

# Fact Sheet

## Children and Youth Transitioning from NC Medicaid Managed Care to Foster Care

### Guidance for Children, Youth and their Families

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 in foster care remained in NC Medicaid Direct without the option to choose a Standard Plan.

As of July 1, 2021, children who are enrolled in Standard Plans and enter foster care are disenrolled from their Standard Plan. This Fact Sheet addresses questions related to the Standard Plan disenrollment process for children in foster care.

#### WHAT HAPPENS IF I AM ENROLLED IN A STANDARD PLAN AT THE TIME I 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. This changes the child's managed care status in NC FAST. 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 transitioned back to NC Medicaid Direct.

When the child transitions to NC Medicaid Direct, the Standard Plan works with Community Care of North Carolina (CCNC) and 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?

After a child moves to foster care and the Medicaid caseworker adds foster care evidence in NC FAST, NC Medicaid Direct is effective retroactive to the first day of the month that the child entered foster care.

The child will receive health care services, paid through NC Medicaid Direct, retroactive to the first day of the month that the child entered foster care.



## WHAT ARE MY CHOICES AFTER I HAVE ENTERED FOSTER CARE?

After a child enters foster care, the child transitions to and remains in NC Medicaid Direct and cannot choose a Standard Plan.

## WILL I LOSE ANY OF MY PROVIDERS?

Children in foster care can receive health care services from any provider who accepts NC Medicaid. This means they may continue to see the provider(s) from their Standard Plan.

For a full list of NC Medicaid providers, call **1-833-870-5500** or go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

## WHAT IF I HAVE QUESTIONS?

If you have questions about a child's **Medicaid eligibility**, you can contact your local DSS. A list of locations can be found here: [ncdhhs.gov/localdss](https://ncdhhs.gov/localdss).

If you have questions about a child's **health care choices**, you can contact the NC Medicaid Enrollment Broker at **1-833-870-5500** or [ncmedicaidplans.gov](https://ncmedicaidplans.gov).