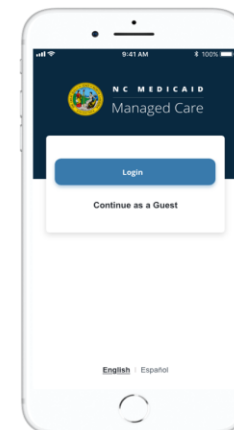
# Quantitative Measures- Open Enrollment



Enrollment Broker  
Call Center  
16,000+ Calls  
Handled



NCmedicaidplans.gov  
20,552  
Website Visits



NC Medicaid Managed  
Care Mobile App  
6,808 Sessions

*All information for the period of August 7, 2019*



# Longer Term Success Measures

- Member Health Measures
- Member Satisfaction
- Call Center Responses
- Notices and Correspondence
- Voluntary Plan Selection Rates
- Provider Enrollment/Network Adequacy
- Provider Satisfaction

# Important Questions

**Are providers  
contracting?**



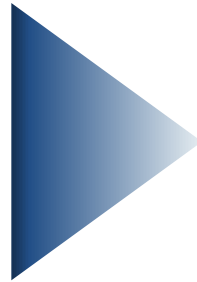
- All current providers are not yet contracted
- Provider contracting was on pace initially but has slowed
- Provider contracts are important for auto assignment

# Provider Contracting Considerations

- **IMPORTANT** - PHP cannot list a provider in the directory until the provider can be paid
- PHP contract processing time (< 2 weeks)
- Auto Assignment algorithm considers patient/provider historical relationships
- Auto Assignment occurs 9-16-19
- Providers must contract to be listed in the directory
- DHHS will hold PHPs accountable to network adequacy standards

# Important Questions

**Have there been issues with managed care implementation?**



- Yes
- Transitioning to managed care is most significant change that NC Medicaid has ever undertaken.
- With any rollout of this magnitude, there have been issues and questions.
- We are committed to doing everything possible to resolve problems quickly and have identified some

# Beneficiary Related Issues/Solutions Examples

## Issue

- A few individuals have received letters who should not have
- Beneficiaries initially not able to complete enrollment forms at DSS offices with EB Outreach Specialists (OS).
- Beneficiaries may not be able to find their Primary Care Provider of choice in the directory.

## Solution

- Corrections have been made. New letters will go out to some individuals i.e. Dual Eligible
- Copies of forms distributed to OS, will now fax on behalf of beneficiary
- Beneficiaries do not have to choose now. A reminder card will be mailed in August. May be auto assigned and can change later.

# Provider Directory Issues/Solutions Examples

## Issues

- Difficult to navigate
- Does not have current health plan enrollments
- Contains outdated provider data
- Mismatch on addresses
- Provider/PHP Affiliations

## Solutions

- Some items have been resolved
- DHHS is working internally and with the EB to address remaining items
- Tracking Corrections through Use Cases

# Important Questions

## Additional Supports for Providers



- NC Medicaid Transformation Web based resources  
<https://www.ncdhhs.gov/assistance/medicaid-transformation>
- PHP contact information  
<https://medicaid.ncdhhs.gov/health-plan-contact-information>
- Provider Ombudsman in progress

# DHHS support to providers



**Regular Status Calls/Webinars**



**Provider Playbook**

<https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care>



**Provider Training, Webinars, TA**

<https://medicaid.ncdhhs.gov/provider-playbook-training-courses>



**Provider Issues Communication**

<https://files.nc.gov/ncdma/Provider-Issues-Resolutions-FINAL-20190807.pdf>



# Questions

# Resources

# Link To Video

- The NC Medicaid Managed Care Introductory Video addresses:

- What is a primary care provider (PCP)
- What is a Health Plan
- The Health Plans available
- What beneficiaries need to do
- What happens after beneficiaries enroll
- The phases for enrollment and key dates
- How to get answers to additional questions



<https://www.youtube.com/watch?v=9xJyeXkypl8&t>

# Link To Beneficiary Outreach Materials

Download at [medicaid.ncdhhs.gov/county-playbook-Medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-Medicaid-managed-care)

## POSTER

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

**WHAT YOU NEED TO DO**

- Choose a primary care provider (PCP):** To keep your doctor, clinic or other health care provider as your PCP, find out which health plans they work with. You can also choose a new PCP.
- Choose a health plan in NC Medicaid Managed Care:** A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Learn more: [ncmedicaidplans.gov/choose/comparplans](http://ncmedicaidplans.gov/choose/comparplans)
- Enroll in one of these ways:**
  - Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
  - Use the NC Medicaid Managed Care mobile app
  - Call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
  - When you receive an enrollment form, fill it out and mail or fax it back

**IF YOU HAVE MORE QUESTIONS**

- About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhhs.gov/caldss](http://ncdhhs.gov/caldss)
- About choosing or enrolling in a health plan: Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) (chat features available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
- About your health plan or benefits: Call your health plan.
 

WellCare	1-866-799-5318 (TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1855 (TTY: 711)
HealthyBlue	1-844-594-5070 (TTY: 711)
AmeriHealth Caritas	1-855-375-8811 (TTY: 1-866-209-6421)
Carolina Complete Health*	1-833-552-3876 (TTY: 711 or 1-800-735-2962)

\*Only offered to people who live in these counties: Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Halifax, Iredell, Lenoir, Lincoln, McDowell, Montgomery, Moore, New Hanover, Perdue, Randolph, Robeson, Rowan, Sampson, Scotland, Surry, Union

## FACT SHEETS

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything – physical health, mental health and more care – will come from the same health plan.

You will also choose a primary care provider (PCP). A PCP could be your family doctor, clinic or other health care provider. They will help you with your health care needs.

Most people receiving Medicaid must choose a health plan. A small number of people will not need to choose a health plan because of the type of health services they need. They will stay enrolled in NC Medicaid Direct.

**WHAT YOU NEED TO DO**

- Choose a primary care provider (PCP):** Health plans work with different PCPs. To keep your doctor, clinic or other health care provider as your PCP, find out which health plans they work with. You can also choose a new PCP. For a list of doctors for each health plan, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). If you do not choose a PCP, your health plan will choose one for you.
- Choose a health plan in NC Medicaid Managed Care:** Compare the health plans and choose the best one for you. These are the health plans available in NC Medicaid Managed Care:
  - WellCare
  - AmeriHealth Caritas
  - UnitedHealthcare Community Plan
  - HealthyBlue
  - Carolina Complete Health\*

**Enroll in one of these ways:**

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## Q&A

**GET ANSWERS**

We're here to help you understand your primary care provider (PCP) and health plan choices. Here are answers to questions you may have.

If you have other questions, call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

**What is NC Medicaid Managed Care?**  
NC Medicaid Managed Care helps you get the most out of your Medicaid benefits. Instead of one Medicaid program there are many health plans to choose from.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. Health plans may also offer additional services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy. Health plans work with different doctors and health care providers. Each plan has its own network of qualified doctors and health care providers. To keep your doctor, clinic or other provider, find out which plans they work with. Then choose one of those plans.

**What is NC Medicaid Direct?**  
Some people will be in NC Medicaid Direct because it provides services that meet specific needs. For example, it provides the same services currently covered for developmental disability, mental illness, traumatic brain injury and substance use disorder. To learn more about NC Medicaid Direct, call 1-833-245-0179.

**Is Medicaid eligibility changing?**  
No. Medicaid eligibility rules are not changing. If you have questions about your eligibility, contact your local Department of Social Services (DSS) office. Find contact information at [ncdhhs.gov/caldss](http://ncdhhs.gov/caldss).

**What is a primary care provider (PCP)?**  
Your PCP is your family doctor, clinic or health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

**What is a health plan?**  
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need.

**Do I have to choose a health plan?**  
It depends. Most people in NC Medicaid must choose a health plan. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan.

**To find out if you must enroll, go to Who must enroll in NC Medicaid Managed Care? at [ncmedicaidplans.gov/choose/who-must-enroll-in-nc-medicaid-managed-care](http://ncmedicaidplans.gov/choose/who-must-enroll-in-nc-medicaid-managed-care). If you still have questions, call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.**

## PALM CARD

**NC MEDICAID IS CHANGING**

You have a choice of health plans

**WHAT YOU NEED TO DO**

- Choose a primary care provider (PCP)
- Choose a health plan
- Enroll: Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)

**QUESTIONS?**

- About eligibility: Contact your local Department of Social Services (DSS) office: [ncdhhs.gov/caldss](http://ncdhhs.gov/caldss)
- About choosing or enrolling in a health plan: Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or call 1-833-870-5500 (TTY: 1-833-870-5588). The call is free.
- About your benefits: Call your health plan. [ncmedicaidplans.gov/choose/comparplans](http://ncmedicaidplans.gov/choose/comparplans)

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\*Only offered in all counties

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## FLYER

# Resources for Beneficiaries



## ABOUT ELIGIBILITY

Continue to come to  
local DSS

Find contact  
information at  
[ncdhhs.gov/localdss](http://ncdhhs.gov/localdss)



## ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS

Call the Medicaid  
Contact Center  
toll free:  
1-888-245-0179



## ABOUT CHOOSING A PLAN OR PCP AND ENROLLING

Go to  
[ncmedicaidplans.gov](http://ncmedicaidplans.gov)  
(chat available)

Use the  
NC Medicaid  
Managed Care  
mobile app

Call 1-833-870-5500  
(the call is free)

TTY: 1-833-870-5588



## ABOUT NC MEDICAID MANAGED CARE PLAN OR BENEFITS

Call their  
Health Plan

# Questions