

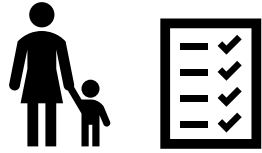


Tailored Plan Auto-Enrollment & Opt-In Scenarios

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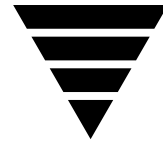
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Tailored Plan Member Enrollment Diagram



Tailored Plan Criteria Review

NC Medicaid identifies beneficiaries who qualify for Tailored Plan based on the 24-month lookback period.



Auto-Enrollment

NC Medicaid uses an enrollment algorithm to enroll beneficiaries in a Tailored Plan.



Enrollment Broker Notice

Beneficiary receives information about their Tailored Plan and health care options.



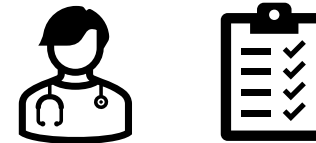
Choice Period

Beneficiaries can contact their **Tailored Plan**:

- **Auto-enrolled:** Select a primary care provider (PCP) and Tailored Care Management provider.

Beneficiaries can contact the **Enrollment Broker**:

- **Opt-In:** Choose the Tailored Plan or a different health care option (if applicable).



Auto-Assignment

Tailored Plans will assign a PCP and Tailored Care Management provider if beneficiaries:

- Do not actively choose during the choice period

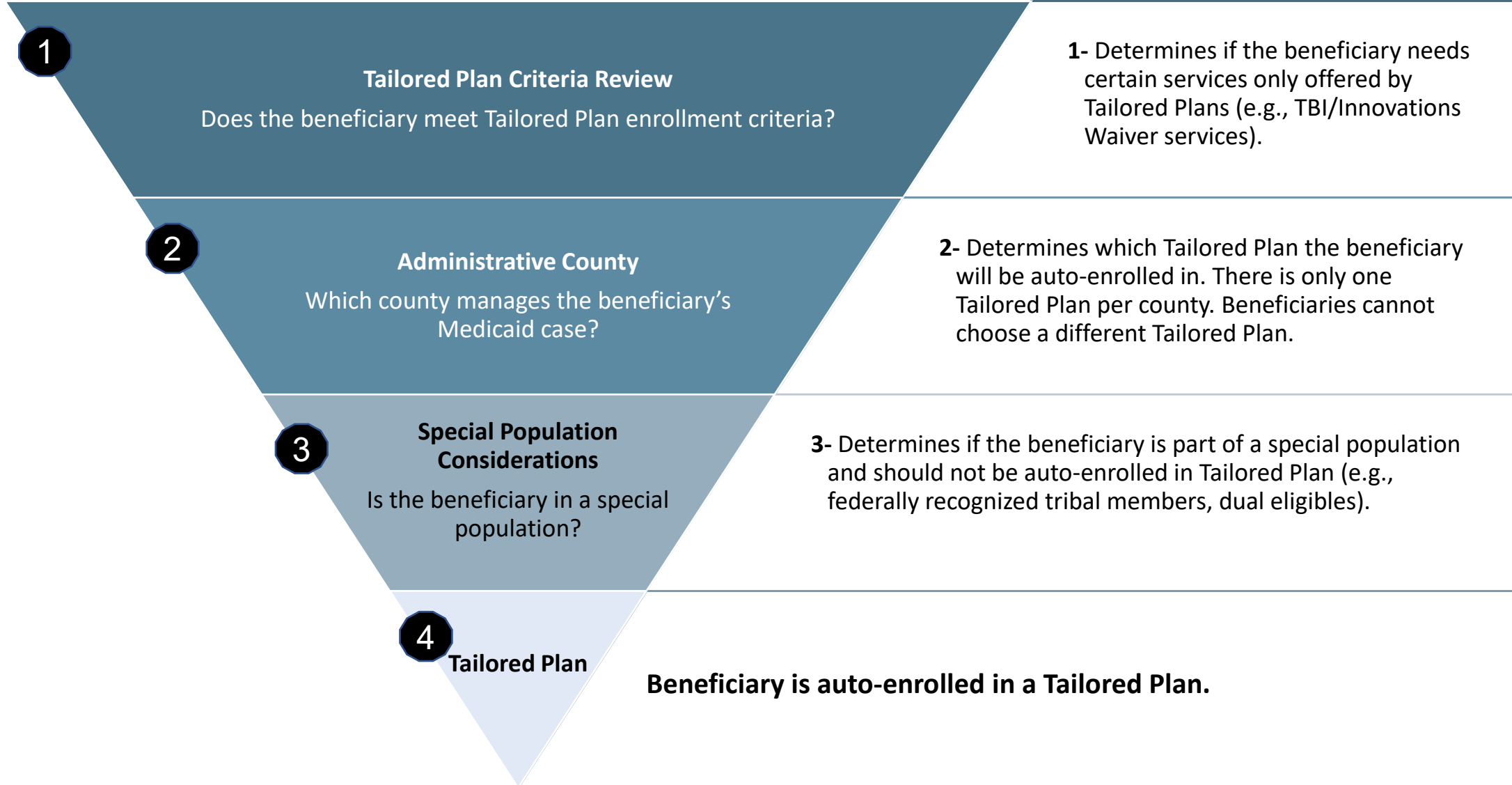


Communicate

Tailored Plans send Welcome Packets and Medicaid ID cards to their members*.

*Members who do not enroll in a Tailored Plan will receive Welcome Packets and ID cards from the health care option they selected.

Tailored Plan Auto-Enrollment Algorithm





Tailored Plan
Auto-Enrollment Scenarios



Scenario 1A: Tailored Plan Beneficiary: Auto-Enrolled

Barbara is a Medicaid beneficiary who is enrolled in NC Medicaid Direct. She lives in Wake County, and her Medicaid case is managed by Wake County. She currently receives services through the Innovations Waiver. Barbara receives a notice from the NC Medicaid Enrollment Broker letting her know she has been auto-enrolled in Alliance Health (Tailored Plan) and will begin receiving health care services from Alliance Health (Tailored Plan) on December 1, 2022.

1 Tailored Plan Criteria Review

Barbara is determined to be eligible for Tailored Plan during the 24-month lookback period because she receives services through the Innovations Waiver.

2 Administrative County

Barbara's Medicaid case is managed by Wake County.

3 Special Population

Barbara is not part of a special population.

☺ Auto-Enrollment

Barbara is enrolled in Alliance Health (Tailored Plan).

Barbara receives a notice from the NC Medicaid Enrollment Broker.

Barbara will be able to choose her primary care provider (PCP) and Tailored Care Management provider through Alliance Health (Tailored Plan).



Scenario 1B: Tailored Plan Beneficiary: Auto-Assignment & Choice Period

- **Does not choose a PCP/TCM provider during the Choice Period**

Barbara is auto-enrolled in Alliance Health (Tailored Plan). She received a reminder notice in the mail from the NC Medicaid Enrollment Broker about choosing her primary care provider (PCP) and Tailored Care Management provider, but she did not choose before October 14, 2022.

① Primary Care Provider

Barbara is auto-assigned to a PCP on October 15, 2022.

② Tailored Care Management Provider

Barbara is auto-assigned to a Tailored Care Management provider on October 15, 2022.

③ Welcome Packet

Barbara receives a Welcome Packet and Medicaid ID card from Alliance Health (Tailored Plan) with her PCP and Tailored Care Management provider information.

Barbara can call Alliance Health (Tailored Plan) to choose a different PCP or Tailored Care Management provider.



Scenario 2: Tailored Plan Beneficiary: Auto-Enrolled & Choice Period

- **Chooses a PCP/TCM provider during the Choice Period**

Terry is auto-enrolled in Eastpointe (Tailored Plan). She received a notice in the mail from the NC Medicaid Enrollment Broker about choosing her primary care provider (PCP) and Tailored Care Management provider. Terry selected her PCP and Tailored Care Management provider.

1 Primary Care Provider

Terry calls the Enrollment Broker to choose her PCP and Tailored Care Management provider. The Enrollment Broker refers Terry to Eastpointe (Tailored Plan), letting her know that her health plan can help her choose providers.

Terry calls Eastpointe directly to learn more about the PCPs in Eastpointe's network.

Dr. Wright, Terry's current PCP, is contracted with Eastpointe. Terry chooses Dr. Wright as her PCP.

2 Tailored Care Management Provider

Terry is unfamiliar with Tailored Care Management and calls Eastpointe (Tailored Plan) to learn more about this service.

Eastpointe (Tailored Plan) educates Terry about Tailored Care Management, and Terry chooses the provider she likes.

3 Welcome Packet

Terry receives a Welcome Packet and Medicaid ID card from Eastpointe (Tailored Plan) with her PCP and Tailored Care Management provider information.

To change her PCP or Tailored Care Management provider, Terry can call the number listed on her Medicaid ID card.



Scenario 3: Tailored Plan Beneficiary: Auto-Enrollment & Choice Period

- **Chooses a Standard Plan during the Choice Period**

Jeremy is a Medicaid beneficiary who is enrolled in Healthy Blue. Jeremy receives a notice from the NC Medicaid Enrollment Broker letting him know he has been auto-enrolled in Sandhills Center (Tailored Plan) and will begin receiving health care services from Sandhills Center (Tailored Plan) on December 1, 2022, unless he chooses a different health plan. Jeremy wants to stay enrolled in Healthy Blue.

1 Tailored Plan Criteria Review

Jeremy is determined to be eligible for Tailored Plan during the 24-month lookback period because he receives outpatient behavioral health services.

2 Administrative County

Jeremy's Medicaid case is managed by Harnett County.

3 Special Population

Jeremy is not part of a special population.

4 Auto-Enrollment

Jeremy is enrolled in Sandhills Center (Tailored Plan).

Jeremy receives a notice from the NC Medicaid Enrollment Broker.

5 Choice Period

Jeremy contacts the NC Medicaid Enrollment Broker, letting them know that he wants to stay enrolled in Healthy Blue.

The NC Medicaid Enrollment Broker educates Jeremy on the Tailored Plan and Standard Plan services and provides choice counseling. Jeremy confirms his decision to enroll in Healthy Blue.



Tailored Plan
Opt-In Scenarios



Scenario 4: Tailored Plan Beneficiary: Opt-In

Tyler is a Medicaid beneficiary who is enrolled in the EBCI Tribal Option. He currently receives behavioral health services. He receives a notice from the NC Medicaid Enrollment Broker letting him know that there is a new health plan, Tailored Plan, available to him. Tyler lives in Cherokee County, and his Medicaid case is managed by Graham County.

1 Tailored Plan Criteria Review

Tyler is determined to be eligible for Tailored Plan during the 24-month lookback period because he receives inpatient behavioral health services.

2 Administrative County

Tyler's Medicaid case is managed by Graham County.

3 Special Population

Tyler is a federally recognized tribal member who lives in Cherokee County.

4 Opt-In

Tyler is not auto-enrolled in a Tailored Plan but can choose a Tailored Plan (Vaya Health).

Tyler receives a notice from the NC Medicaid Enrollment Broker.

5 Choice Period

Tyler contacts the Enrollment Broker to learn more about Vaya Health (Tailored Plan). Tyler decides to stay enrolled in the EBCI Tribal Option.