

Fact Sheet

Children and Youth Transitioning from NC Medicaid Managed Care to Foster Care for Providers

Information and Guidance for Providers

The North Carolina Department of Health and Human Services (NCDHHS) transitioned most Medicaid beneficiaries to NC Medicaid Managed Care (Standard Plans) on July 1, 2021.

At the time of transition, children already in foster care remained in NC Medicaid Direct without the option to choose a Standard Plan.

Children who are enrolled in Standard Plans and enter foster care are disenrolled from their Standard Plan and moved back to NC Medicaid Direct. This fact sheet addresses questions related to this process.

WHAT HAPPENS IF A CHILD IS ENROLLED IN A STANDARD PLAN AT THE TIME THEY ENTER FOSTER CARE?

Once the local Department of Social Services (DSS) Medicaid program is aware that a child has entered foster care, the Medicaid caseworker adds foster care evidence in NC FAST (NCDHHS' eligibility system). If a child is enrolled in a Standard Plan at the time they enter foster care, the child will be disenrolled from the Standard Plan and moved back to NC Medicaid Direct.

When the child moves to NC Medicaid Direct, the Standard Plan works with Community Care of North Carolina (CCNC) and/or the Local Management Entity/Managed Care Organization (LME/MCO) to transition care management, services and supports for the child. All organizations work together to minimize any disruption of services or care.

WHAT IS THE DISENROLLMENT PROCESS TIMELINE?

NC Medicaid Direct enrollment is effective retroactive to the first day of the month that the child entered foster care.

HOW WOULD I KNOW WHEN A CHILD HAS DISENROLLED FROM THE STANDARD PLAN?

You would know this when you verify the child's Medicaid eligibility in NCTracks which should be done before each visit.



CAN I STILL SEE A CHILD WHO HAS ENTERED FOSTER CARE?

Children in foster care can continue to receive health care services from any provider who accepts NC Medicaid.

WHAT IF A CHILD EXITS FOSTER CARE?

- If the child is reunified with their family, resulting in foster care disenrollment, this will change the child's Medicaid status.
- Depending on the child's resulting managed care status code, the child will potentially return to a Standard Plan.
- Any member with former foster care eligibility evidence, will be deemed high risk, eligible for health plan care management.

HOW DO I SUBMIT CLAIMS FOR A CHILD IN FOSTER CARE WHO HAS NOT YET BEEN DISENROLLED FROM THE STANDARD PLAN?

Claims submitted to NCTracks prior to enrollment in NC Medicaid Direct will be denied due to the child being enrolled in a Standard Plan. Claims may be resubmitted once the enrollment in NC Medicaid Direct has occurred.

If the claim is filed with the Standard Plan, it will be recouped after the retroactive enrollment in NC Medicaid Direct has occurred.

HOW DO I SUBMIT CLAIMS FOR A CHILD IN FOSTER CARE WHO IS IN MEDICAID DIRECT?

Claims are submitted to NCTracks.

HOW TO GET HELP FROM THE CHILD'S HEALTH PLAN

The health plan, through its call centers, will be available 24/7 to meet urgent needs.

NC Medicaid Health Plan	Front Door for Foster Care	After Hours Number or Additional Instruction	TTY
AmeriHealth	855-375-8811	855-375-8811, after language and COVID-19 prompts, select "0" to be connected to the operator.	866-209-6421
Carolina Complete Health	833-552-3876	The afterhours number for Nurse Advice Line is available by selecting 2 and then 4 when calling 833-552-3876	711
Healthy Blue	844-594-5070	844-545-1427	711
United	800-349-1855	855-202-0992	711
WellCare of North Carolina	866-799-5318	800-919-8807	711

WHAT IF I HAVE QUESTIONS?

If you have questions about a child's **Medicaid eligibility**, please contact the NCTracks Call Center at 800-688-6696.