MCAC MANAGED CARE SUBCOMMITTEE

Provider Engagement and Outreach

- **If you are joining remotely by webinar, registration is required. An audio PIN will be assigned when you register.**
- **When joining the webinar on April 24, enter the audio PIN when prompted. This step is necessary for your question to be heard during the webinar.**
- **Callers are automatically placed on mute throughout the webinar.**
- **To ask a question, click the "raise your hand" icon to be added to the queue.**
- **When it is your turn, you'll be taken off mute and asked to share your question.**
- **You may ask questions during the presentation and the open Q&A at the end.**
- **You can request help by typing in the chat box.**

MCAC Subcommittee webpage: medicaid.ncdhhs.gov/meetings-and-notices/committees-and-work-groups/medical-care-advisory-committee/mcac-subcommittee

Welcome

Sam Clark, MCAC Representative
C. Thomas Johnson, MCAC Representative

Lynne Testa, NCDHHS Provider Engagement Lead

Agenda

- Welcome and Introductions
- Review of Minutes and Key Recommendations
- Subcommittee Interim Report - DRAFT
- Provider Education and Engagement Updates
- Public Comments
- Next Steps

MCAC MANAGED CARE SUBCOMMITTEE

Provider Engagement and Outreach

DRAFT - Interim Report

April 24, 2019

Charter

- Identify provider engagement needs during transition period (e.g., Administrative Overview, Enrollment and Credentialing, Ombudsman, Enrollment Broker, Clinical Initiatives)
- Evaluate engagement strategy and methods for supporting providers through Medicaid Managed Care transition
  - Identify new engagement methods
  - Leverage existing relationships (e.g., Associations) to promote provider engagement and outreach
- Recommend strategy for engaging providers pre- and post-Medicaid Managed Care launch
  - Define roles and responsibilities (e.g., DHHS, PHPs) for provider engagement and outreach
  - Identify provider communication channels for offering feedback
- Implement engagement strategy

Context/Level-Setting: Key Definition

Provider Engagement and Outreach

Information, supportive tools, forums and resources that enable and encourage providers to participate, effectively engage, and provide feedback on the Department's Medicaid transformation efforts

Feedback Received from Subcommittee Members

Enhanced Support for Rural/Independent practices

- Expanded Subcommittee Participation
  - NCDHHS Office of Rural Health
  - NCDHHS Division of Public Health
  - North Carolina Free & Charitable Clinics Association
  - NC Area Health Education Center (NC AHEC)
- Practice Supports and Technical Assistance
- Provider Inquiries (Medicaid.Transformation@dhhs.nc.gov)
  - Information Sharing

Feedback Received from Subcommittee Members

Commitment to Provider Satisfaction

- NC Medicaid Provider Ombudsman
  - Medicaid.ProviderOmbudsman@dhhs.nc.gov
- Timely Responses to Provider Inquiries
- Provider E & E Strategy Implementation
  - According to Approved Plan
    - Webinars
    - Virtual Office Hours
    - PHP Meet & Greets
    - Website Refresh

Feedback Received from Subcommittee Members

Standardization Across Health Plans

- Standardizing and simplifying processes and standards across PHPs wherever appropriate
- Incorporating a centralized, streamlined enrollment and credentialing process
- Ensuring transparent payments for PHPs and fair contracting and payments for clinicians
- Standardizing quality measures across PHPs
- Using standard prior authorization forms
- Establishing a single statewide preferred drug list that all PHPs will be required to use
- Covering the same services as Medicaid Fee-for-Service (except select services carved out of managed care)
- Requiring PHPs to use DHHS' definition of "medical necessity" when making coverage decisions and set FFS benefit limits as a floor in managed care

Feedback Received from Subcommittee Members

Educate Providers on Payment & Reimbursement

- NC Medicaid Managed Care Training Course
  - MCT 102 Provider Payment and Contracts
    - Thursday, April 11, 2019
    - Highlights
  - Provider Rate Floor and Reimbursement Scenarios
  - Medicaid Transformation Inquiries

Feedback Received from Subcommittee Members

Proactive Communication with Associations

- Expanded Scope of the Subcommittee
  - Meetings scheduled through end 2019
- Advance Notification of Provider E & E Efforts
  - Enrollment/Credentialing Special Bulletin 4/19
  - All Communication Plans for Provider E & E
- More to Come
  - Train-the-Trainer
  - Virtual Office Hours at Association Conferences
  - Practice Supports and Technical Assistance

Discussion

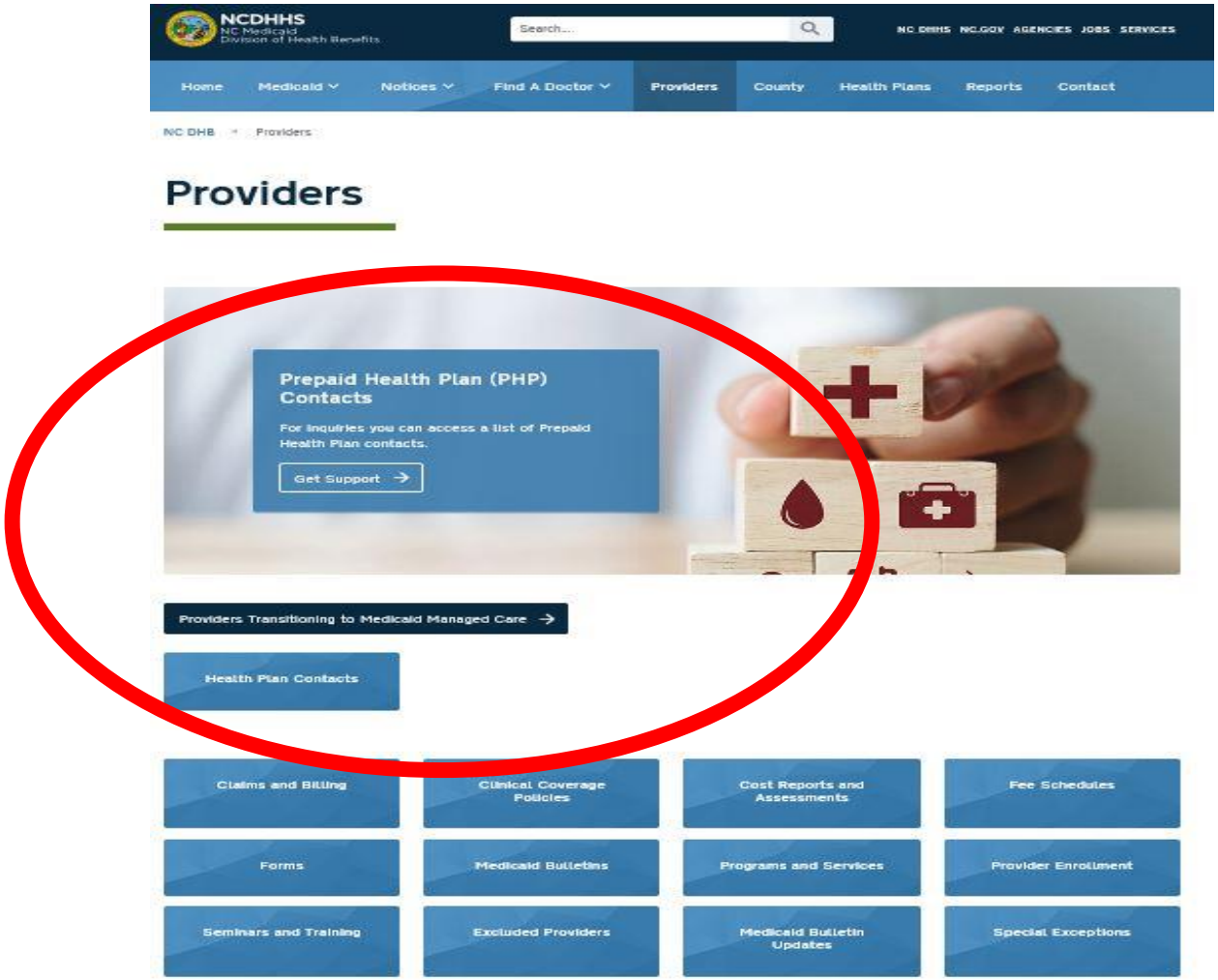
Provider Education and Engagement Updates

Baseline Education and Engagement Support

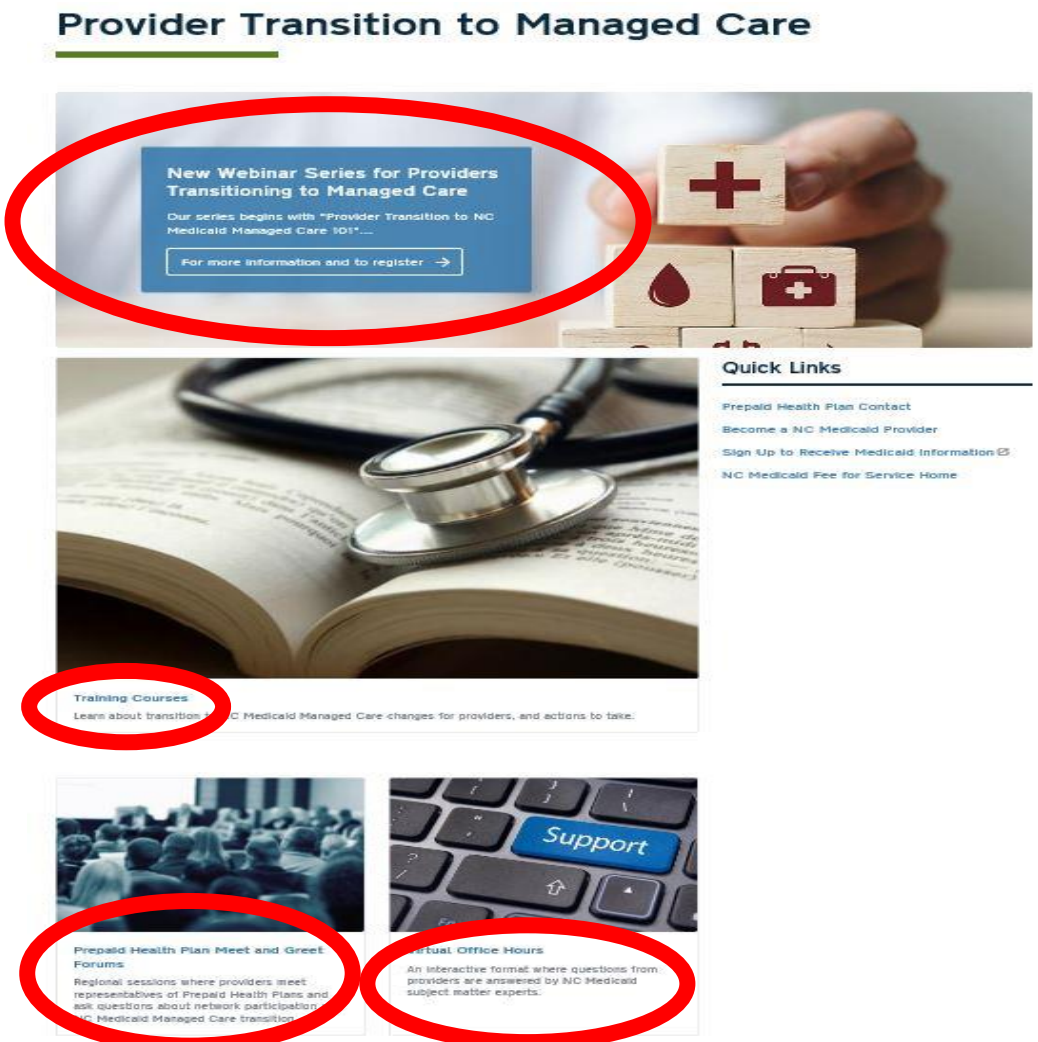
While specific activities will vary by content area, DHB will offer or coordinate foundational support through:

- **Web-Based Resources**
- **Webinars**
- **FAQs**
- **Virtual Office Hours**
- **PHP "Meet and Greets"**
- **Training and Hands-On Technical Assistance for Targeted Providers (e.g., Rural/Essential/Smaller Providers)**
- **Partner Communication Channels (Provider Associations)**

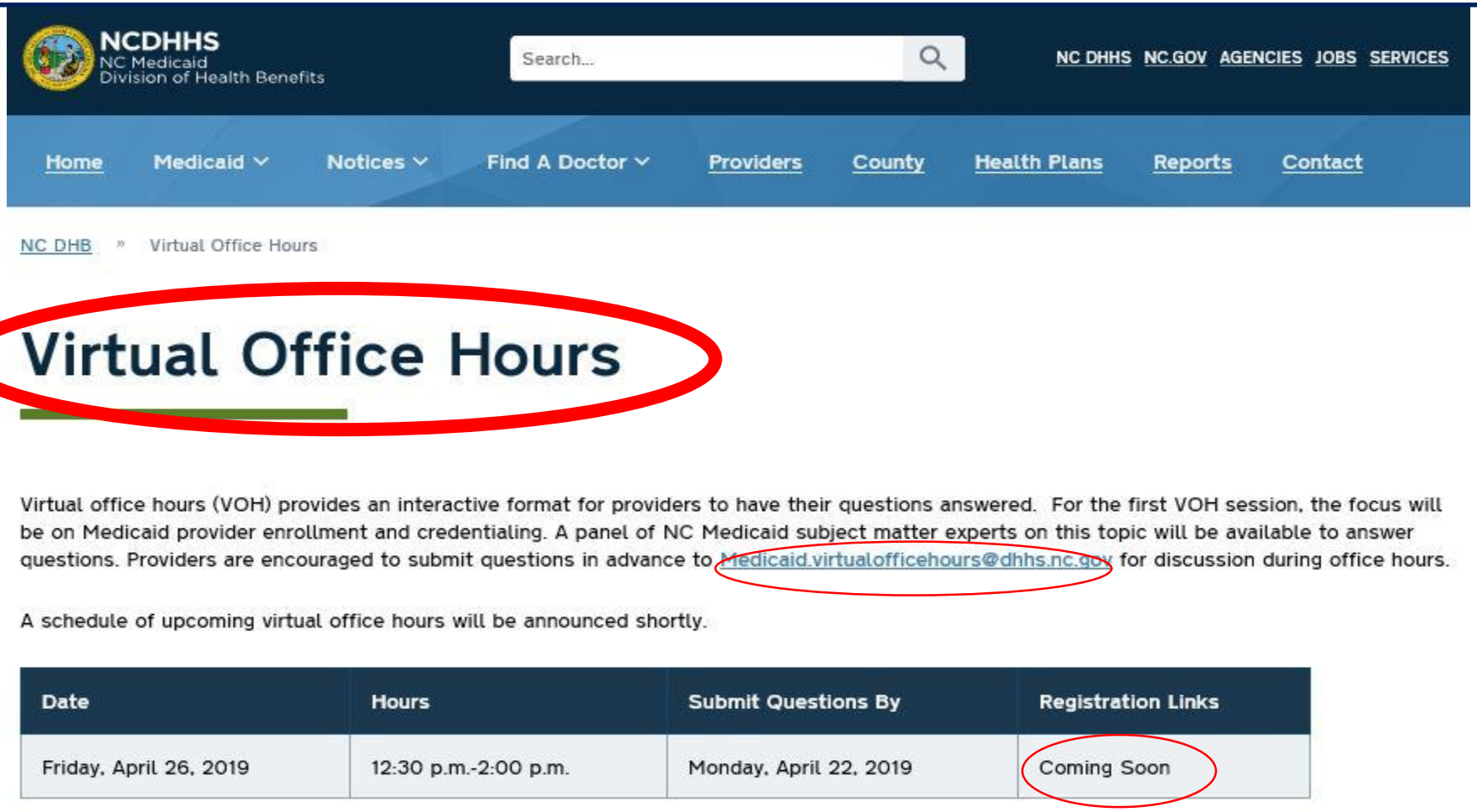
Website Refresh



Website Refresh



Website Refresh



Website Refresh

NCDHHS
NC Medicaid
Division of Health Benefits

Search...

NC DHHS NC.GOV AGENCIES JOBS SERVICES

Home Medicaid Notices Find A Doctor Providers County Health Plans Reports Contact

NC DHB » NC Medicaid Managed Care Training Courses

NC Medicaid Managed Care Training Courses

MCT 101 - Provider Transition to NC Medicaid Managed Care 101

A high-level overview for providers of the transition to NC Medicaid Managed Care. The webinar covers the vision and context of North Carolina's transformation to a managed care system, provides a close look at managed care key initiatives, and highlights opportunities for providers to be part of the process.

- Presentation
- Recording
- Transcript (will be posted when available)

MCT 102 - Provider Payment and Contracts, NC Medicaid Managed Care 102

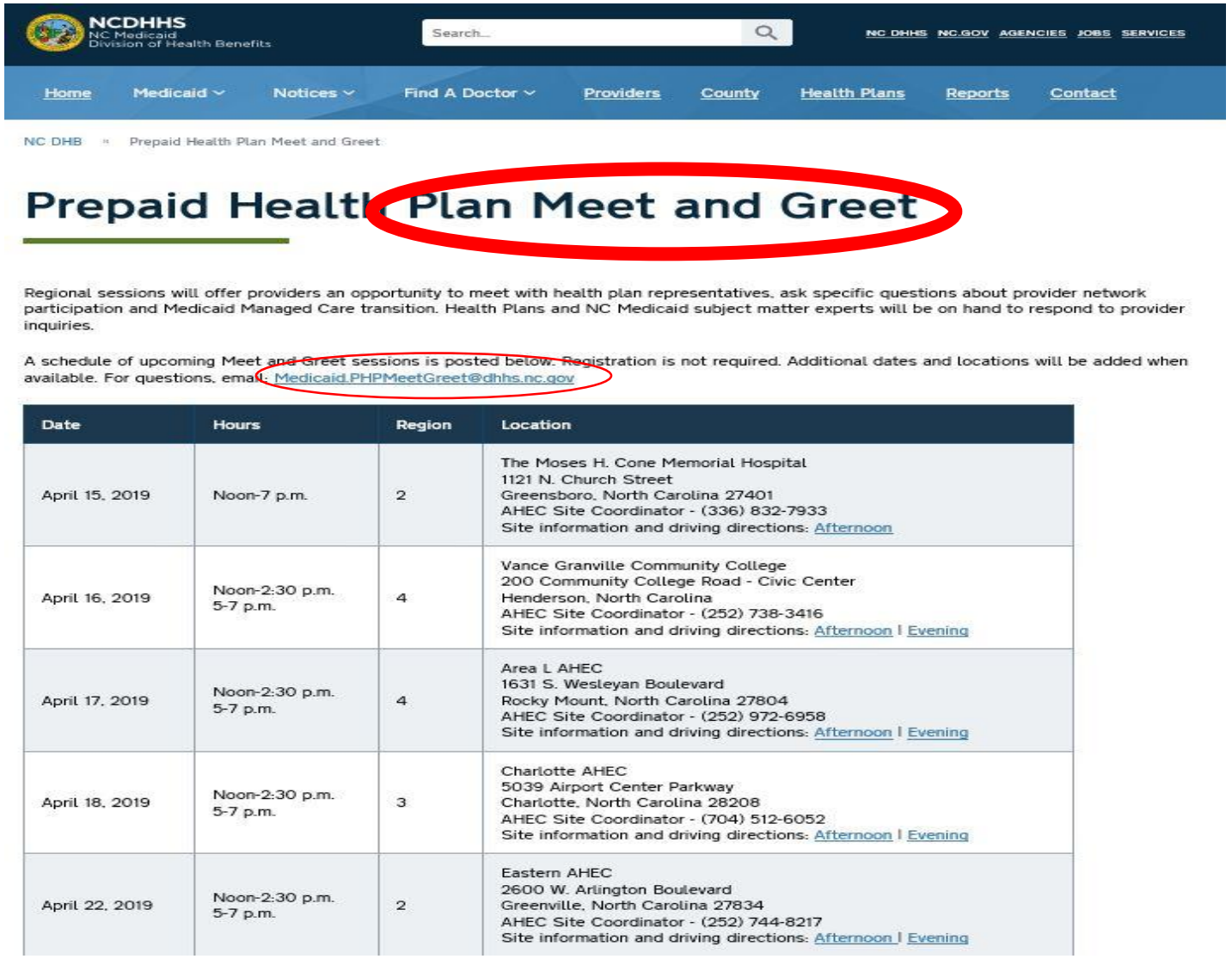
This webinar will help providers understand what and how they will be paid under managed care contracting arrangements. It will give providers an understanding of changes in financing and implications for their net revenue, what information they need to submit to be paid, protections implemented by the State (such as rate floors) and "any willing provider" requirements.

Thursday, April 11, 2019
Noon-1 p.m.

Register →

A recording of the webinar, including a summary of questions and answers shared during the session, will be posted to the Medicaid website when available.

Website Refresh



NCDHHS
NC Medicaid
Division of Health Benefits

Search...

NC DHHS NC.GOV AGENCIES JOBS SERVICES

Home | Medicaid | Notices | Find A Doctor | Providers | County | Health Plans | Reports | Contact

NC DHB » Prepaid Health Plan Meet and Greet

Prepaid Health Plan Meet and Greet

Regional sessions will offer providers an opportunity to meet with health plan representatives, ask specific questions about provider network participation and Medicaid Managed Care transition. Health Plans and NC Medicaid subject matter experts will be on hand to respond to provider inquiries.

A schedule of upcoming Meet and Greet sessions is posted below. Registration is not required. Additional dates and locations will be added when available. For questions, email: Medicaid.PHPMeetGreet@dhhs.nc.gov

Date	Hours	Region	Location
April 15, 2019	Noon-7 p.m.	2	The Moses H. Cone Memorial Hospital 1121 N. Church Street Greensboro, North Carolina 27401 AHEC Site Coordinator - (336) 832-7933 Site information and driving directions: Afternoon
April 16, 2019	Noon-2:30 p.m. 5-7 p.m.	4	Vance Granville Community College 200 Community College Road - Civic Center Henderson, North Carolina AHEC Site Coordinator - (252) 738-3416 Site information and driving directions: Afternoon | Evening
April 17, 2019	Noon-2:30 p.m. 5-7 p.m.	4	Area L AHEC 1631 S. Wesleyan Boulevard Rocky Mount, North Carolina 27804 AHEC Site Coordinator - (252) 972-6958 Site information and driving directions: Afternoon | Evening
April 18, 2019	Noon-2:30 p.m. 5-7 p.m.	3	Charlotte AHEC 5039 Airport Center Parkway Charlotte, North Carolina 28208 AHEC Site Coordinator - (704) 512-6052 Site information and driving directions: Afternoon | Evening
April 22, 2019	Noon-2:30 p.m. 5-7 p.m.	2	Eastern AHEC 2600 W. Arlington Boulevard Greenville, North Carolina 27834 AHEC Site Coordinator - (252) 744-8217 Site information and driving directions: Afternoon | Evening

Provider Questions

For more information

Practice Support & Technical Assistance:
Medicaid.Practicesupport@dhhs.nc.gov

Virtual Office Hours:
Medicaid.virtualofficehours@dhhs.nc.gov

PHP Meet & Greets:
Medicaid.PHPMeetGreet@dhhs.nc.gov

Medicaid Ombudsman
Medicaid.ProviderOmbudsman@dhhs.nc.gov

Practice Supports and Technical Assistance

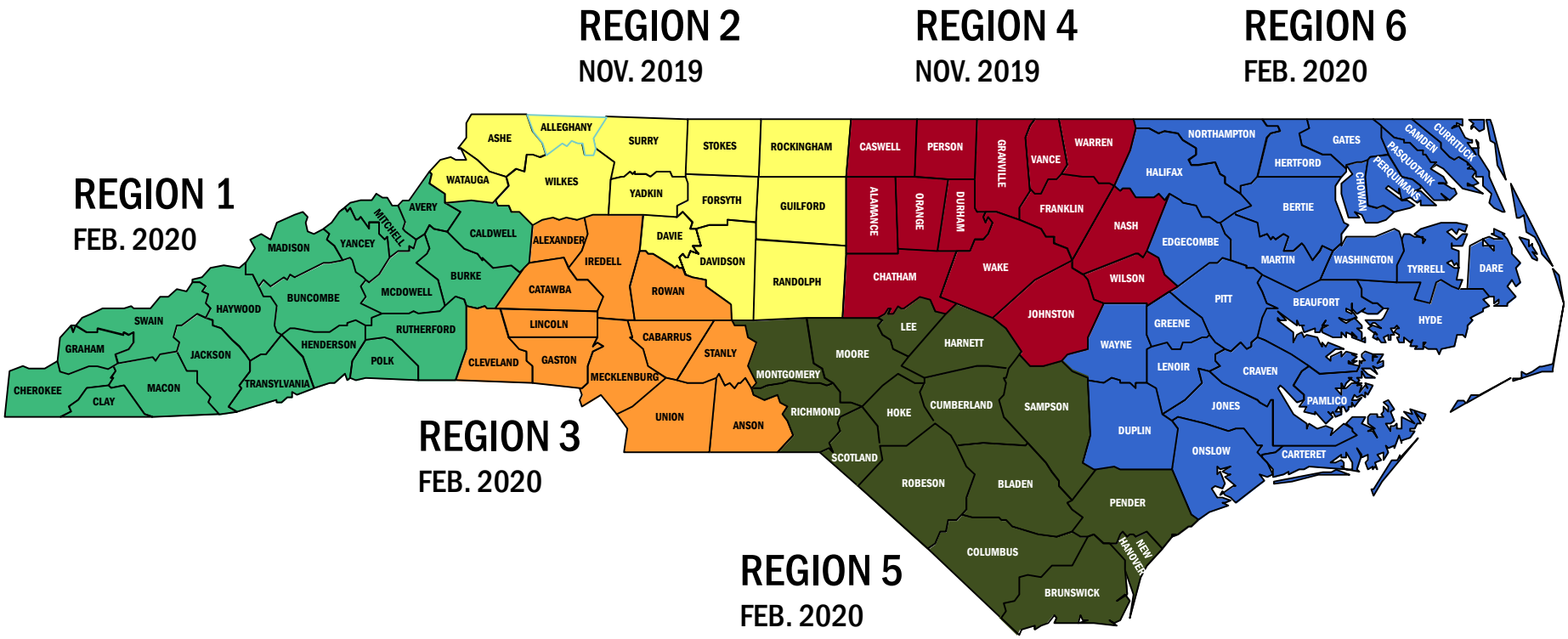
Roles and Responsibilities: AHEC

AHEC will provide training and practice-level technical assistance for the transition to managed care, with a focus on safety net/essential and rural providers.

Area Health Education Centers (AHEC)

- AHEC will provide targeted training assistance to ensure providers are prepared to participate in Medicaid transformation initiatives (e.g. AMH)
- AHEC may provide additional support for execution of Provider Education and Engagement strategy, such as:
  - Content development and delivery of webinars
  - Hosting regional events at AHEC training centers
- In addition to this targeted support for transition to managed care, AHEC will continue in its role advancing quality and process improvement and regional alignment
- AHEC will not have a direct training role in all aspects of Medicaid transformation (e.g., Care Management for HRP/ARC), but should maintain situational awareness of these programs in order to answer basic questions from providers and practices

NC Medicaid Managed Care Regions and Rollout Dates



Rollout Phase 1: Nov. 2019 – Regions 2 and 4

Rollout Phase 2: Feb. 2020 – Regions 1, 3, 5 and 6

Advanced Medical Home Participation Report

Provider_Name	DBA_Name_Loc	County	Tier	Current_ Num_ Enrolle	CIN	MCL Regio	Essential Provider Type
CORNELIUS F CATHCART PEDIATRICS PA	NC PEDIATRIC ASSOCIATES	039 - GRANVILLE	3	2,355	None	Region 4	
CENTER FOR WOMENS HEALTH	CENTER FOR WOMENS HEALTH	039 - GRANVILLE	2	245		Region 4	
DUKE UNIVERSITY AFFILIATED PHYSICIA	003 -	039 - GRANVILLE	3	1,376	Duke Connect Care LLC	Region 4	
CENTRAL REGIONAL HOSPITAL WHITAKER	CENTRAL REGIONAL HOSPITAL WHITAKER PRTF	039 - GRANVILLE				Region 4	State Operated Facility
ANDERSON,BEVERLY LEANORA	BEVERLY ANDERSON	039 - GRANVILLE	1	1		Region 4	
GRANVILLE-VANCE DISTRICT HEALTH DEP	003 -	039 - GRANVILLE	3	187	CCPN	Region 4	LHD
GRANVILLE HEALTH SYSTEM	SOUTH GRANVILLE PRIMARY CARE	039 - GRANVILLE	2	539		Region 4	RHC
R J BLACKLEY ALCOHOL AND DRUG ABUSE		039 - GRANVILLE				Region 4	State Operated Facility
EUGENE DAVIS DAY MD PA	EUGENE DAVIS DAY MD PA	039 - GRANVILLE	1	218		Region 4	
RURAL HEALTH GROUP INC	003 -	039 - GRANVILLE	3	137	None	Region 4	RHC
MURDOCH DEVELOPMENTAL CENTER	MURDOCH DEVELOPMENTAL CENTER	039 - GRANVILLE				Region 4	State Operated Facility
MURDOCH DEVELOPMENTAL CENTER	MURDOCH DEVELOPMENTAL CENTER	039 - GRANVILLE				Region 4	State Operated Facility
GRANVILLE HEALTH SYSTEM	004 - GRANVILLE INTERNAL MEDICINE	039 - GRANVILLE	2	742		Region 4	RHC
DLP MARIA PARHAM PHYSICIAN PRACTICE	MARIA PARHAM WOMENS CARE	039 - GRANVILLE	3	275	Duke Connect Care LLC	Region 4	
JAMES A MCCARTHY MD PLLC	GRANVILLE OBSTETRICS & GYNECOLOGY	039 - GRANVILLE	1	9		Region 4	
DUKE UNIVERSITY AFFILIATED PHYSICIA	DUAP BUTNER CREEDMOOR FAMILY	039 - GRANVILLE	3	1,451	Duke Connect Care LLC	Region 4	
MURDOCH DEVELOPMENTAL CENTER	DENTAL DIVISION MURDOCH CENTER	039 - GRANVILLE				Region 4	State Operated Facility
BETHANY MEDICAL CENTER	003 -	041 - GUILFORD	2	2		Region 2	
WAKE FOREST UNIVERSITY HEALTH SCIEN	052 - HIGH POINT INTERNAL MEDICINE	041 - GUILFORD	3	5	CHESS/Emtiro Health	Region 2	
WAKE FOREST UNIVERSITY HEALTH SCIEN	053 - HP - FAMILY MEDICINE AT ADAMS FARM	041 - GUILFORD	3	0	CHESS/Emtiro Health	Region 2	
WAKE FOREST UNIVERSITY HEALTH SCIEN	054 - FAMILY MEDICINE AT HIGH POINT	041 - GUILFORD	3	1	CHESS/Emtiro Health	Region 2	
WAKE FOREST UNIVERSITY HEALTH SCIEN	056 - HP - OB/GYN	041 - GUILFORD	3	0	CHESS/Emtiro Health	Region 2	
WAKE FOREST UNIVERSITY HEALTH SCIEN	057 - HP - PEDIATRICS	041 - GUILFORD	3	2	CHESS/Emtiro Health	Region 2	
WAKE FOREST UNIVERSITY HEALTH SCIEN	058 - HP - WOMEN'S HEALTH	041 - GUILFORD	3	0	CHESS/Emtiro Health	Region 2	
WAKE FOREST UNIVERSITY HEALTH SCIEN	059 - FAMILY MEDICINE AT PALLADIUM	041 - GUILFORD	3	1	CHESS/Emtiro Health	Region 2	
WAKE FOREST UNIVERSITY HEALTH SCIEN	060 - FAMILY MEDICINE AT PREMIER	041 - GUILFORD	3	2	CHESS/Emtiro Health	Region 2	
WAKE FOREST UNIVERSITY HEALTH SCIEN	061 - INTERNAL MEDICINE AT PREMIER	041 - GUILFORD	3	0	CHESS/Emtiro Health	Region 2	
MUSTARD SEED COMMUNITY HEALTH	003 -	041 - GUILFORD	1	49		Region 2	Free Charitable Clinic
FRIENDLY URGENT AND FAMILY CARE	003 -	041 - GUILFORD	3	91	CCPN	Region 2	
TRIAD ADULT AND PEDIATRIC MEDICINE	003 -	041 - GUILFORD	3	14,246	Carolina Medical Home Network	Region 2	FQHC
TIMA WELLNESS PA	003 -	041 - GUILFORD	2	11		Region 2	
TRIAD ADULT AND PEDIATRIC MEDICINE	003 -	041 - GUILFORD	3	5,638	Carolina Medical Home Network	Region 2	FQHC

Advanced Medical Home Participation Report

NPI_Atypical_ID	Provider_Name	DBA_Name_Loc	County	Tier	Tier_Begin_Date	Current_Num_Enroll	CIN	MCL Regio	Essential Provider Type
1003902313	CORNELIUS F CATHCART PEDIATRICS PA	NC PEDIATRIC ASSOCIATES	039 - GRANVILLE	3	01/30/2019	2,355	None	Region 4	
1114979010	CENTER FOR WOMENS HEALTH	CENTER FOR WOMENS HEALTH	039 - GRANVILLE	2	09/01/2018	245		Region 4	
1124057484	DUKE UNIVERSITY AFFILIATED PHYSICIA	003 -	039 - GRANVILLE	3	01/24/2019	1,376	Duke Connect Care LLC	Region 4	
1134265333	CENTRAL REGIONAL HOSPITAL WHITAKER	CENTRAL REGIONAL HOSPITAL WHITAKER PRTF	039 - GRANVILLE					Region 4	State Operated Facility
1164424404	ANDERSON,BEVERLY LEANORA	BEVERLY ANDERSON	039 - GRANVILLE	1	09/01/2018	1		Region 4	
1184783409	GRANVILLE-VANCE DISTRICT HEALTH DEP	003 -	039 - GRANVILLE	3	12/20/2018	187	CCPN	Region 4	LHD
1265430854	GRANVILLE HEALTH SYSTEM	SOUTH GRANVILLE PRIMARY CARE	039 - GRANVILLE	2	09/01/2018	539		Region 4	RHC
1568781433	R J BLACKLEY ALCOHOL AND DRUG ABUSE		039 - GRANVILLE					Region 4	State Operated Facility
1609058601	EUGENE DAVIS DAY MD PA	EUGENE DAVIS DAY MD PA	039 - GRANVILLE	1	09/01/2018	218		Region 4	
1609236371	RURAL HEALTH GROUP INC	003 -	039 - GRANVILLE	3	01/18/2019	137	None	Region 4	RHC
1699811125	MURDOCH DEVELOPMENTAL CENTER	MURDOCH DEVELOPMENTAL CENTER	039 - GRANVILLE					Region 4	State Operated Facility
1770629206	MURDOCH DEVELOPMENTAL CENTER	MURDOCH DEVELOPMENTAL CENTER	039 - GRANVILLE					Region 4	State Operated Facility
1811999055	GRANVILLE HEALTH SYSTEM	004 - GRANVILLE INTERNAL MEDICINE	039 - GRANVILLE	2	09/01/2018	742		Region 4	RHC
1821496753	DLP MARIA PARHAM PHYSICIAN PRACTICE	MARIA PARHAM WOMENS CARE	039 - GRANVILLE	3	01/31/2019	275	Duke Connect Care LLC	Region 4	
1851782973	JAMES A MCCARTHY MD PLLC	GRANVILLE OBSTETRICS & GYNECOLOGY	039 - GRANVILLE	1	09/01/2018	9		Region 4	
1871521807	DUKE UNIVERSITY AFFILIATED PHYSICIA	DUAP BUTNER CREEDMOOR FAMILY	039 - GRANVILLE	3	01/24/2019	1,451	Duke Connect Care LLC	Region 4	
1881730315	MURDOCH DEVELOPMENTAL CENTER	DENTAL DIVISION MURDOCH CENTER	039 - GRANVILLE					Region 4	State Operated Facility
1003382839	BETHANY MEDICAL CENTER	003 -	041 - GUILFORD	2	01/01/2019	2		Region 2	
1003803032	WAKE FOREST UNIVERSITY HEALTH SCIEN	052 - HIGH POINT INTERNAL MEDICINE	041 - GUILFORD	3	01/17/2019	5	CHESS/Emtiro Health	Region 2	
1003803032	WAKE FOREST UNIVERSITY HEALTH SCIEN	053 - HP - FAMILY MEDICINE AT ADAMS FARM	041 - GUILFORD	3	01/17/2019	0	CHESS/Emtiro Health	Region 2	
1003803032	WAKE FOREST UNIVERSITY HEALTH SCIEN	054 - FAMILY MEDICINE AT HIGH POINT	041 - GUILFORD	3	01/17/2019	1	CHESS/Emtiro Health	Region 2	
1003803032	WAKE FOREST UNIVERSITY HEALTH SCIEN	056 - HP - OB/GYN	041 - GUILFORD	3	01/17/2019	0	CHESS/Emtiro Health	Region 2	
1003803032	WAKE FOREST UNIVERSITY HEALTH SCIEN	057 - HP - PEDIATRICS	041 - GUILFORD	3	01/17/2019	2	CHESS/Emtiro Health	Region 2	
1003803032	WAKE FOREST UNIVERSITY HEALTH SCIEN	058 - HP - WOMEN'S HEALTH	041 - GUILFORD	3	01/17/2019	0	CHESS/Emtiro Health	Region 2	
1003803032	WAKE FOREST UNIVERSITY HEALTH SCIEN	059 - FAMILY MEDICINE AT PALLADIUM	041 - GUILFORD	3	01/17/2019	1	CHESS/Emtiro Health	Region 2	
1003803032	WAKE FOREST UNIVERSITY HEALTH SCIEN	060 - FAMILY MEDICINE AT PREMIER	041 - GUILFORD	3	01/17/2019	2	CHESS/Emtiro Health	Region 2	
1003803032	WAKE FOREST UNIVERSITY HEALTH SCIEN	061 - INTERNAL MEDICINE AT PREMIER	041 - GUILFORD	3	01/17/2019	0	CHESS/Emtiro Health	Region 2	
1538538509	MUSTARD SEED COMMUNITY HEALTH	003 -	041 - GUILFORD	1	09/01/2018	49		Region 2	Free Charitable Clinic
1568674216	FRIENDLY URGENT AND FAMILY CARE	003 -	041 - GUILFORD	3	01/22/2019	91	CCPN	Region 2	
1598762940	TRIAD ADULT AND PEDIATRIC MEDICINE	003 -	041 - GUILFORD	3	01/23/2019	14,246	Carolina Medical Home Netwo k	Region 2	FQHC
1609260942	TIMA WELLNESS PA	003 -	041 - GUILFORD	2	09/01/2018	11		Region 2	
1629077490	TRIAD ADULT AND PEDIATRIC MEDICINE	003 -	041 - GUILFORD	3	01/23/2019	5,638	Carolina Medical Home Netwo k	Region 2	FQHC
1649668922	REGIONAL PHYSICIANS LLC	003 -	041 - GUILFORD	2	09/01/2018	209		Region 2	

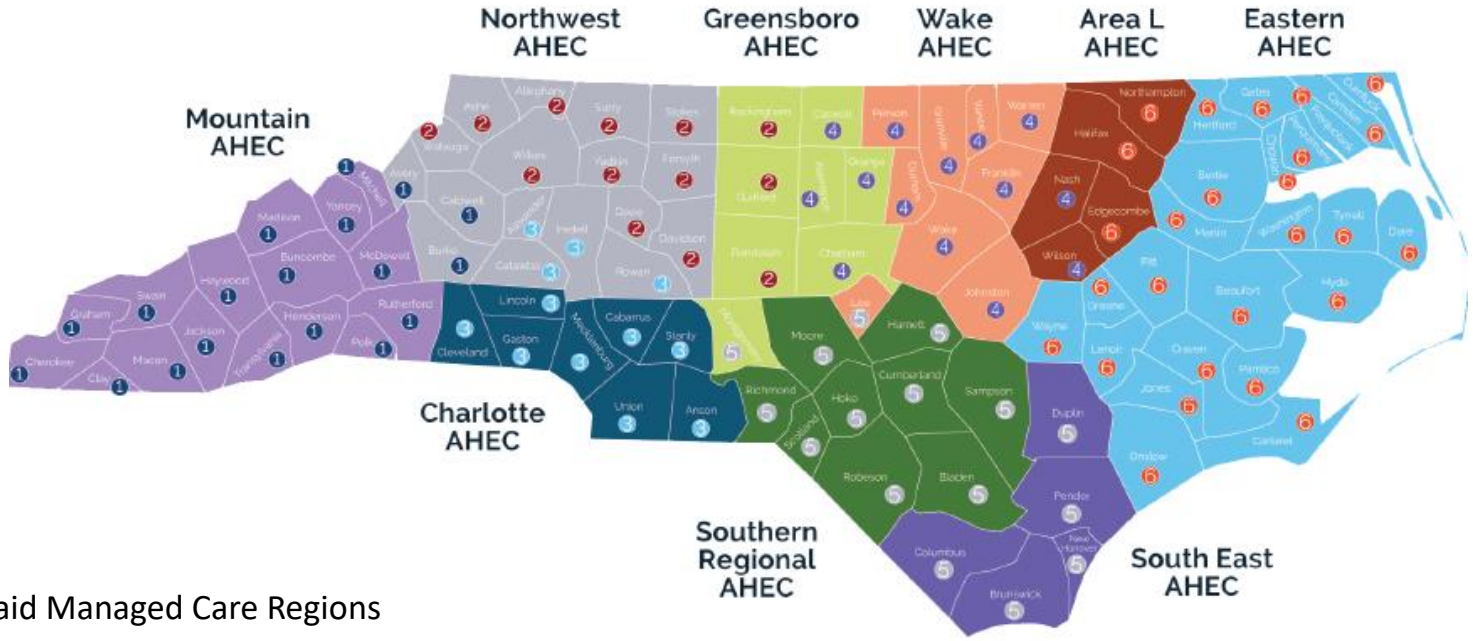
NORTH CAROLINA
AHEC

AHEC Practice Support

For NC Medicaid Managed Care

April 24, 2019

AHEC and NC Medicaid Managed Care Regions



- 9 AHECs
- 6 Medicaid Managed Care Regions

About NC AHEC Practice Support

25 coaches	Every county
Currently in 800+ practices	Quality Improvement
EHR and HIT Adoption	PCMH
Preparing for Value Based Care	Change Management

Provider Outreach Work Plan

Goal:
Help practices transition to Medicaid Managed Care

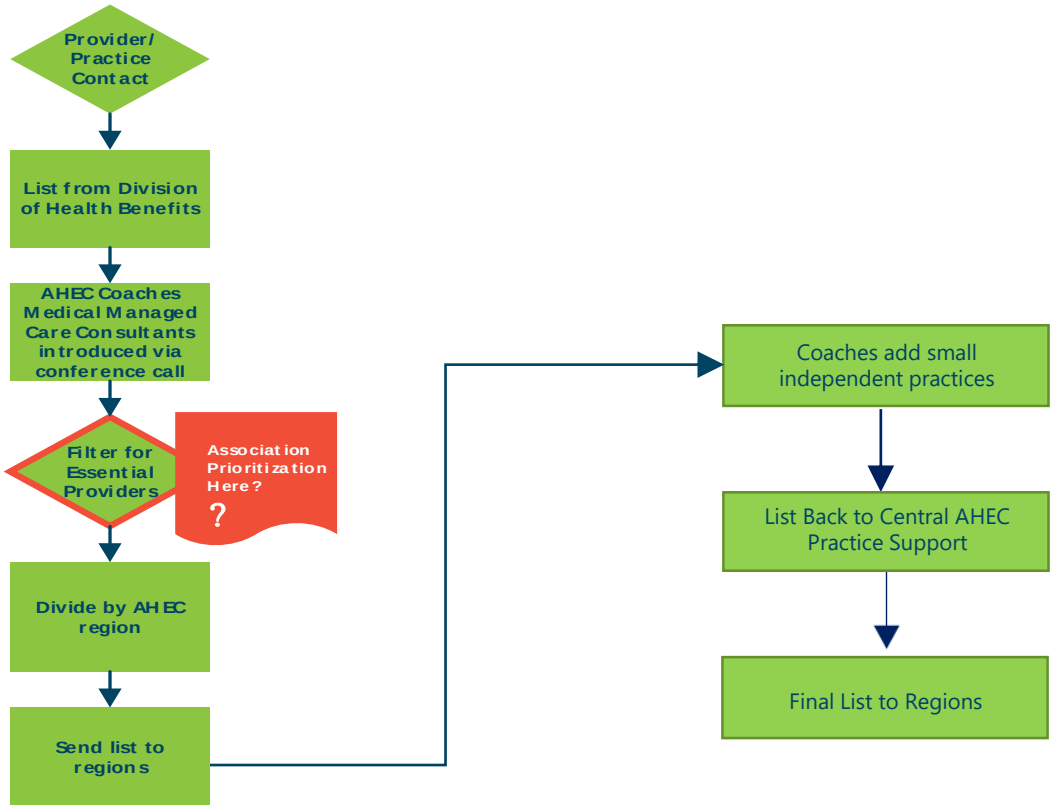
Emphasize **assistance to small, rural and underserved** practices

Engage others with significant Medicaid population that may need assistance such as **urban FQHCs and local health departments**

Provider Outreach Work Plan

Scheduled, unscheduled visits	Email, phone, remote contacts	**Practices needing more assistance may apply for ongoing practice support services**

Provider Outreach Work Plan – Identify Targeted Providers

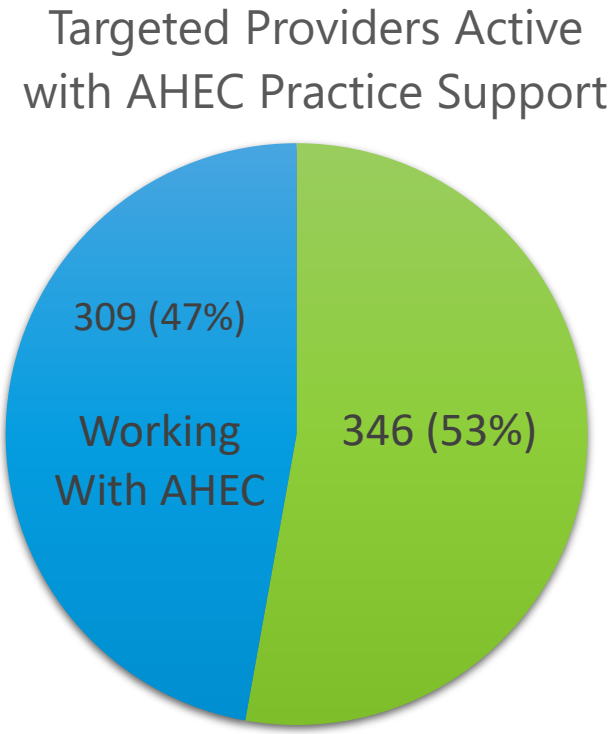


Provider Outreach Work Plan

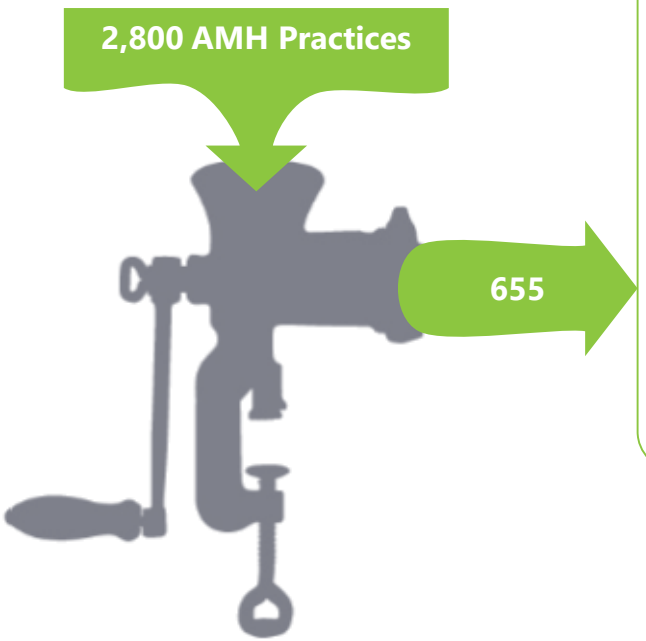
2,800 Practices in the AMH Universe

349 Essential Providers + **306** Small Independent Practices
= **655** Targeted Providers

Provider Outreach Work Plan



Provider Outreach Prioritization



Highest Priority

- Tier 1 ≥100 enrollees
- Tier 2 ≥100 enrollees
- Tier 3 ≥100 enrollees No CIN

Secondary Priority

- Tier 3 10-99 enrollees rural or near rural No CIN
- Tier 2 10-99 enrollees rural or near rural
- Tier 1 10 -99 enrollees rural or near rural

Tertiary Priority

- Tier 3 10-99 enrollees urban independent or urban FQHC – No CIN
- Tier 2 10-99 enrollees urban independent or urban FQHC
- Tier 1 10-99 enrollees urban independent or urban FQHC

Health System Practices asking for help

As time permits…

Provider Outreach – 2019 Timeline

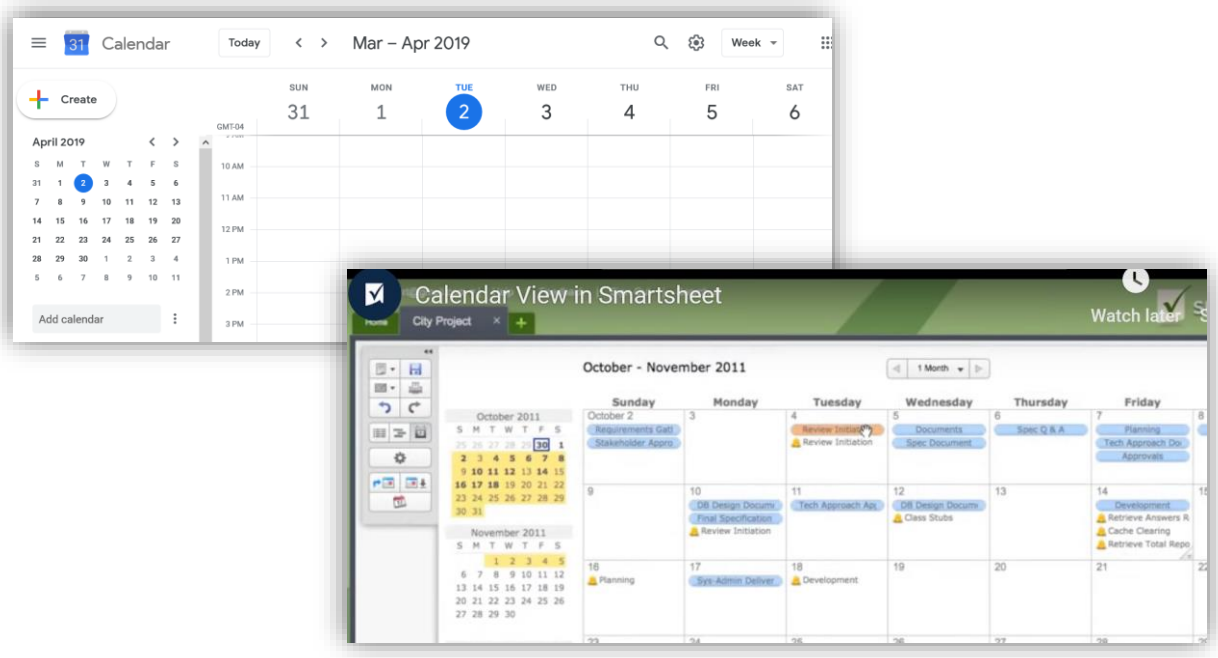
April	May	June	July
Outreach begins in Regions **2** & **4**	**Outreach** begins in Regions **1**, **3**, **5**, & **6**	All Region **2** & **4** Essential Practices have received a **contact**	All Region **1**, **3**, **5** & **6** Essential Practices have received a **contact**

Provider Outreach - Resources

One page document with links to previously recorded webinars, white papers, tip sheets, etc.

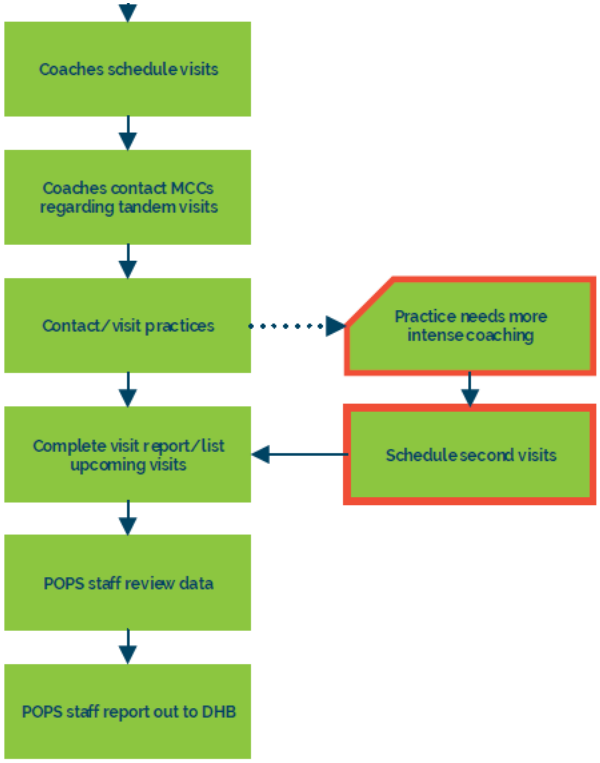
Flash drives that contain previously recorded webinars for providers without adequate broadband access

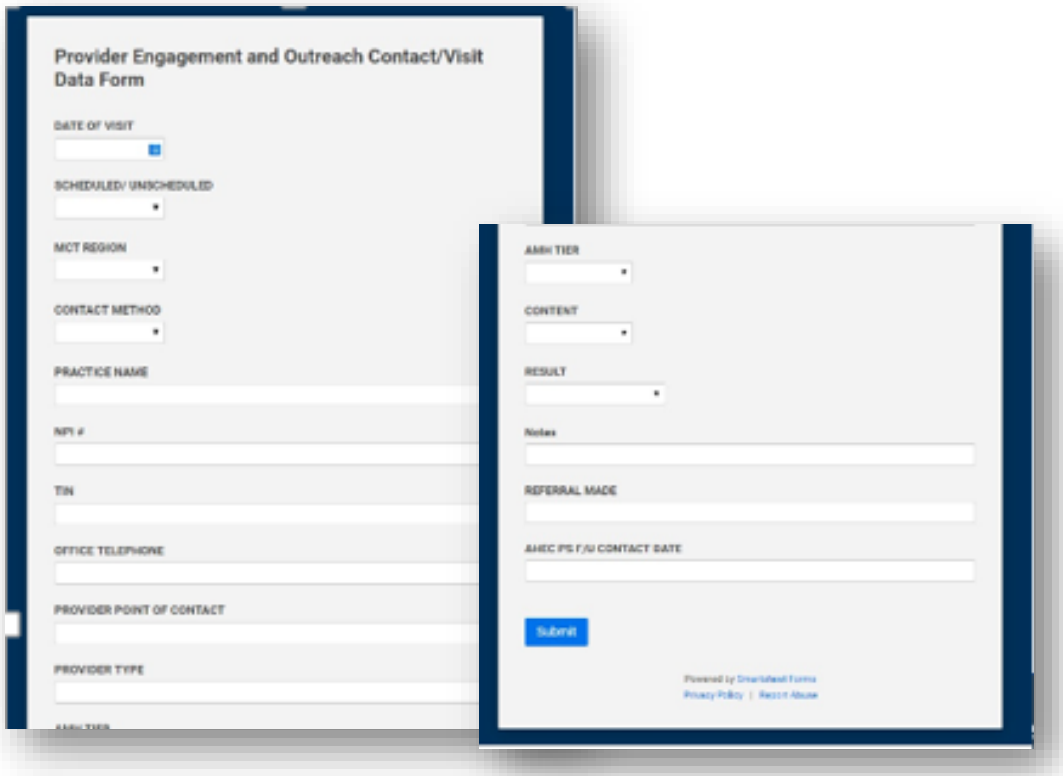
Calendar of Practice Visits/Contacts



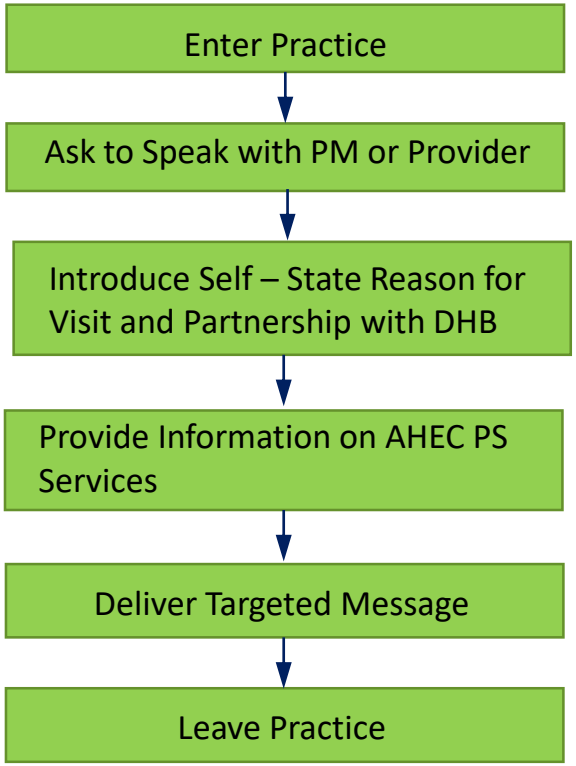
May start with Google calendar and transition to a proprietary calendar that is a feature of a CRM solution or other application

Provider Outreach – Contact/Post Contact



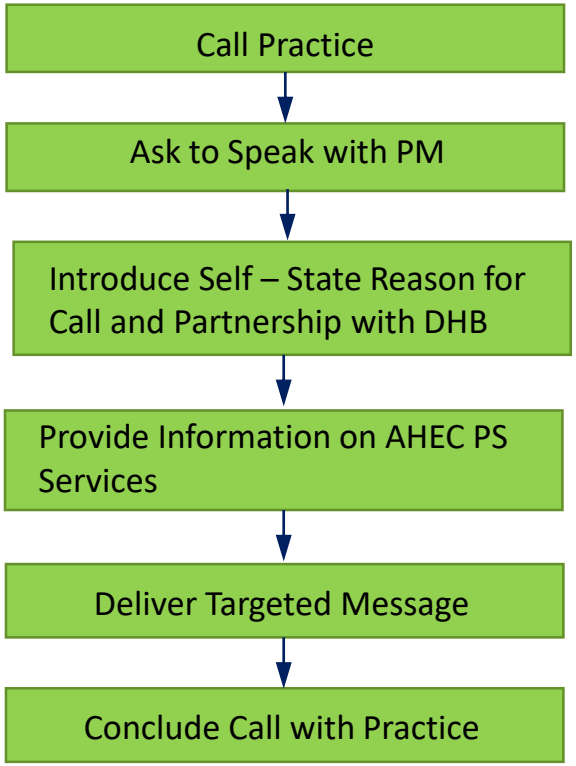


Practice Level TA Workflow – In Person or Unscheduled Visit



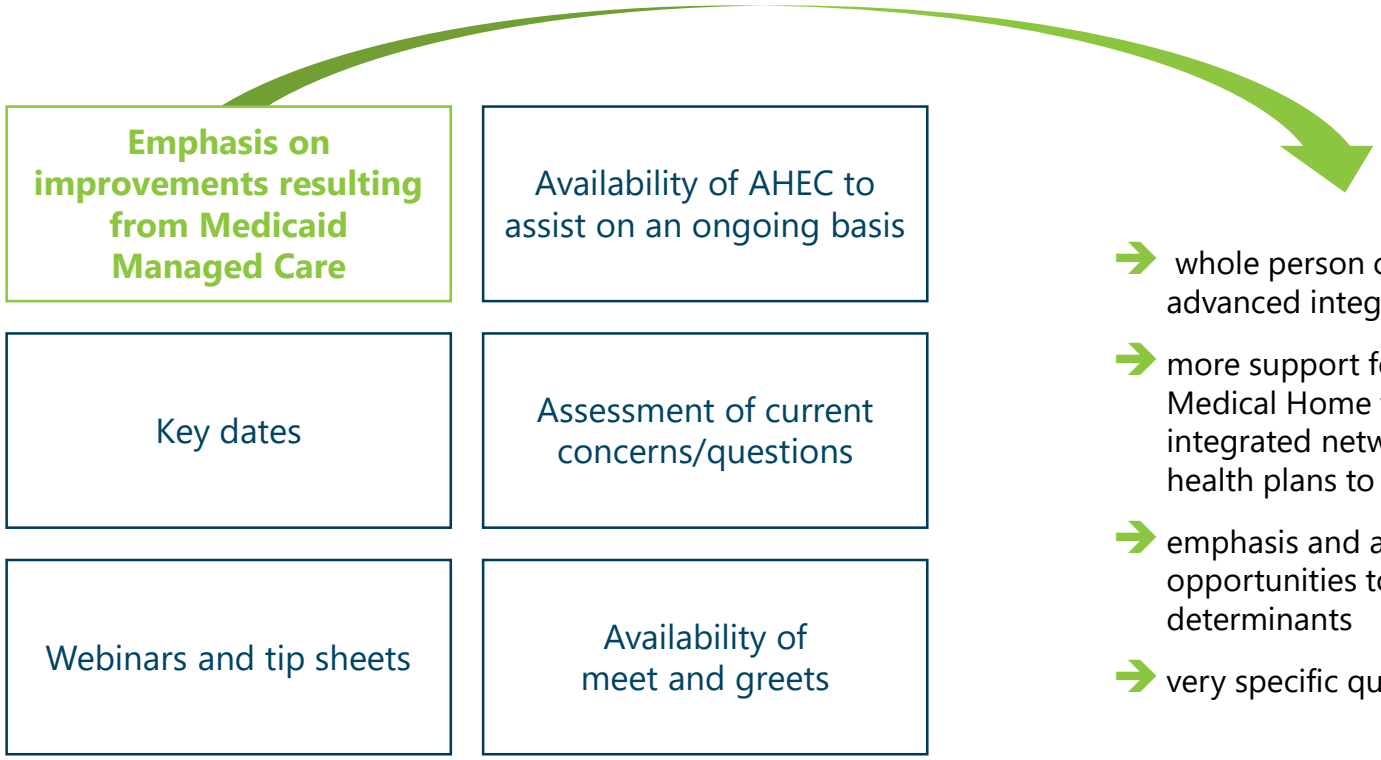
Content/Flow of visit will be driven by the practice and somewhat by the style of the AHEC coach.

Practice Level TA Workflow – Phone Outreach



Content/Flow of call will be driven by the practice and somewhat by the style of the AHEC coach.

Targeted Messaging for Practice Contacts - Mandatory



- whole person care; the goals of advanced integration
- more support for the Advanced Medical Home through clinically integrated networks and/or prepaid health plans to coordinate care
- emphasis and access to more healthy opportunities to combat social determinants
- very specific quality targets

Targeted Messaging for Practice Contacts - Offered

Prepaid Health Plans

patient choice vs. assignment (& relevance to patient panel)

contracting issues

Rate floor scenarios

will be paid at least what they are paid now

Enrollment & credentialing

Provider payments

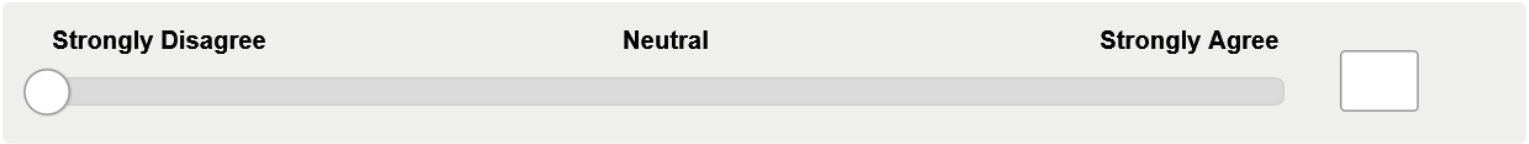
Meaning and goals of value-based care

Quality Program

Provider Satisfaction Survey

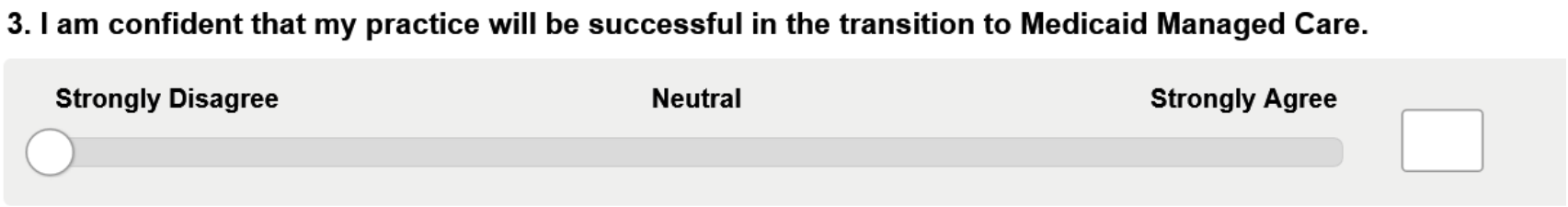
How did NC AHEC staff do when we contacted you about Medicaid Managed Care?

1. I was satisfied with the information/assistance I received.



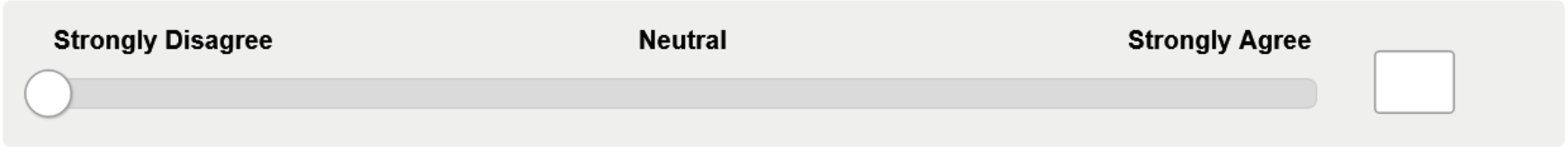
Provider Satisfaction Survey

Provider Satisfaction Survey



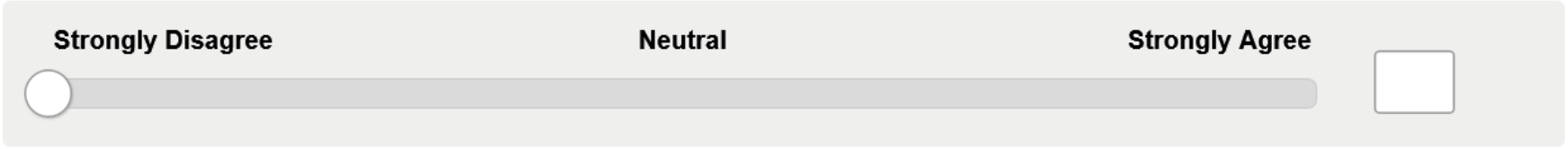
Provider Satisfaction Survey

4. I would recommend Medicaid Practice Support and Technical Assistance to other providers who need assistance in preparing for Medicaid Managed Care.



Provider Satisfaction Survey

4. I would recommend Medicaid Practice Support and Technical Assistance to other providers who need assistance in preparing for Medicaid Managed Care.



FOLLOW US

facebook.com/ncahec

twitter.com/ncahec

ncahec.net

Discussion

Public Comments

Next Steps

- Next Meeting Thursday, June 20, 2019
  - 10:30 am to 12:30 pm
  - McBryde Building, Room 444
  - Remote Attendance Available

Appendix:

Managed Care Transition Education and Engagement Strategy

Context

North Carolina is preparing to transition to managed care. Providers must act now to prepare for the changes to policies and procedures that will come along with managed care.

- The majority of Medicaid beneficiaries will receive Medicaid through Prepaid Health Plans (PHPs)
  - NC Medicaid providers will need to contract with PHPs and will be reimbursed by PHPs rather than the State directly
  - Two types of PHPs:
    - Commercial plans
    - Provider-led entities
- PHPs will offer two types of products:
  - Standard Plans for most beneficiaries; scheduled to launch in 2019–2020
  - Tailored Plans for high-need populations; will be developed in later years
- There will be a continued focus on high-quality, local care management

Note: Certain populations will **continue to receive fee-for-service (FFS) coverage** on an ongoing basis.

Education and Engagement Objectives

- ✓ Provide education on what managed care will mean for providers across a variety of topics and what actions they need to take to prepare
- ✓ Support providers in staying enrolled in Medicaid and continuing to see Medicaid patients with minimal disruption
- ✓ Ensure providers understand the required functional and administrative changes to their contracting and billing; clinical, provider and beneficiary policies; and long-term services and supports
- ✓ Provide targeted training on the unique requirements for long-term services and supports
- ✓ Provide opportunities for providers to clarify policies and procedures and ask questions through a variety of channels
- ✓ Ensure essential, rural and smaller/less experienced providers have access to technical support during the transition to managed care

Key Target Audiences and Needs

Trainings will be tailored to the needs of different target audiences.

Target Audiences	Key Education & Engagement Needs

All Providers *(clinical and administrative staff)*	▪ Information on:
	  ▪ Overview of what managed care means for NC Medicaid providers
	  ▪ Managed care contracting and billing
	  ▪ Provider payment (e.g., provider contribution, rate floors)
	  ▪ Clinical policies (e.g., UM, benefit package, appeals)
	  ▪ Provider policies (e.g., credentialing, network adequacy, resolving complaints)
	  ▪ Beneficiary policies (e.g., eligibility and enrollment, patient auto-assignment)
	▪ Opportunities to provide feedback on the above topics
	▪ Opportunities to ask questions/get clarification and receive support on above topics

Essential/Rural/Small Providers	▪ In addition to above, targeted, practice-level technical assistance during managed care transition
LTSS Providers *(including primary care, home health/PNS)*	▪ In addition to above, unique managed care requirements, expectations and implications specific to LTSS
FQHCs, LHDs, Public Ambulance Providers	▪ In addition to above, unique payment changes specific to these providers
Provider Associations *(e.g., NC Medical Society)*	▪ Information on the above topics for providers ▪ Opportunities to provide feedback and ask questions on the above topics

Key Messages

Key messages must be tailored to target audiences.

Target Audiences	Key Messages

All audiences *(focus on providers)*	▪ The State has placed uniform standards on PHPs to help reduce administrative burden on providers during the transition (e.g., streamlined enrollment/credentialing, minimum rate floors)
	▪ However, providers will need to be prepared for functional and administrative changes:
	  ▪ Most, but not all, Medicaid populations are moving into managed care; providers will need to sign contracts with PHPs in order to be paid for services for covered beneficiaries
	  ▪ Providers that do not have negotiated agreements with PHPs will likely be reimbursed at a lower rate than in-network contracted providers
	  ▪ Behavioral health benefits for beneficiaries in PHP Standard Plans will no longer be administered separately
	▪ There are general policies and procedures common across managed care, but each PHP will have specific policies and procedures – PHPs are responsible for communicating these to providers
	▪ There will be a variety of venues for providers to provide feedback and address issues/grievances

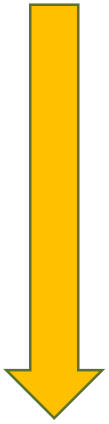
Essential/Rural/ Small Providers	▪ PHPs are required to contract with essential providers ▪ Providers must have systems in place to capture insurance information and bill to different plans
LTSS Providers	▪ There are unique managed care requirements, expectations and implications specific to LTSS
FQHCs, LHDs, Public Ambulance Providers	▪ There are unique payment arrangements specific to these providers
Provider Associations *(e.g., NC Medical Society)*	▪ *All of the above topics* – Associations are key avenues to communicate information about managed care transition to providers and to provide opportunities for providers to seek clarification/provide feedback

Approach Leading up to Go-Live*

Education and engagement will evolve from information dissemination and feedback opportunities early on to higher-intensity, specialized training as go-live approaches.

DHB | AHEC | PHP

Lower Intensity, Broader Audience



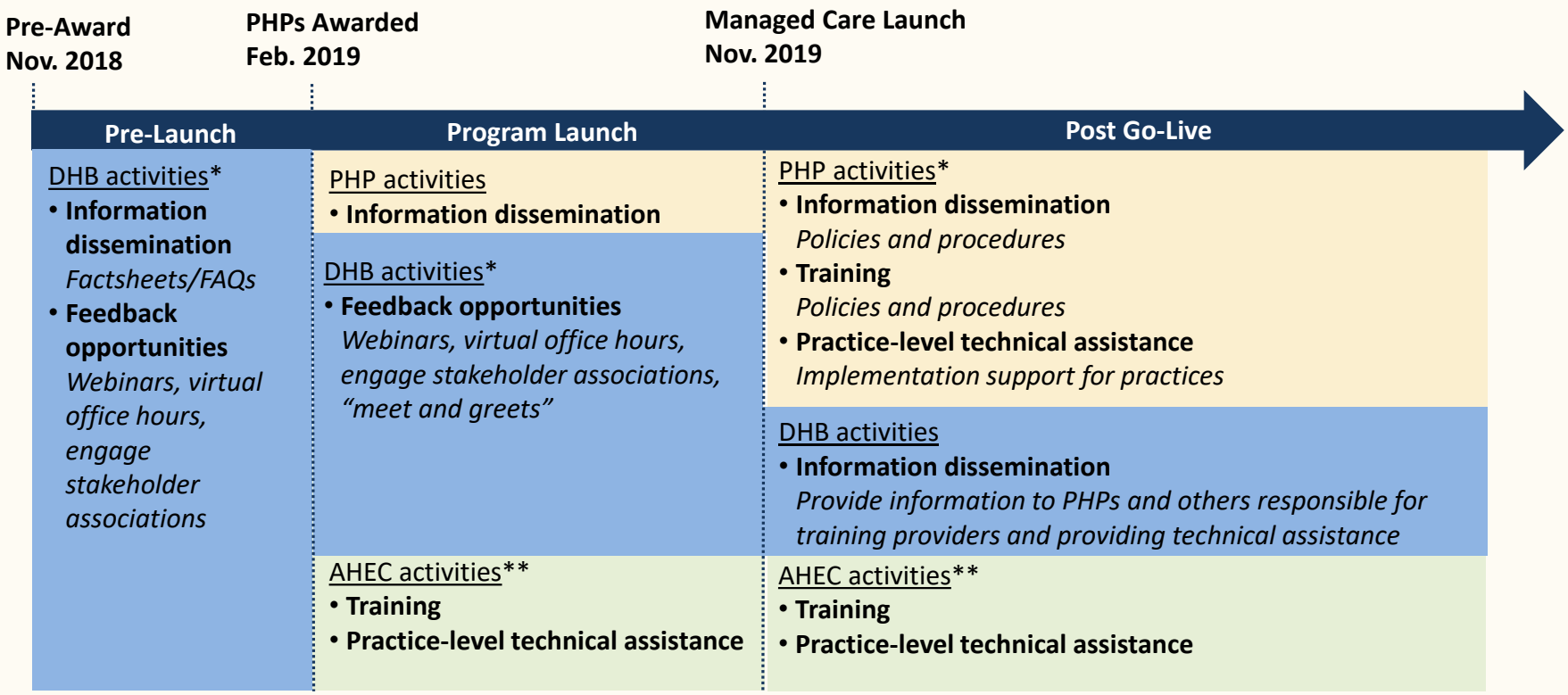
Higher Intensity, Specialized Audience

Modalities	Planned Approach	Timeframe	Responsible Party
Information Dissemination	Factsheets/FAQs	TBD – after each webinar	DHB
	Program policies and updates	Ongoing	DHB
	Information on policies and procedures, contracting	Starting February 2019; ongoing	PHP
Feedback Opportunities	Webinar series	January – March 2019	DHB**
	Virtual office hours	Starting January 2019; ongoing	DHB
	Series of targeted presentations at stakeholder association meetings	Winter – Fall 2019	DHB
	Provider/PHP "meet and greet" sessions	Spring – Summer 2019	DHB
Training	Targeted training for rural and/or essential providers	February – November 2019	AHEC***
Practice-Level Technical Assistance (TA)	On-the-ground technical assistance focusing on safety net/essential and rural providers	February – November 2019	AHEC***

**Go-live defined as Nov. 2019.*
***AHEC to support execution of webinars.*
****Pending State's discussion with AHEC and resources available.*

Roles and Responsibilities

Primary responsibility for education and engagement begins with DHB during the pre-launch period through program launch; over time, responsibility moves to PHPs and other stakeholders.



** Denotes primary responsibility for education and engagement.*

***Pending State's discussion with AHEC and resources available.*

DHB | AHEC | PHP

Webinar Series

A series of topic-based webinars will educate providers on key topics to effectively serve their patients in the transition to managed care; factsheets/FAQs will accompany each webinar.

Planned Approach	Details
General Webinars	Webinars giving an overview of major changes, intended for a broad audience ▪ **Overview of Managed Care Transition** *(e.g., key changes and important items to know now)* ▪ **Behavioral Health Services: Standard Plans and Transition Period***
Topical Webinar Series	Series of focused webinars providing a deeper dive on specific topics ▪ **Managed Care Contracting and Billing** *(e.g., contracting with PHPs, essential provider requirements, billing requirements)* ▪ **Provider Payment** *(e.g., payment streams, how financing/provider contribution will change)* ▪ **Clinical Policies** *(e.g., benefit package, approach to utilization management, appeals)* ▪ **Provider Policies** *(e.g., credentialing, network adequacy, grievances)* ▪ **Beneficiary Policies** *(e.g., included/excluded populations, patient attribution/auto-assignment)*
Webinars for LTSS Providers	Webinars giving an overview of unique requirements related to Long Term Services and Supports ▪ **LTSS in Managed Care: Overview** *(e.g., eligibility and enrollment, enhanced beneficiary support services, services during transitions)* ▪ **LTSS in Managed Care: Care Management**
Targeted Webinars on Provider Payment	Webinars providing additional detail for specific types of providers with unique payment policies ▪ **FQHCs** ▪ **Local Health Departments** ▪ **Public Ambulance Providers**

*Also part of Behavioral Health Integration training area.

Appropriate SMEs will present content and/or field questions at each webinar.

Opportunities for Questions and Feedback

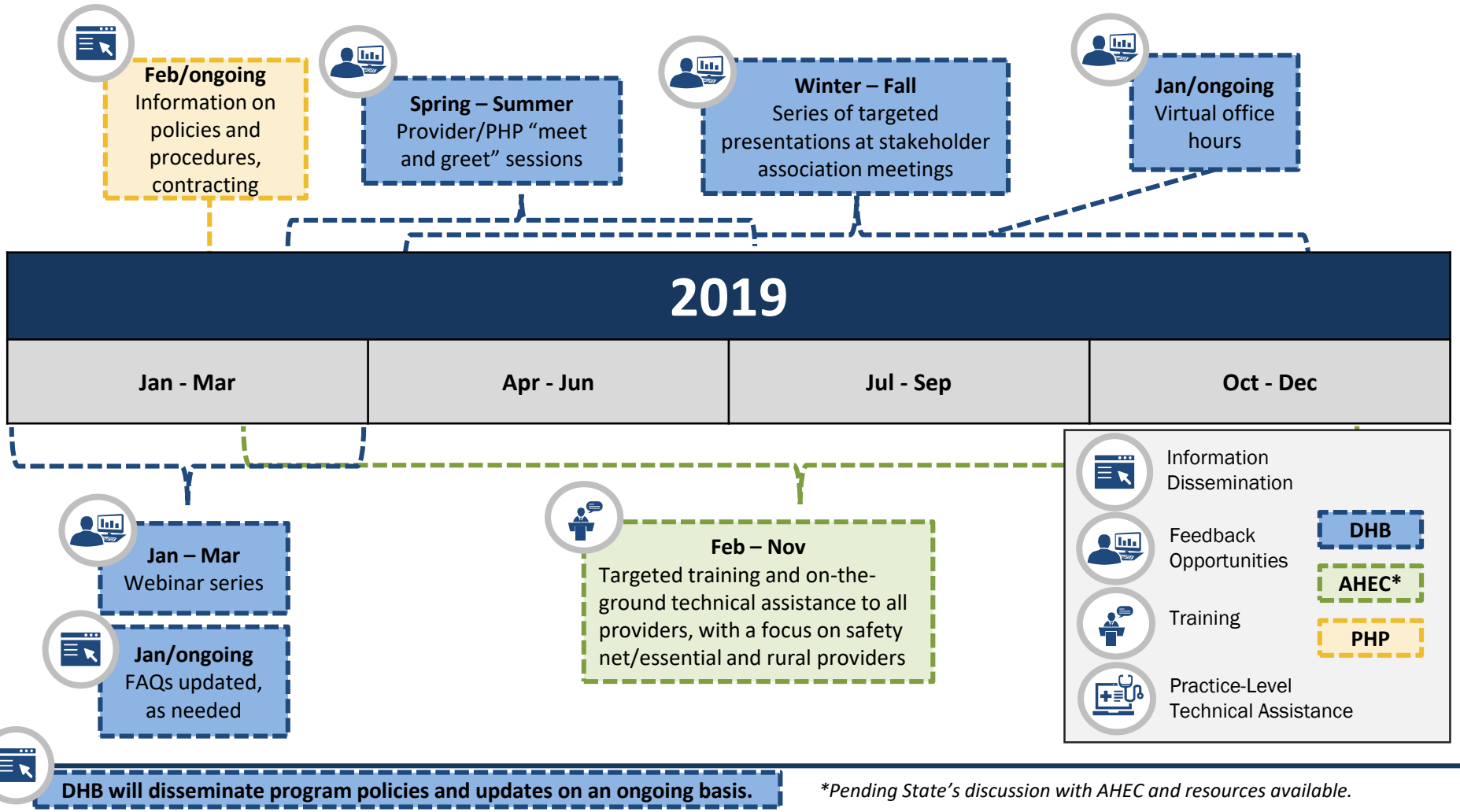
In addition to topical webinars, there will be other, more high-touch avenues for providers to provide feedback and ask questions about the transition to managed care.

Planned Approach	Details
Medicaid Transformation Inbox/ Frequently Asked Questions	**Central email contact for any questions related to Medicaid Transformation** ▪ FAQ documents posted on the Medicaid Transformation website will be updated regularly based on questions received through all forums
Virtual Office Hours	**Open call staffed by Medicaid with opportunity to submit questions in advance or ask questions live** *(number and frequency of sessions TBD)* ▪ Questions with broader appeal to be included in FAQs
Provider/PHP "Meet and Greet" Sessions	**State-led in-person opportunity for PHPs and providers/practice managers to connect in person** ▪ Connects providers/practice managers with representatives from PHPs in order to get answers to specific questions and form relationships
Series of Targeted Presentations at Stakeholder Association Meetings	**General overview of managed care transition, with time reserved for questions and feedback**

Appropriate SMEs will present content and/or field questions at each session.

Timeline of Upcoming Trainings

Over the next several months, DHB will disseminate information through a mix of written materials, webinars and in-person presentations.



*Pending State's discussion with AHEC and resources available.