Medicaid Transformation Update

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Medical Care Advisory Committee (MCAC) Meeting
December 11, 2020
**Medicaid Transformation Timeline**

- **Open Enrollment Formally Begins**
  - 03/15/21

- **Auto Enrollment (AE)**
  - Beneficiaries that have not selected a PHP are auto enrolled with a PHP
  - PHPs begin mailing ID cards
  - 05/15/21

- **Managed Care Launch**
  - 07/01/21

- **End of Choice Period**
  - 09/29/21

**January ’21**
- **Soft Launch**
  - Distribute Enrollment Packets to Beneficiaries
  - Enrollment Broker (EB) Call Center Go-Live
  - EB Enrollment Web Page Go-Live
  - EB Mobile App Launch

**January ’21 to 03/01/21**
- **OPEN ENROLLMENT**

**03/01/21 to 05/14/2021**
- **Conclude State-wide Open Enrollment**

**05/14/2021**
- **90-DAY CHANGE PERIOD**
  - Beneficiaries can change PHPs without cause

**05/15/21**
- **Begin State-wide Open Enrollment**

**03/15/21**
- **Auto Enrollment (AE)**

**30/04/21**
- **Open Enrollment Formally Begins**

**05/15/21**
- **Auto Enrollment (AE)**

**07/01/21**
- **Managed Care Launch**

**09/29/21**
- **End of Choice Period**
Key Milestones for Providers

1st Contract by Date:
- Contract by this date for inclusion in Open Enrollment
  - 02/01/21

2nd Contract by Date:
- Contract by this date for inclusion in Auto Enrollment
  - 04/12/21
- Auto Enrollment (AE)
  - 05/15/21

Managed Care Launch
- 07/01/21

End of Choice Period
- 09/29/21

January '21

90-DAY CHANGE PERIOD

Beneficiaries can change PHPs without cause
Transformation Implementation Update

- EQRO Award
- Enrollment Broker Key Activities
- Beneficiary Portal Launch
- Tailored Plan Request For Application Release
- Beneficiary Ombudsman Next Steps
- Ongoing Testing
  - End to End Testing Continues
  - PHP Auto-Enrollment Test
- Tribal Option Implementation Continues
- Healthy Opportunities Pilots
Additional Provider Information

- Health Plan Manuals
  - [Medicaid Health Plan Contacts and Resources webpage](https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/provider-playbook-training-courses)
- Provider Ombudsman
  - [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)
  - 919-527-6666
- Provider Directory- Medicaid and NC Health Choice Provider and Health Plan Look-Up
- Provider Claims Testing Kickoff
- DHHS & AHEC Webinar Series
- Provider Engagement More to Come
  - Engagement Plan
  - Fact sheets
  - Web Updates
Questions