NC Medicaid Transition to Managed Care

January 27, 2021
Opening & Welcome

Dr. Mandy Cohen, MD, MPH
NCDHHS Secretary
North Carolina’s Vision for Medicaid Transformation

“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.”
Highlights of Medicaid Transformation

• Whole-person Focus and Healthy Opportunities Initiative
  • Physical and Behavioral Health Integration: Payment and Delivery
  • Addressing Unmet Social Needs: Healthy Opportunities
    • Anticipate award of Lead Pilot Entities in spring 2021 and service delivery launch in early 2022

• Primary Care and Local Care Management Investment
  • Advanced Medical Home Program
  • Behavioral Health Home and Care Management

• Value-based Payments
  • Health plans are required to increase participation in value-based payments after launch
Medicaid Managed Care Day One Goals

In the transition to an innovative managed care program, NCDHHS' priority for Day One is that individuals get the care they need, and providers get paid.

• Additional Day One Priorities include
  • A member's prescription will be filled by the pharmacist
  • Members know their chosen or assigned health plan
  • Members have timely access to information and are directed to the right resource
  • Health plans have sufficient networks to ensure member choice
  • A provider enrolled in Medicaid prior to the launch of NC Medicaid Managed Care will still be enrolled
  • Calls made to call centers are answered promptly
Moving to NC Medicaid Managed Care

Approximately 1.6 million of the current 2.5 million Medicaid beneficiaries will transition to NC Medicaid Managed Care

• Beneficiaries will be able to choose from five Health Plans
  • AmeriHealth Caritas
  • Healthy Blue
  • United HealthCare Community Plan
  • WellCare
  • Carolina Complete Health:
    o Serving regions 3, 4, and 5

• Eastern Band of Cherokee Indians (EBCI) Tribal Option
  • Will manage the health care for North Carolina’s approximately 4,000 Tribal Medicaid beneficiaries primarily in Cherokee, Graham, Haywood, Jackson and Swain counties.

All health plans, all regions will go live on July 1, 2021.
Moving to NC Medicaid Managed Care

• NC Medicaid Direct
  • Some beneficiaries will stay in fee-for-service because it provides services that meet specific needs, or they have limited benefits. This will be called NC Medicaid Direct.

• Behavioral Health I/DD Tailored Plans (launching July 2022)
  • Plans will provide the same services as Standard Plans, as well as additional specialized services for individuals with significant behavioral health conditions, I/DDs, and traumatic brain injury, as well as people utilizing state-funded and waiver services.
# Medicaid Managed Care Eligibility

<table>
<thead>
<tr>
<th>Status of Medicaid Managed Care Enrollment, Per Legislation</th>
<th>Populations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Excluded (Cannot enroll, stays in NC Medicaid Direct)</strong></td>
<td>▪ Family Planning Program, Medically Needy, Health insurance premium payment (HIPP), Program of all-inclusive care for the elderly (PACE), Refugee Medicaid</td>
</tr>
<tr>
<td>▪ Some beneficiaries are temporarily excluded and become Mandatory later. This includes dually-eligible Medicaid/Medicare, Foster Care/Adoption, &amp; Community Alternatives Program for Children (CAP-C) and Disabled Adults (CAP-DA).</td>
<td></td>
</tr>
<tr>
<td><strong>Exempt (May enroll or stay in NC Medicaid Direct)</strong></td>
<td>▪ Federally recognized tribal members, beneficiaries who would be eligible for behavioral health tailored plans (until they become available). Target launch date for Tailored Plans is July 1, 2022.</td>
</tr>
</tbody>
</table>
Medicaid Transformation Milestone Timeline

- **Soft Launch**: 3/1/21
- **Open Enrollment Begins**: 3/15/21
- **Begin State-wide Open Enrollment**: 3/1/21
- **Open Enrollment**: 3/15/21
- **Auto Enrollment**: 5/15/21
- **5/14/21 Conclude State-wide Open Enrollment**: 5/14/21
- **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
  • Web updates and social media
    • NC Medicaid Transformation Website
  • Earned and Paid Media
  • Beneficiary Portal
  • NCDHHS Alerts
  • Contact Center
  • Webinars

• Key Partners in Engagement
  • PHPs & LME/MCOs
  • County DSS & LHDs
  • Enrollment Broker
  • Ombudsman
  • Providers
  • Community Partners
The **Beneficiary Portal** serves as a centralized information resource for current Medicaid beneficiaries and those wishing to apply for Medicaid benefits.

- Also offers information about Medicaid Managed Care
Beneficiary Portal Features

- Available in English and Spanish
- Provides Medicaid resources in an easy-to-use web platform
- Includes Medicaid Managed Care information
- Offers new educational materials regarding telehealth services to help beneficiaries feel more confident accessing health care in a virtual format during COVID-19 and beyond
- Includes a Help Center Assistant search feature that guides users to the most applicable topics of interest
- Will expand to include personalized account views, single sign-on access and integration with NC FAST and other systems and offer real-time assistance via bi-lingual live agent chat capability
Legal Aid of North Carolina, in partnership with the Charlotte Center for Legal Advocacy and Pisgah Legal Services, will provide Medicaid Managed Care Ombudsman services for the state’s Medicaid beneficiaries beginning in Spring 2021.

**Key Services**

- **Information and Education** to inform beneficiaries of their rights and to help answer questions over the phone, website, email, by mail and in person.

- **Referrals** to support beneficiaries' access to care in collaboration with other resources including State agencies, Department partners, community-based advocacy and legal service organizations.

- **Issue Resolution and Management** as the central resource to resolve issues within the Medicaid Managed Care delivery system.

- **Trend Monitoring** to identify trends or systemic issues in delivery system performance.
Enrollment Broker

• Unbiased third party
• Work with and support local DSS offices
• Maintain web and mobile applications
• Focus on providing world-class customer service
• Hub for communicating to beneficiaries, providers and plans
• Ensure beneficiaries enroll in the right health plan to meet their needs
Enrollment Call Center

Enrollment Specialists are available at the Call Center for support. The call is toll-free.

We are available to:

• Provide 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
• Aid with deaf and non-English speaking beneficiaries

Monday – Saturday from 7 a.m. – 5 p.m.

EXTENDED HOURS:
7 a.m. – 8 p.m.
7 days a week during enrollment

OPEN ENROLLMENT
833-870-5500 (TTY 833-870-5588)
March 15, 2021 to May 14, 2021
Multi-Channel Enrollment

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

Learn
Learn about NC Medicaid Managed Care

Find
Find and view primary care providers (PCPs) and health plans

Enroll
Choose a health plan and primary care provider (PCP)

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 your health plan and the PCPs in your area.

Questions?
We can help. Our call center opens March 1, 2021.

Until then, you can get answers to common questions: Chat with us...
User selects a chat topic
User starts a chat session
Introductory Video

• The NC Medicaid Managed Care Introductory Video addresses
  • What is a primary care provider (PCP)?
  • What is a health plan?
  • The health plans available
  • What beneficiaries need to do
  • What happens after beneficiaries enroll
  • Key dates for enrollment
  • How to get answers to additional questions

Most people will get the same Medicaid services in a new way – from health plans.
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

Download materials on March 1, 2021:
medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 1, 2021</td>
<td>Contact Center goes live</td>
</tr>
<tr>
<td>March 1-15, 2021</td>
<td>Enrollment packets mailed to Medicaid Beneficiaries</td>
</tr>
<tr>
<td>March 15, 2021</td>
<td>Open Enrollment begins, including Tribal Option</td>
</tr>
<tr>
<td>May 14, 2021</td>
<td>Open Enrollment ends</td>
</tr>
<tr>
<td>May 15, 2021</td>
<td>If a beneficiary has not chosen a health plan, they will be “auto-enrolled” into a plan and notified via mail;</td>
</tr>
<tr>
<td></td>
<td>• Beneficiaries will have 90 days to change this plan selection</td>
</tr>
<tr>
<td>July 1, 2021</td>
<td>Medicaid Beneficiaries start receiving care via Managed Care Providers</td>
</tr>
</tbody>
</table>
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 15th*
  • 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 Transformation

• Connecting with resources
  • Enrollment Broker: ncmedicaidplans.gov
  • NCDHHS Transformation website (Including County & Provider Playbooks):
    • medicaid.ncdhhs.gov/transformation
  • Requests for presentations and to share feedback:
    • Medicaid.Transformation@dhhs.nc.gov
Questions & Answers

We will publish a list of the questions and answers as well as a video of the webinar to this page:

medicaid.ncdhhs.gov/transformation/more-information

Visit the NC Medicaid Transformation Website
ncdhhs.gov/medicaid-transformation