Thank you for joining us today. The webinar will begin shortly.

A copy of today’s slide deck will be available on our website at medicaid.ncdhhs.gov/transformation/more-information
NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Medicaid Managed Care Community Partners Webinar
Updates on NC Medicaid Managed Care and Healthy Opportunities

February 2, 2022
Opening & Introductions

Debra Farrington
Chief of Staff, NC Medicaid
Agenda

- NC Medicaid Updates
- Children & Families Specialty Plan Overview
- Standard Plan Updates
- Tailored Plan Launch Timeline
- Healthy Opportunities Update
- Questions
Welcome
Secretary Kinsley
NCDHHS
Key Updates

• Direct Care Worker Initiative webpage now available
  o Includes slide decks from webinars, Eligibility Portal, NPI and Location Code List
    medicaid.ncdhhs.gov/DCW-Initiative

• Olmstead Plan Published
  ncdhhs.gov/about/department-initiatives/nc-olmstead

• Postpartum benefit extension
  o Effective April 1, 2022

• Updates on NC Medicaid clinical flexibilities during the Public Health Emergency
  o Special Bulletin COVID #226 details the permanent changes made
Children & Families Specialty Plan

Plan Features

- Single statewide entity
- December 2023 Launch
- Children in foster care, adoptive placements, formerly in foster care, parents/guardians/siblings of children in foster care and families receiving CPS In-Home Services
- All services in Standard Plans and majority in Tailored Plans
- Care management for all members
- Leverage SOC approach
- Trauma informed Care
- Close collaboration with DSS

Next Steps

- Feb 2022 Policy Paper & Public Webinar

Next Steps:

- Commence Operational and Implementation Planning across the Department
- Publish Updated Concept Paper & Conduct Additional Stakeholder Engagement
- Conduct Design Work to Develop Requirements for Additional Populations
- Revise and Finalize FC Plan RFP
- Issue & Award FC Plan RFP

- FC Plan Launch

January – February 2022
March – April 2022
June – November 2022
By December 2023

*In 2022, DHHS intends to identify a new name for the Plan to better represent the objective of the managed care plan and its target populations.*
Children & Families Specialty Plan

The Department values your input and invites you to join our upcoming webinar and/or submit additional comments and questions

• Children and Family Specialty Plan Webinar
  10 - 11 a.m., Thursday, Feb. 17

• Submit comments, questions and feedback to
  Medicaid.NCEngagement@dhhs.nc.gov

• Fact Sheets available for Children and Youth Transitioning to Foster Care
  medicaid.ncdhhs.gov/blog/2022/01/06/fact-sheets

• Regular updates are available at
  medicaid.ncdhhs.gov/transformation/specialized-foster-care-plan
Standard Plans

- Now seven months since launch
- About 1.7 million Medicaid beneficiaries have enrolled in Standard Plans
- The following health plans are available in all regions:
  - AmeriHealth Caritas of North Carolina
  - Healthy Blue
  - UnitedHealthcare Community Plan
  - WellCare
- Carolina Complete Health (A Provider Led Entity) is only available in Regions 3, 4 and 5

Detailed enrollment data available at medicaid.ncdhhs.gov/reports/dashboards
Standard Plan Update – Network Adequacy

Go-live results published for Standard Plans

• State-defined standard, measures health plan's ability to deliver covered benefits by providing members with adequate access to covered services through a network of contracted health care providers

• Network adequacy and accessibility standards

• Help verify members have access to providers
  
  o Provide an important tool for NC Medicaid to monitor and measure access
    - Standards are either a maximum travel time or distance from a member’s residence to one or more providers of a certain type OR a minimum number of providers of a certain type within a geographic

  o Focused on five priority provider/service groups
    - Primary Care
    - OB/GYN
    - Hospitals
    - Outpatient Behavioral Health
    - Pharmacy

Results available on NC Medicaid website
medicaid.ncdhhs.gov/reports/network-adequacy-oversight-measures-and-results
Standard Plan Update - Claims Dashboard

- New dashboard added to Medicaid website.
- Shows most common denial reasons for each health plan and claim type in four categories.
  - Denied claims are not rejected but did fail an edit. Remittance advice is sent with the denial and notification to resubmit a corrected claim for payment.

All available dashboards are located on our website [medicaid.ncdhhs.gov/reports/dashboards](http://medicaid.ncdhhs.gov/reports/dashboards)
**Standard Plan and Tailored Plan Members**

Managed care plans available for beneficiaries will be dependent upon:
- Managed Care status
- Enrollment rules for residential or administrative county

**Standard Plan**

*Standard Plans* provide integrated physical health, behavioral health, pharmacy and long-term services and support to most Medicaid beneficiaries, as well as programs and services that address other unmet health-related resource needs.

- Enrollment is based on beneficiary’s **residential county** (county where beneficiary lives).
- Depending on residential county, beneficiaries can choose from either four or five Standard Plans.

**Behavioral Health I/DD Tailored Plan**

*Behavioral Health I/DD Tailored Plans* will provide the same services as Standard Plans, as well as additional specialized services for individuals with significant mental health needs, SUDs, I/DDs and traumatic brain injury (TBI Waiver), on the Innovations Waiver, as well as people using state-funded services.

- Enrollment is based on the beneficiary’s **administrative county** (county that manages the beneficiary’s Medicaid case).
- There is only one Tailored Plan per county. If a beneficiary’s administrative county changes to a different service area they will move to the Tailored Plan that offers services in that county.
Tailored Plan Timeline and Key Milestones

TAILORED PLAN CRITERIA REVIEW

TAILORED PLAN MARKETING BEGINS
6/15/22

TAILORED PLAN AUTO-ENROLLMENT
8/1/22

Choice Period

PCP & TCM AUTO-ASSIGNMENT
10/15/22

TAILORED PLAN LAUNCH
12/1/22

NOTE: Choice period refers to the time period for members to select a PCP or opt out of their assigned Tailored Plan (if allowed).
Healthy Opportunities Pilot Update

Healthy Opportunities Pilot Regions

PHPs, Network Leads, Care Management Entities and HSOs will work with communities in three geographic areas of the state to implement the Pilots.

Highlights

- DHHS awarded three Network Lead contracts in May 2021 (one Network Lead per pilot region).
- Pilot regions cover 33 (of North Carolina’s 100) counties. All three regions consist of predominantly rural areas.
- Once fully operational, the Pilots will serve an estimated 13,000 - 20,000 individuals per month (4-6% of Medicaid enrollees in Pilot regions)

Awarded Healthy Opportunities Network Leads

- Access East, Inc. Beaufort, Bertie, Chowan, Edgecombe, Halifax, Hertford, Martin, Northampton, Pitt
- Community Care of the Lower Cape Fear Bladen, Brunswick, Columbus, New Hanover, Onslow, Pender
- Impact Health Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey
### Where We Are Today: Key Implementation Activities

**Cross-cutting Priority:** Increase accountability on health equity as part of Pilot design and implementation. DHHS working with stakeholders to understand and address feedback.

<table>
<thead>
<tr>
<th>Developing Pilot Technology Systems</th>
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<tbody>
<tr>
<td>• Onboarding, testing, and training of NCCARE360 and NCTracks (MMIS)</td>
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<td>• Development of encounters technology, data analytics systems, Pilot claims functionality</td>
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<th>Engaging with Key Stakeholders</th>
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<tr>
<td>• Engagement with Standard Plans, CINs, Network Leads and HSOs on Pilot implementation</td>
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<tr>
<td>• Engagement with Coalition Against Domestic Violence and Legal Aid of NC on interpersonal violence and other sensitive services</td>
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<td>• Engaging with stakeholders on health equity in pilots</td>
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<th>Conducting Operational Readiness</th>
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<tr>
<td>• Finalizing contracting, training, readiness reviews, setting up payments, etc.</td>
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<tr>
<td>• Preparing for Tailored Plan, Tribal Option and Foster Care Plan implementation of Pilots</td>
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<th>Monitoring and Evaluation</th>
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<tr>
<td>• Implementing data transfer capabilities; designing dashboards and reports; requesting 1115 waiver extension to June 30, 2026, from CMS</td>
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<td>• Monitoring equity of HSO networks, HSO network size and availability of services; adequate member enrollment</td>
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### Timeline for Pilot Launch


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<tr>
<th>Date</th>
<th>Event Description</th>
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<tr>
<td>February 1, 2022</td>
<td>NCCARE360 base Pilot functionality finalized; training environment</td>
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<tr>
<td>March 15, 2022</td>
<td>All three Pilot regions and three CINs go-live with food services</td>
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<tr>
<td>May 1, 2022</td>
<td>Housing and transportation services go-live; additional Tier 3 AMHs/CINs may participate; Standard Plans may provide Pilot care management</td>
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<tr>
<td>June 15, 2022</td>
<td>Toxic stress and cross-domain services go-live; Standard Plans must begin providing Pilot care management</td>
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<tr>
<td>October 31, 2024</td>
<td>Current demonstration expiration date**</td>
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* Timing for launch of interpersonal violence services and other sensitive services TBD

** Negotiations underway to extend demonstration period to June 30, 2026
Resources for Beneficiaries

1. **Check to see what health plan you are enrolled in**
   
   Beneficiaries were mailed a health plan welcome kit that includes their Medicaid ID card. If you have questions or didn’t receive the welcome kit, call the Enrollment Broker at **833-870-5500**.

2. **Call your health plan if you have questions about benefits and coverage**
   
   The number is listed on your Medicaid ID card, or you can find contact information at [health-plan-contacts-and-resources](#).

3. **If you still have questions, reach out to the NC Medicaid Ombudsman**
   
   Call **877-201-3750** or visit [ncmedicaidombudsman.org](http://ncmedicaidombudsman.org).
Provider Resources

• Medicaid Managed Care website
  medicaid.ncdhhs.gov

• NC Medicaid Help Center
  medicaid.ncdhhs.gov/helpcenter

• Provider Ombudsman
  Medicaid.ProviderOmbudsman@dhhs.nc.gov
  866-304-7062

• Practice Support
  ncahec.net/medicaid-managed-care
  o NC Managed Care Hot Topics Webinar Series
    Hosted by Dr. Dowler on the first and third Thursday of the month

• Regular Medicaid Bulletins
  medicaid.ncdhhs.gov/providers/medicaid-bulletin
Questions & Answers

A copy of today’s slide deck will be available on our website at medicaid.ncdhhs.gov/transformation/more-information

NC Medicaid Transformation Website
ncdhhs.gov/medicaid-transformation