On Nov. 19, 2019, North Carolina suspended the implementation of Medicaid Managed Care. Managed Care policy papers, fact sheets and other documents and information include content that was effective when published and may not reflect changes in timing, schedules and other details due to the suspension. Please direct questions about Managed Care to the Medicaid Contact Center at 888-245-0179.
Agenda

• Open enrollment
• Current member contacts
• Supporting implementation partners
• Upcoming milestones
Medicaid Transformation Phase 1 & 2
Standard Plan Rollout

- Region 2
- Region 4
- Region 1
- Region 3
- Region 5
- Region 6
New Milestones Met

✓ ON
  NC Medicaid Managed Care call center (833-870-5500)

✓ ON
  NC Medicaid Manage Care website: ncmedicaidplans.gov

✓ ON
  Enrollment packets mailed in Phase 1 counties (205,000+)
Current member contacts

Enrollment Broker Call Center
1,591 Calls Handled

NCmedicaidplans.gov
3,420 Website Visits

NC Medicaid Managed Care Mobile App
752 Sessions

All information for the period of July 15, 2019
Current member contact

Enrollment Broker Staff
At least 1 person based in each DSS office in Phase 1 counties

NCmedicaidplans.gov
241 web chats

NC Medicaid Managed Care Mobile App
383 Enrollments

All information for the period of July 15, 2019
Beneficiary Support

WHAT YOU NEED TO DO
1. Choose a primary care provider (PCP):
   - To keep your doctor, clinic, or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP.
   - For a list of doctors for each health plan, visit the website, use the mobile app, or call toll free.

2. Choose a health plan in NC Medicaid Managed Care:
   - A health plan is a group of doctors, hospitals, and other providers. They work together to give you the health care you need. There are several health plans to choose from. Learn more about NC Medicaid Managed Care at medicaidplan.org/choose/compare/health-plans.

IF YOU HAVE MORE QUESTIONS
   - About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: medicaidplan.org/localds
   - About choosing a provider: Go to medicaidplan.org/choose/compare/health-plans

WHAT YOU NEED TO DO
1. Choose a primary care provider (PCP):
   - Go to medicaidplan.org.
   - Use the NC Medicaid Managed Care mobile app.
   - Call us toll free at 1-833-870-5580 (TTY 1-833-970-5580).
   - When you receive an enrollment form, fill it out and mail or fax it back.

IF YOU HAVE MORE QUESTIONS
   - About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: medicaidplan.org/localds
   - About choosing a provider: Go to medicaidplan.org/choose/compare/health-plans

There is a new way to get Medicaid health care

Most people will get the same Medicaid services in a new way through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

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Beneficiary Support

An entity experienced in working with State Medicaid agencies will serve as an Ombudsman to support the goals of the North Carolina Medicaid Managed Care Program.

"No Wrong Door"  Central Resource  Referrals & Collaboration  Identifying Trends  Supporting DHHS Vision
Provider Support

• Developing a provider playbook
• AHEC-supported training
  – Face-to-face events
  – Webinars
• Meet and greets with health plans
• Virtual office hours
• FAQs
• Engagement with associations
• Targeted Medicaid Bulletins
Beneficiary Support

**ABOUT ELIGIBILITY**
Contact their local DSS
Find contact information at ncdhhs.gov/localdss

**ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS**
Call the Medicaid Contact Center toll free: 1-888-245-0179

**ABOUT CHOOSING A PLAN OR PCP AND ENROLLING**
Go to ncmedicaidplans.gov (chat available)
Use the NC Medicaid Managed Care mobile app
Call 1-833-870-5500 (the call is free)
TTY: 1-833-870-5588

**ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS**
Call their Health Plan
DHHS Priorities for Day 1 of Managed Care

• A person with a scheduled appointment is seen by provider
• A person’s prescription is filled by the pharmacist
• A provider enrolled in Medicaid prior to November 1 is still enrolled
• A provider is paid for care delivered to members
Issue Resolution

• Raising questions and issues is encouraged
  – Providers: NCTracks: 800-688-6696
  – Beneficiaries: Medicaid Contact Center: 833-870-5500
  – Counties: NC FAST: 919-813-5400

• When needed, issues can be escalated to our internal team by calling (919) 527-7460 or emailing MedicaidSWAT@dhhs.nc.gov

• Staff can escalate issues to the team focused on problem identification and resolution
Upcoming Major Activities

• Summer
  – Phase 1 Open Enrollment (July 15-September 13)
  – Standard Plan/Tailored Plan Split
  – Health Plan/Provider contracting to build adequate networks

• Fall
  – Phase 1 Auto-Assignment (September 16)
  – Readiness Reviews – network, operations, IT
  – Phase 2 Open Enrollment (October 15-December 13)
  – Phase 1 Health Plan Effective (November 1)
Questions