NC Medicaid Managed Care
Community Partners: Next steps in NC Medicaid’s Transition to Managed Care

April 21, 2021
Welcome

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Chief of Staff, NC Medicaid
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.”
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
Individuals get the care they need, and providers get paid.

Additional day 1 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
## Upcoming Milestones

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>Now</td>
<td>• Managed Care Open Enrollment is underway</td>
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<td></td>
<td>• Beneficiaries can use the website, mobile app or Call Center to find their doctor and select a health plan</td>
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<td>April 15</td>
<td>Reminder postcards mailed</td>
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<td>May 14</td>
<td>Open enrollment ends</td>
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<td>May 15</td>
<td>• Beneficiaries who have not chosen a health plan will be “auto-enrolled” in a plan and notified by mail</td>
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<td>• Transition of care activities implemented</td>
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<td>July 1</td>
<td>• Medicaid beneficiaries start receiving care through Managed Care Providers</td>
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<td>• Beneficiaries have 90 days to change their plan selection</td>
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Managed Care Status

• Open Enrollment
  o 30 days into open enrollment
  o PHP selections
    − Total PHP selections: 64,260
    − Total PHP selections with PCP: 26,358
    − Total Tribal Option selections: 45
    − Total Tailored Plan-eligible selections: 2,153
  o Reminder postcards sent

• Health Plan Readiness
• Departmental Readiness
• CMS Approvals
• Measure Network Adequacy of PHPs
Feedback from the Community

- Provider Directory is being updated on a set schedule
- New knowledge articles and fact sheets are published daily and weekly to answer frequently asked questions
  - Fact sheets are available for download and available on a variety of subjects
    [medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/fact-sheets](http://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care/fact-sheets)
  - NEMT
- Available managed care fee schedules have been added to the NC Medicaid website
  [medicaid.ncdhhs.gov/providers/fee-schedules](http://medicaid.ncdhhs.gov/providers/fee-schedules)
Auto-enrollment

Beneficiaries who have not selected a Health Plan by May 14 will be enrolled in one automatically (auto-enrolled).

Auto-enrollment is based on:

1. Where the beneficiary lives
2. Whether the beneficiary is a member of a special population
3. Historical provider-beneficiary relationship and preference
4. Health Plan assignments of other family members
5. Previous Health Plan enrollment within the past 12 months
6. Equitable Health Plan distribution
Auto-enrollment

After auto-enrollment

- Beneficiaries required to enroll in a health plan have 90 days in which they can change health plans or PCP for any reason.
  - The 90-days start the effective date of enrollment
  - To change health plans, contact the enrollment broker at 833-870-5500
  - To change their PCP, beneficiaries should contact their health plan
NC Medicaid Enrollment Broker Call Center

Enrollment specialists are available at the Enrollment Broker 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 – Sunday

7 a.m. – 8 p.m.

EXTENDED HOURS

7 days a week during open enrollment

March 15 - May 14, 2021

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

- Went live on March 1 and as of April 19
  - >55,000 calls handled
  - >85,000 website visits
  - >12,500 chat sessions
  - >35,000 mobile app visits

- 541,000 Reminder post cards mailed to beneficiaries from April 15 – April 28, 2021
Multi-channel Enrollment

- Empathetic, personal help for those who need it
- Consumer focused self-service and mobile options
- Beneficiaries have multiple ways to enroll and access support
  - Chat
  - Web
  - Mobile
  - Phone
  - Mail
  - Interactive Voice Response system (IVR)
Resources to Understand Medicaid Transformation

Learn
Learn about NC Medicaid Managed Care

Who must choose a health plan?
Benefits and services
Get answers

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

Find and view providers and health plans

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

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.

Health Plan Choice Guide
You can use the Health Plan Choice Guide to view health plans. It will help you choose

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 restart
NC Medicaid July 1, 2021
Medicaid at the way you do now. To learn more, go to Chat with us...
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
Communications & Engagement

NC Medicaid is engaging beneficiaries through:

• Partnering with counties, health plans, and community-based organizations to share information
• Website updates and social media
  • medicaid.ncdhhs.gov/transformation
• Paid advertising
  • Radio, TV, web, social media (English and Spanish)

To view the entire campaign, go to:
medicaid.ncdhhs.gov/transformation/managed-care-toolkit
NC Medicaid Ombudsman

- The NC Medicaid Ombudsman Program is a resource for beneficiaries when they are not able to resolve issues with their health plan or PCP.

- The program has trained staff available to assist beneficiaries with:
  - Information and education on Managed Care
  - Referrals
  - Issue resolution

Website: ncmedicaidombudsman.org
Phone: 877-201-3750
Monday – Friday, 8 a.m. to 5 p.m.
Partnering to Help Inform Beneficiaries

Sharing key messages

- NC Medicaid services will be administered and reimbursed by health plans.
- **Open enrollment runs through May 14.**
- Eligible beneficiaries who do not choose a plan by May 14 will be auto-enrolled.
- 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 NC Medicaid Managed Care.
Connecting with Resources

• NC Medicaid Managed Care website
  ncmedicaidplans.gov  (833–870–5500)

• 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
Questions & Answers

A recording of the webinar and the slide deck will be available on this webpage:

medicaid.ncdhhs.gov/transformation/more-information

NC Medicaid Transformation Website

ncdhhs.gov/medicaid-transformation