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
NC Medicaid Community Partners Webinar

Updates on NC Medicaid Managed Care
& Other Key Medicaid Initiatives

March 24, 2022
Welcome

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Chief of Staff, NC Medicaid
Agenda

• NC Medicaid Key Updates
• Managed Care Updates
• Healthy Opportunities Pilot Launch
• New, Extended Postpartum (After Childbirth) Coverage
• Public Health Emergency (PHE)
• Questions & Answers
Key Medicaid Updates

• Committee on Access to Healthcare and Medicaid Expansion

• Children and Families Specialty Plan
  o 1115 Waiver Amendment Forthcoming

• Updates on NC Medicaid clinical flexibilities during the PHE
  o Special Bulletin COVID #237 details the changes made
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/dashboards (including by enrollment by managed care status, program aid category and region)
Vaccine Incentives and Value-added Services

• COVID Vaccine Incentive
  o 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.
  o COVID-19 Vaccine Incentive Program Fact Sheet

• Additional Value-added Services
  o In addition to regular health benefits, Standard Plans and the EBCI Tribal Option also provide extra benefits at no cost to members
  o Enrollment Broker Health Plan webpage
Healthy Opportunities Update

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
Healthy Opportunities Update

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
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
  o 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
  o 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.
  o Medicaid for Pregnant Women (MPW) is now a full-benefit Medicaid program during pregnancy and postpartum (after childbirth)

• Begins April 1, 2022
Extended Postpartum Medicaid Coverage

Who is eligible?

Pregnant women receiving Medicaid under any program that covers pregnancy and childbirth

- A pregnant beneficiary remains eligible through the 12-month postpartum period regardless of changes, such as income or household size

- Current expectant Medicaid beneficiaries or beneficiaries who gave birth between Feb. 1, 2022, and March 31, 2022, will automatically be enrolled to receive the extended coverage.

- If the pregnant beneficiary is receiving Medicaid coverage under a program other than MPW and becomes ineligible for that program, she will be transferred to MPW through the 12-month postpartum period

- If the beneficiary reports another pregnancy during the 12-month postpartum period, they are automatically eligible for the new pregnancy and new 12-month postpartum period
Extended Postpartum Medicaid Coverage

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! *
  o 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
Public Health Emergency (PHE) Unwinding

Key messages to share with beneficiaries:

• Report all changes, including address and other changes, to your local DSS Office (dhhs.nc.gov/localdss)

• Check your mail
Resources for Beneficiaries

1. Know what health plan you are enrolled in
   You can find this on your Medicaid ID card

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
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
  ncahecn/medicaid-managed-care
  o NC Managed Care Back Porch 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

If we couldn’t get to your question, feel free to email it Medicaid.NCEngagement@dhhs.nc.gov