NC Medicaid Managed Care
Community Partners and the Beneficiary Experience

The webinar will begin shortly. Please use the chat function to ask your questions.

March 10, 2021
Welcome

Dr. Mandy Cohen
NCDHHS Secretary
March 1
NC Medicaid Managed Care
Call Center and Website Live
Medicaid is Changing

- New service delivery system
- Addressing non-medical drivers of health
- Health Plans available to beneficiaries
  - AmeriHealth Caritas
  - Healthy Blue
  - UnitedHealthCare Community Plan
  - WellCare
  - Carolina Complete Health
    - Serving regions 3, 4 and 5
- First-in-nation Indian Managed Care Entity
  - (EBCI Tribal Option)
- Beneficiary support system
  - Enrollment broker
  - Ombudsman
  - Health Plan member services
North Carolina’s Vision Remains the same

“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”
NCDHHS’ Day One Priority

• Individuals get the care they need

• Providers get paid
Medicaid Transformation Milestone Timeline

- **SOFT LAUNCH**: 3/1/21
- **OPEN ENROLLMENT BEGINS**: 3/15/21
- **OPEN ENROLLMENT**: 3/15/21 to 5/15/21
- **BEGIN STATE-WIDE OPEN ENROLLMENT**: 3/1/21
- **BEGIN SENDING REMINDER POSTCARDS**: 4/15/21
- **5/14/21 END OF CHOICE PERIOD**
- **CONCLUDE STATE-WIDE OPEN ENROLLMENT**: 5/14/21
- **AUTO ENROLLMENT**: 5/15/21
- **EBCI TRIBAL OPTION & MANAGED CARE LAUNCH**: 7/1/21
- **END OF CHOICE PERIOD**: 9/30/21
Communications & Engagement

NC Medicaid plans to engage beneficiaries through

- Medicaid Contact Center
  - 888-245-0179

- Website updates and social media
  - [https://medicaid.ncdhhs.gov/transformation](https://medicaid.ncdhhs.gov/transformation)

- Paid advertising
  - Radio, TV, web, social media (English and Spanish)
Online Help Centers

NC Medicaid Help Center

A resource for providers to research questions and submit inquiries, the Help Center is an online source of information about Managed Care, COVID-19, Medicaid and behavioral health services. You can also search to find answers to questions from the Help Center mailbox, webinars and other sources.

Medicaid Help Center: nc.gov.servicenowservices.com/sp_ncmedicaid?id=kb_view_helpcenter

NC Medicaid Beneficiary Portal

An online portal for North Carolinians receiving or wanting to apply for Medicaid. The portal provides Medicaid resources in an easy-to-use web platform. The Help Center Assistant search feature guides users to topics of interest to them.

Medicaid Beneficiary Portal: medicaid.ncdhhs.gov/beneficiaryportal
NC Medicaid Ombudsman

• Launches April 15
• Resource for beneficiaries when they are not able to resolve issues with their health plan or PCP
• Trained staff available to assist beneficiaries with
  • Information and education on Managed Care
  • Referrals
  • Issue resolution
• Website: ncmedicaidombudsman.org
• Phone: 877-201-3750
NC Medicaid Managed Care Call Center

Enrollment specialists are available at the Call Center for support. The call is toll-free.
833-870-5500 (TTY 833-870-5588)

We are here to:

• Provide health plan choice counseling
• Support search for preferred PCP
• Discuss health plan services
• Enroll beneficiaries in selected health plan
• Assist with some demographic changes
• Disenroll members as needed
• Process Enrollment Broker complaints and grievances
• Facilitate appeals process
• Provide support for the website and mobile app
• Support deaf and non-English speaking beneficiaries

Monday – Saturday
7 a.m. – 5 p.m.

EXTENDED HOURS
7 a.m. – 8 p.m.
7 days a week during open enrollment
March 15 - May 14, 2021

833-870-5500 (TTY 833-870-5588)
Call Center Update

- Live on March 1 and as of March 8:
  - 4,361 calls handled with an abandonment rate of 41%
  - 4,385 unique enrollments
  - 13,518 website visits
  - 1,619 chat sessions
  - 2,396 mobile app visits

- More than 700,000 Enrollment Packets will be mailed to beneficiaries by March 10
Multi-Channel Enrollment

- Empathetic, personal help for those who need it
- Self-service and mobile options aligned with consumer preferences
- Beneficiaries have multiple ways to enroll and access support
  - Chat
  - Web
  - Mobile
  - Phone
  - Mail
  - Interactive Voice Response system (IVR)
Beneficiary Communication

Transition Notices

Samples are available for download in the County Playbook on our website medicaid.ncdhhs.gov/transformation
Beneficiary Communication

Health Plan Choice Guide

Samples are available for download in the County Playbook on our website medicaid.ncdhhs.gov/transformation
Beneficiary Communication

Enrollment Forms

Samples are available for download in the County Playbook on our website medicaid.ncdhhs.gov/transformation
WEB PORTAL
Navigating the Home Page

There will be a new way to get Medicaid health care
Most people will get the same Medicaid services in a new way – through health plans. Learn more.

Meetings and events
Learn more about NC Medicaid Managed Care. Join us at a community meeting or event.
Find meetings and events near you.

Get the free mobile app
To get the app, search for NC Medicaid Managed Care on Google Play or the App Store.
Use the app to find and view primary care providers (PCPs) and health plans for you and your family. Learn more about the free mobile app at Get answers.

Find and view providers and health plans
This website has new tools to help you find and view primary care providers (PCPs) and health plans.
Medicaid and NC Health Choice Provider and Health Plan Lookup Tool
You can use the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool to find a PCP. Our new provider search will help you find the best PCP for you and your family.
To search for a provider, go to Find a provider.

Questions?
We can help. Call us to get answers to your questions about NC Medicaid Managed Care. The call is toll free.
Phone: 1-833-870-5500 (TTY: 1-833-870-5588)
Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday.
Or use the chat tool to chat with us online.
For answers to common questions, go to Get answers.

NC Medicaid Managed Care restarts
NC Medicaid Managed Care will start July 1, 2021. For now, keep getting.
NC Medicaid Managed Care restart

NC Medicaid Managed Care will start July 1, 2021. We will share more information soon, including when and how to choose a health plan.

For now, keep getting Medicaid and NC Health Choice services the way you do.

Get the free mobile app

You can get the free mobile app starting March 1, 2021 on Google Play or the App Store. We will share links to the app on this website when it is ready.

Use the app to find and view primary care providers (PCPs) and health plans for you and your family. Learn more about the free mobile app.

Find and view providers and health plans

This website has new tools to help you find and view primary care providers (PCPs) and health plans.

Medicaid and NC Health Choice Provider and Health Plan Lookup Tool

You can use the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool to find providers and health plans for your care. Learn more about the lookup tool.

Enroll, Disenroll, Change Health Plans

You can disenroll from Medicaid and NC Health Choice and enroll in a new health plan at any time.

Q&A

We can help. Online.

Until then, you can use common customer service tools to find information about Medicaid and NC Health Choice.

Welcome to NC Medicaid Health Plans, how may we help you?

Select topic of conversation

Website information

Online

Medicaid Information

Online

Provider Questions

Online

Health Plan Questions

Online

Enroll, Disenroll Change Health Plans

Online

Check Enrollment Status

Online

Follow us on social media

Facebook

Twitter

LinkedIn

YouTube

Copyright © 2021. NCDHHS. All rights reserved.
User starts a chat session

Welcome to NC Medicaid Health Plans, how may we help you?

Provider Questions

Great! Before we get started, who are we speaking with?

What is your name?

Your name

We can help. Our chat is open March 1, 2021. Until then, you can find answers to common questions.

Send
Enhanced Provider Search

Search by Health Plan for a Provider
Enter your search below. You must select a Health Plan, location and one more search field.

Health Plan*  
(Choose one)

Benefit Program  
(Choose one or two)

Specialty  
(Choose one)

• PCP Only  
• IHCP Only

Search by Location*  
City  
Enter a city

• ZIP Code

• County

Provider Gender  
• Male  
• Female

Gender of Patients Accepted  
• Male  
• Female

Age of Patients Accepted  
0-20  
21 and Over  
Both

Accepting New Patients  

Accepting Siblings  

Wheelchair Accessible  

NPI/Atypical #  

Language  
(Choose one)

Enter your search above. You must select a Health Plan, a location, and one more search field.
Outreach Events Home Page

Meetings and events
Learn more about NC Medicaid Managed Care. Join us at a community meeting or event.

Find meetings and events near you.

Get the free mobile app
To get the app, search for NC Medicaid Managed Care on Google Play or the App Store.

Use the app to find and view primary care providers (PCPs) and health plans for you and your family. Learn more about the free

Find and view providers and health plans
This website has new tools to help you find and view primary care providers (PCPs) and health plans.

Medicaid and NC Health Choice Provider and Health Plan Lookup Tool
You can use the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool to find a PCP. Our new provider

Questions?
We can help. Call us to get answers to your questions about NC Medicaid Managed Care. The call is toll free.

Phone: 1-833-870-5500 (TTY: 1-833-870-5568)
Hours of operation: 7 AM to 7 PM, Monday through Saturday.
During these hours, we are closed right now. Please try...
Outreach Events

Select your county

Meetings and events

Join us at a community meeting. Find meetings and events near you.

Choose your county:

County [dropdown]

Go
Join us at a community meeting. Find meetings and events near you.

Choose your county:

Wake

---

Event: Outreach Presentation
- Date: March 18, 2021
- Time: 10am - 12pm
- Link: https://zoom.us/j/2880372267

Event: Tribal Outreach Presentation
- Date: March 29, 2021
- Time: 10am - 12pm
- Link: https://maximus.zoom.us/j/3074681559
Partner Engagement & Community Outreach

**Partner Engagement Events**

**Types of Events**
- Community education
  - Virtual Presentation
  - Virtual Meet and Greet
- Community events
  - Virtual Informational meeting

**Types of Materials**
- Marketing materials
  - Flyers, Fact Sheets, etc.

**Community Outreach Events**

**Types of Events**
- Community education
  - Virtual Presentation
- Community events
  - Virtual Informational meeting
  - Virtual Enrollment event

**Types of Materials**
- Marketing materials
  - Flyers, Fact Sheets, etc.

To request a presentation for a community event please email

NCEB_Outreach_Management_Team@maximus.com
Outreach Materials

**FACT SHEET**

**POSTER**

**PALM CARD**

**FLYER**

Materials are available for download in the County Playbook on our website: [medicaid.ncdhhs.gov/transformation](http://medicaid.ncdhhs.gov/transformation)
The NC Medicaid Managed Care introductory video reviews key information including:

- What is a primary care provider (PCP)?
- What is a health plan?
- What health plans are available?
- What do beneficiaries need to do?
- What happens after beneficiaries enroll?
- Key dates for enrollment
- How and where to get answers to additional questions
## Major Upcoming Milestones

<table>
<thead>
<tr>
<th>Date</th>
<th>Events</th>
</tr>
</thead>
</table>
| March 15 | - Managed Care Open Enrollment begins  
           - Beneficiaries can use the website, mobile app and NC Medicaid Managed Care Call Center to find their doctor and select a health plan |
| April 12 | Deadline for providers to submit contracts to PHPs for their information to be used in auto-enrollment |
| April 15 | Reminder postcards                                                                               |
| May 14   | Open Enrollment Ends                                                                             |
| May 15   | - Beneficiaries who have not chosen a health plan will be “auto-enrolled” in a plan and notified by mail  
           - Transition of care activities implemented                                                |
| July 1   | - Medicaid beneficiaries start receiving care through Managed Care Providers  
           - Beneficiaries have 90 days to change their plan selection                                  |
Partnering to Help Inform Beneficiaries

Sharing key messages

• Medicaid services will be administered and reimbursed by health plans.
• Beneficiaries will be able to choose a health plan and primary care provider (PCP)
• Open Enrollment begins March 15
• Medicaid services will not change, but health plans may offer enhanced services to plan members
• Medicaid eligibility rules and processes will not change because of Medicaid Managed Care
Questions & Answers

A recording of the webinar will be available on NC Medicaid website March 11
medicaid.ncdhhs.gov/transformation/more-information

Questions from the webinar will be added to the NC Medicaid Help Center available on our website ncgov.servicenowservices.com/sp_ncmedicaid?id=kb_view_helpcenter

NC Medicaid Transformation Website
ncdhhs.gov/medicaid-transformation
Connecting with Resources

NC Medicaid Managed Care website
ncmedicaidplans.gov

NC Medicaid Transformation information
(includes County and Provider Playbooks)
medicaid.ncdhhs.gov/transformation

Requests for presentations or to provide feedback
medicaid.NCengagement@dhhs.nc.gov