MCAC Medicaid Managed Care Update

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September 23, 2019
1. Standard Plan Update
   A. OE Extension
   B. Milestones
   C. Beneficiary Communication
   D. Enrollment Statistics
   E. EB Provider Directory Changes
   F. DSS Onsite Support

2. Tailored Plan Update

3. Questions/Discussion
Standard Plan Update
Moving toward Statewide Go-Live 2/1/2020

• Open Enrollment Extended for Phase 1 beneficiaries due to lack of budget.

• Extension means statewide implementation of managed care on February 1, 2020

• Nov 15th contracting deadline

• Extension does not impact Tailored Plan procurement or implementation timeline.

• Extension does impact
  - End to End Testing
  - Deployment Plan
  - Communication with beneficiaries & providers
  - DSS Onsite Staff
  - DHB operations partners – Enrollment Broker, PHPs, etc.
## Medicaid Transformation Milestones

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Regions 2 and 4</th>
<th>Regions 1, 3, 5, and 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Packets Mailed</td>
<td>6/28/2019 (already occurred)</td>
<td>10/1/2019</td>
</tr>
<tr>
<td>Open Enrollment Begins</td>
<td>7/15/2019 (already occurred)</td>
<td>10/14/2019</td>
</tr>
<tr>
<td><strong>Provider Contracts Must be Signed for Inclusion in Auto-Assignment</strong></td>
<td><strong>November 15th</strong></td>
<td></td>
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<tr>
<td>Open Enrollment Ends</td>
<td></td>
<td>12/13/19</td>
</tr>
<tr>
<td>Auto-Enrollment to PHPs and PCPs</td>
<td></td>
<td>Starting 12/16/19</td>
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<tr>
<td>Standard Plan Effective Date</td>
<td></td>
<td>2/1/2020</td>
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</tbody>
</table>
Pre Extension Communication

- In August mailed out 208,616 reminder cards
- As of 8/26 there were 487,384 Mailings Sent
  Returned Mail is 4.6%.
- DSS works returned mail
Open Enrollment Extension Beneficiary Communication

• Managed Care notices of newly eligible Medicaid beneficiaries in Phase 1 counties will be held until September 24th.

• Notice about date change will be mailed to all individuals in initial 27 counties

• Communication to 4 groups
  – Those who have not chosen a plan
  – Those who have a choice
  – Those who have chosen
  – Everyone

• [Link](https://files.nc.gov/ncdma/NCEB-Notice-Date-Change-Beneficiary-ENG-092019.pdf)
Open Enrollment Extension - Key messages

If you have not chosen a plan
• You have additional time to choose a plan
• If no choice, we will assign you to a plan
• You can start using new health plan 2-1-2020
• Contact EB to choose or get information

Not Everyone has to choose
• You have a choice
• Call EB to choose or get more information

If you have chosen a plan
• You start using new health plan 2-1-2020
• If you want to keep chosen plan, you do not have to do anything
• Your health plan will send you a new ID card before 2-1-2020
• You can use the new card to get health services beginning 2-1-2020

Everyone
• You can change plans until April 30, 2020
• Contact the EB if you have questions

Important Dates in Notice

December 13, 2019
• End of Open Enrollment
• Choose a health plan before this date

February 1, 2020
• Start using your new health plan on this date

April 30, 2020
• Deadline to change your health plan
NC Medicaid Managed Enrollments

~57,000

As of September 20, 2019
Enrollment Broker Provider Directory Updates

- Changes made ~ 9/12/19
- Modified search criteria to return more accurate results
- Fact sheet released as part of Provider Playbook
- Search modifications
  - Search limited to include PCP’s only;
  - Searching non-PCP no longer return results;
  - Individual providers (other than PCP sole practitioners/CA/CCNC) no longer return results;
  - Searching for a practice/group/sole practitioner enhanced to return results based on Service Location Name, DBA Name, or Organization Name
DSS On Site Support (Phase 1 Counties)

• Enrollment Broker Outreach Specialists in phase 1 counties plan to be on-site until October 31, 2019.

• Number staff based in part on county population

• Previously at least 1 OS in each county, full time
  – Three (3) counties had two (2) staff
  – Two (2) had three (3) staff
## DSS On Site Support (Phase 1 Counties Statistics)*

<table>
<thead>
<tr>
<th>DSS Staff Support Hours</th>
<th>Number of Beneficiaries</th>
<th>Beneficiary Referrals</th>
<th>Web Enrollments</th>
<th>Mobile Enrollments</th>
<th>Choice Counseling</th>
</tr>
</thead>
<tbody>
<tr>
<td>264</td>
<td>7246</td>
<td>1066</td>
<td>568</td>
<td>204</td>
<td>4483</td>
</tr>
</tbody>
</table>

*As of end of August 2019*
DSS Onsite Support (Phase 2 Counties)

- Plan for Enrollment Broker Outreach Specialist assignments for the remaining 73 counties to be released soon.

- Outreach materials will be delivered to beneficiaries in the remaining 73 counties before open enrollment begins.
Tailored Plan Update
Tailored Plan Design

• Care Management Data Strategy Released 9/13/19 – comments due back October 10, 2019

• New Policy Documents this fall
  – Benefits, Network Adequacy, Utilization Management
  – State Funded Services
  – Special Populations
  – Tailored Plan RFA Information

• Request for Application still planned 2/2020
Request to Transition Form/Process Update

- Number of BH Eligibility Verifications made to date: 231
- Number of Request for TP forms submitted to date:
  - 473 unique individual requests
  - 18 requested 2-4 times
- Number of Exempt (individuals who may enroll but meet TP criteria) that have chosen SP: 489
- DHHS Follow up to ensure beneficiaries end up in right plan:
  - Weekly reporting on numbers
  - Review of call logs for QA
    - Additional training for EB Specialists
    - Follow up calls/letters by EB
Request to Transition Form/Process Update

• Next Steps
  - Beacon contract amendment in process, timeframes TBD based on movement of MCL
  - Meeting with MCOs to discuss process and inform training
  - Training to be developed for providers/beneficiaries/other stakeholders
Questions/Discussion