



MCO MFP Beneficiary Transfer Process

Who is this for?

- MFP beneficiaries within their 365 days of participation that transfer from one MCO's catchment area to another.

Who initiates transfer?

- The MCO that originated the community transition for the MFP beneficiary initiates the transfer.

How do I transfer?

- Send an email to the primary point(s) of contact for the receiving MCO listed in the table below advising of the following:
 - Name and Medicaid ID of the beneficiary
 - Date of transition to the community from the institutional setting (MFP start date)
 - Type of housing/community setting and address for the beneficiary
 - Date of transfer to the receiving MCO
- CC Laura Ross (laura.m.ross@dhhs.nc.gov) and Steve Strom (steve.strom@dhhs.nc.gov) on email.
- The sending MCO should set up meeting with the receiving MCO to discuss relevant details about the beneficiary (MFP does not need to be included in this meeting).
- Continue to follow your MCOs standard transfer procedure used when transferring beneficiaries from one MCO to another.
- Member should be visited by the transition coordinator of the receiving MCO.
 - If the MFP beneficiary is within 90 days of their transition date, a transition coordinator from the receiving MCO should continue the monthly follow-along visits as required.
 - If the MFP beneficiary is past 90 days from their transition date, a transition coordinator from the receiving MCO should conduct a minimum of 1 in-person visit following the transfer.



MCO Primary Contacts for MFP Transfers

MCO	Primary Contact(s) for Transfer	Email Address(es) for Transfer Notification
Alliance Behavioral Healthcare	Walter Linney	WLinney@alliancehealthplan.org
Cardinal Innovations Healthcare Solutions	Jill McKenny (<18yrs.) Erin Nantz (≥18yrs.)	Jill.McKenny@cardinalinnovations.org Erin.Nantz@cardinalinnovations.org
Eastpointe	Crystal Gowen cc: Kim Beneck cc: Anna North	cgowen@eastpointe.net kbeneck@eastpointe.net anorth@eastpointe.net
Partners Behavioral Health	Brad Smith	BSmith@partnersbhm.org
Sandhills Center	Al Frye	alf@sandhillscenter.org
Vaya Health	Jen Branham	Jen.Branham@vayahealth.com
Trillium	Alisa Brainard Marissa Rockwell	Alisa.Brainard@trilliumnc.org Marissa.Rockwell@trilliumnc.org