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.
<table>
<thead>
<tr>
<th>MCO</th>
<th>Primary Contact(s) for Transfer</th>
<th>Email Address(es) for Transfer Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance Behavioral Healthcare</td>
<td>Walter Linney</td>
<td><a href="mailto:WLinney@alliancehealthplan.org">WLinney@alliancehealthplan.org</a></td>
</tr>
</tbody>
</table>
| 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  
kbenefc@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 |