NC Department of Health and Human Services
Division of Health Benefits

NC Medicaid Managed Care Update

Jay Ludlam
Assistant Secretary, NC Medicaid

Medical Care Advisory Committee (MCAC) Meeting
March 25, 2022
Agenda

- DHHS Priorities
- Transformation Dashboard
- Vaccine Incentives and Value-Added Services
- Healthy Opportunities Pilot
- New, Extended Postpartum (After Childbirth) Coverage
- Public Health Emergency (PHE) & Redetermination
- Resources/Contact Information
- Q&A
We need to offer services further upstream to build resiliency, invest in coordinated systems of care that make mental health services easy to access when and where they are needed and reduce the stigma around accessing these services.

We will work to ensure that North Carolina’s children grow up safe, healthy and thriving in nurturing and resilient families and communities. Investing in families and children's healthy development builds more resilient families, better educational outcomes and, in the long term, a stronger society.

We will work to strengthen the workforce that supports early learning, health and wellness by delivering services to North Carolina. And we will take action to be an equitable workplace that lives its values and ensure that all people have the opportunity to be fully included members of their communities.

The health insurance coverage gap coupled with insufficient access to affordable care disproportionately impacts Historically Marginalized Populations who have also experienced worse outcomes than others under COVID-19. Medicaid expansion would help close the health insurance coverage gap.
March Enrollment Update

- EBCI Tribal Option: 4,211
- Standard Plans: 1,705,662
- NC Medicaid Direct: 1,033,049

More details can be found at medicaid.ncdhhs.gov/reports/dashboard

(including by enrollment by managed care status, program aid category and region)
Vaccine Incentives and Value-added Services

• COVID Vaccine Incentive
  – To encourage more beneficiaries to get COVID-19 vaccinations, NC Medicaid has worked with our managed care Standard Plans to offer incentives to members when they get vaccinated.
  – COVID-19 Vaccine Incentive Program Fact Sheet

• Additional Value-added Services
  – In addition to regular health benefits, Standard Plans and the EBCI Tribal Option also provide extra benefits at no cost to members
  – Enrollment Broker Health Plan webpage
Effective March 15, 2022, qualifying Medicaid Standard Plan members in 33 North Carolina counties may receive food services.

• Examples of food services include:
  – Food and nutrition access case management
  – Group nutrition classes
  – Fruit and vegetable prescriptions and healthy food boxes/meals
  – Medically-tailored meal delivery

• Additional service launches are planned as follows:
  – May 1 – Housing and transportation services
  – June 15 – Toxic stress and cross-domain services
To be eligible for and receive Pilot services, NC Medicaid Managed Care members must:

• Live in a Pilot region
• Have at least one qualifying physical or behavioral health condition
• Have one qualifying social risk factor, as defined by the Department

  o For more information, please see frequently asked questions.
  o Those interested in pilot services should contact their health plan or care manager. For more information, visit the Healthy Opportunities Pilots webpage
Healthy Opportunities 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
Extended Postpartum Medicaid Coverage

Summary

• The American Rescue Plan Act of 2021 (ARPA) offered states the option to extend postpartum coverage to 12 months
  – NC General Assembly approved the option in Session Law 2021-180 (SB 105)

• Pregnant beneficiaries receive 12 months of postpartum coverage, regardless of Medicaid eligibility group
  – The postpartum coverage begins the date the beneficiary’s pregnancy ends and will end on the last day of the month of their 12-month postpartum period.
  – Medicaid for Pregnant Women (MPW) is now a full-benefit Medicaid program during pregnancy and postpartum (after childbirth)

• Begins **April 1, 2022**

• Eligible Populations:
  – Pregnant women receiving Medicaid under any program that covers pregnancy and childbirth
Key Messages

• NC Medicaid will send a letter to eligible beneficiaries telling them about the change. If they do not get a letter, call the NC Medicaid Contact Center at 888-245-0179

• If a woman becomes pregnant while on Medicaid, she needs to call her local Department of Social Services (DSS) to tell her caseworker about the pregnancy and anticipated due date! *
  – If her due date changes, she should notify her DSS caseworker when the pregnancy ends.*

• Encourage women to apply for coverage as early as they can.

• Fact sheets for beneficiaries and providers will be available on our website.

* Regardless of what Medicaid program / category they have.
Public Health Emergency (PHE) Unwinding

• Federal PHE currently ends mid-April; expected to be extended through mid-July

• CMS plans to provide a 60-day notice to NC Medicaid prior to the end of the PHE to begin unwinding activities
  - NC Medicaid has established a workgroup to determine overall operational approach

• Medicaid priorities
  - Communications strategy/plan
  - Beneficiary redetermination approach
  - State benefit flexibility continuation
  - Provider recredentialing resumption
Resources

• NC Medicaid Enrollment Broker website ncmedicaidplans.gov

• NC Medicaid Transformation medicaid.ncdhhs.gov/transformation
  • Includes County and Provider Playbooks
    • Fact Sheets including:
      • Panel management
      • Managed care claims and prior authorizations
      • Day one provider quick reference guide

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

• Practice Support ncahec.net/medicaid-managed-care
  • Back Porch Chat Webinar Series
    • Hosted by Dr. Dowler on the first & third Thursday of the month
  • Virtual Office Hours for Providers

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