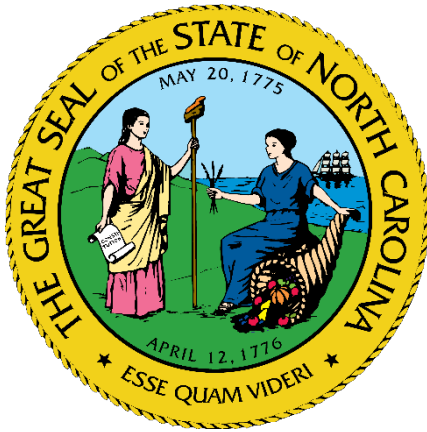


On Nov. 19, 2019, North Carolina suspended the implementation of Medicaid Managed Care. Managed Care policy papers, fact sheets and other documents and information include content that was effective when published and may not reflect changes in timing, schedules and other details due to the suspension. Please direct questions about Managed Care to the Medicaid Contact Center at 888-245-0179.



NC Department of Health and Human Services

Medicaid Managed Care Update

Jay Ludlam

Assistant Secretary, NC Medicaid

Medical Care Advisory Committee (MCAC) Meeting

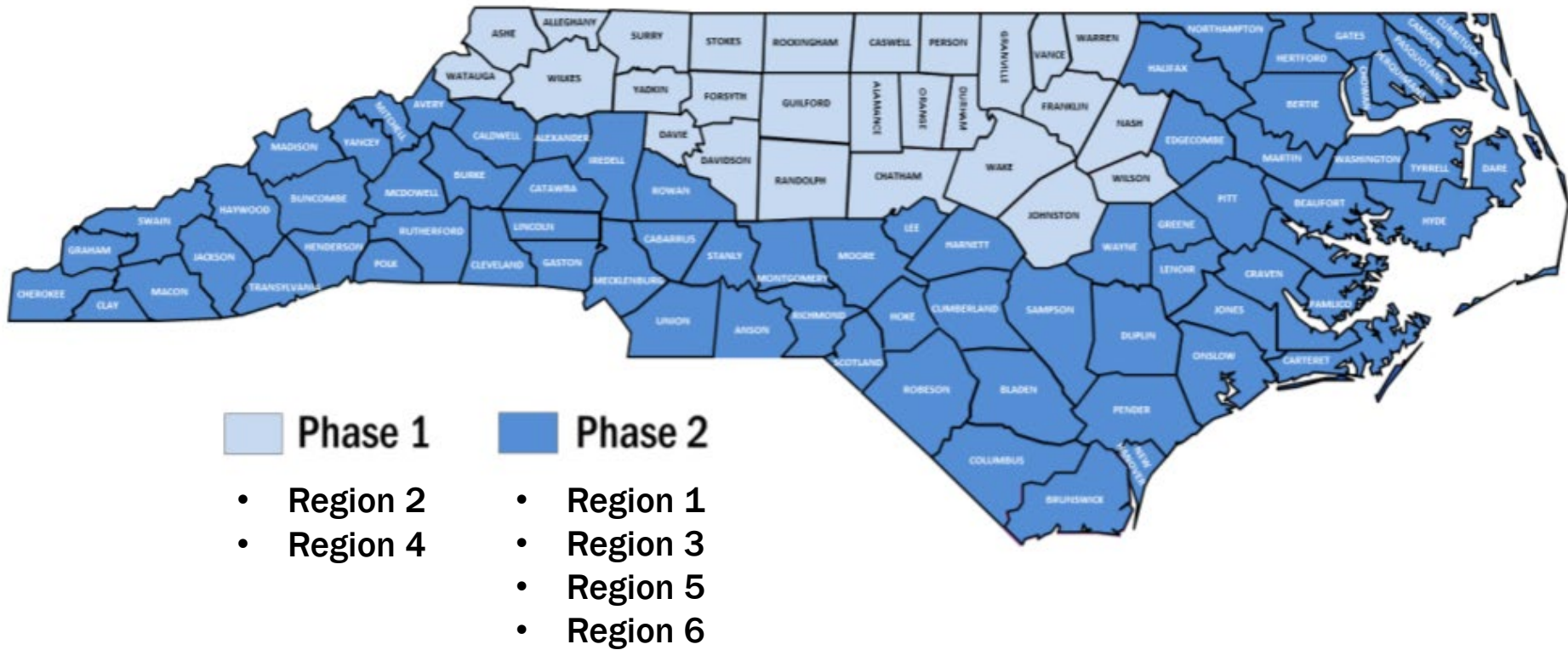
July 19, 2019



Agenda

- **Open enrollment**
- **Current member contacts**
- **Supporting implementation partners**
- **Upcoming milestones**

Medicaid Transformation Phase 1 & 2 Standard Plan Rollout



New Milestones Met

✓ **ON**

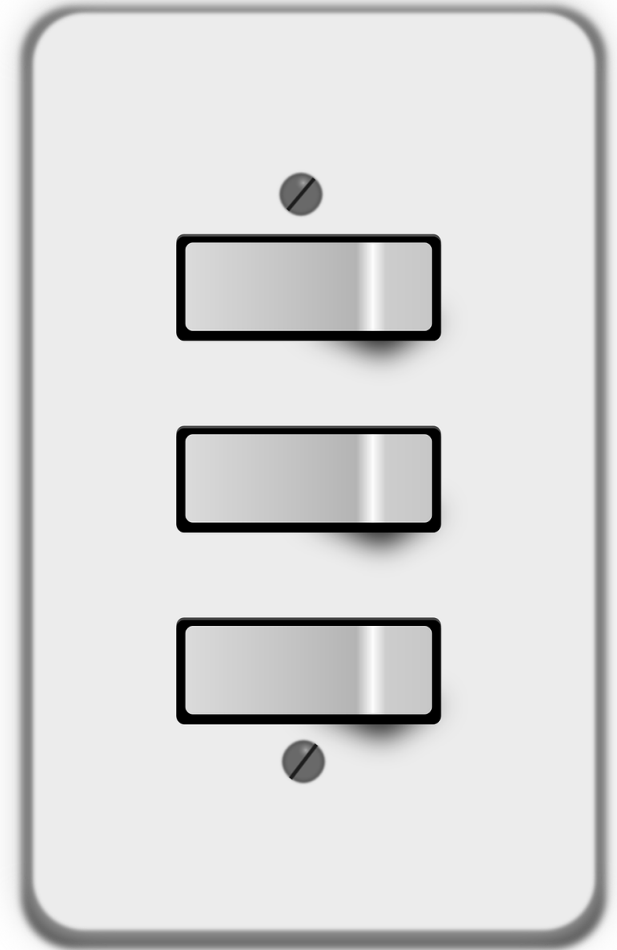
NC Medicaid Managed Care
call center (833-870-5500)

✓ **ON**

NC Medicaid Manage Care
website: *ncmedicaidplans.gov*

✓ **ON**

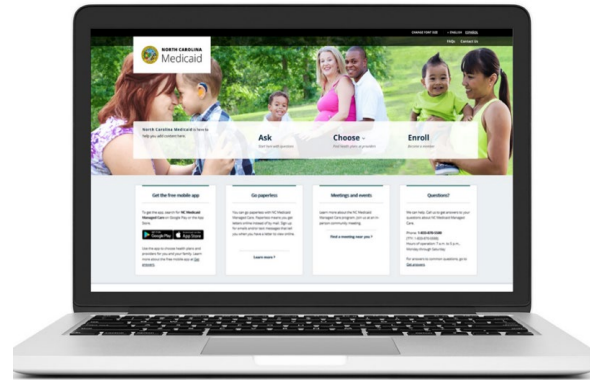
Enrollment packets mailed in
Phase 1 counties (205,000+)



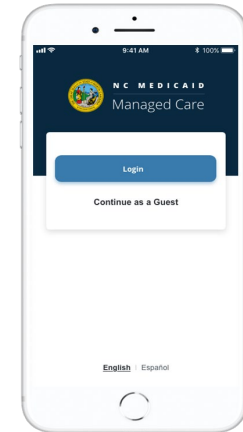
Current member contacts



**Enrollment Broker
Call Center
1,591 Calls Handled**



**NCmedicaidplans.gov
3,420 Website Visits**



**NC Medicaid Managed
Care Mobile App
752 Sessions**

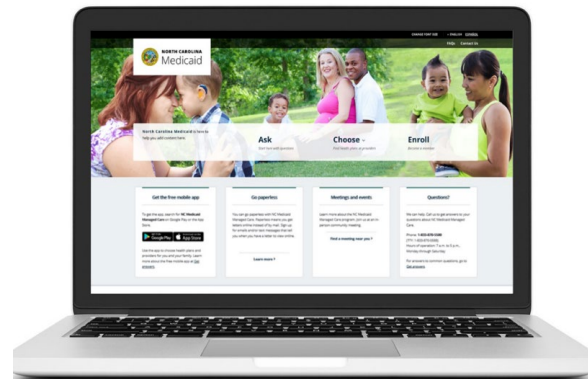
All information for the period of July 15, 2019

Current member contact



Enrollment Broker Staff

At least 1 person based in each DSS office in Phase 1 counties



NCmedicaidplans.gov 241 web chats



NC Medicaid Managed Care Mobile App 383 Enrollments

All information for the period of July 15, 2019

Beneficiary Support



THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE



Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

WHAT YOU NEED TO DO

- 1 Choose a primary care provider (PCP):**
To keep your doctor, clinic or other health care provider as your PCP, find out which health plans they work with. You can also choose a new PCP.
- 2 Choose a health plan in NC Medicaid Managed Care:**
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Learn more: ncmedicaidplans.gov/choose/compareplans
- 3 Enroll in one of these ways:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588)
 - When you receive an enrollment form, fill it out and mail or fax it back

IF YOU HAVE MORE QUESTIONS

- About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: ncdhs.gov/localdss
- About choosing or enrolling in a health plan:** Go to ncmedicaidplans.gov (chat features available), use the NC Medicaid Managed Care mobile app or call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588)
- About your health plan or benefits:** Call your health plan.

WellCare	1-866-799-5318	(TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1855	(TTY: 711)
HealthyBlue	1-844-594-5070	(TTY: 711)
AmeriHealth Caritas	1-855-375-8811	(TTY: 1-866-209-6421)
Carolina Complete Health*	1-833-552-3876	(TTY: 711 or 1-800-735-2962)

*Only offered to people who live in these counties: Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Hoke, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Perdue, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

WHAT YOU NEED TO DO

- 1 Choose a primary care provider (PCP):**
To keep your doctor, clinic or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP. For a list of doctors for each health plan, visit the website, use the mobile app or call us toll free.
- 2 Choose a health plan in NC Medicaid Managed Care:**
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. There are several health plans to choose from. Learn more: ncmedicaidplans.gov/choose/compareplans
- 3 Enroll in one of these ways:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588)
 - When you receive an enrollment form, fill it out and mail or fax it back

IF YOU HAVE MORE QUESTIONS

- About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: ncdhs.gov/localdss
- About choosing or enrolling in a health plan:** Go to ncmedicaidplans.gov

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything – physical health, mental health and medicine – will come from the same health plan. You will also choose a primary care provider (PCP). A PCP could be your family doctor, clinic or other health care provider. They will help you with your health care needs. Most people receiving Medicaid must choose a health plan. A small number of people will not need to choose a health plan because of the type of health services they need. They will stay enrolled in NC Medicaid Direct.

WHAT YOU NEED TO DO

- 1 Choose a primary care provider (PCP)**
Health plans work with different PCPs. To keep your doctor, clinic or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP. For a list of doctors for each health plan, go to ncmedicaidplans.gov, use the NC Medicaid Managed Care mobile app or call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588). If you do not choose a PCP, your health plan will choose one for you.
 - 2 Choose a health plan in NC Medicaid Managed Care**
Compare the health plans and choose the best one for you. These are the health plans available in NC Medicaid Managed Care:
 - WellCare
 - UnitedHealthcare Community Plan
 - HealthyBlue
 - AmeriHealth Caritas
 - Carolina Complete Health*
 - 3 Enroll in one of these ways:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588)
 - When you receive an enrollment form, fill it out and mail or fax it back
- After you enroll, your health plan will mail you a welcome packet and Medicaid card. You will use your Medicaid card to get health services.

NC MEDICAID IS CHANGING



You have a choice of health plans

WHAT YOU NEED TO DO

- 1 Choose a primary care provider (PCP)**
- 2 Choose a health plan**
- 3 Enroll:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call toll free: **1-833-870-5500** (TTY: 1-833-870-5588)
 - Fill out and mail or fax in your enrollment form

GET ANSWERS



We're here to help you understand your primary care provider (PCP) and health plan choices. Here are answers to questions you may have. If you have other questions, call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

What is NC Medicaid Managed Care?

NC Medicaid Managed Care helps you get the most out of your Medicaid benefits. Instead of one Medicaid program there are many health plans to choose from.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. Health plans also have added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy. Health plans work with different doctors and health care professionals. Each plan has its own network of qualified doctors and health care professionals. To keep your doctor, clinic or other provider, find out which plans they work with. Then choose one of those plans.

What is NC Medicaid Direct?

Some people will be in NC Medicaid Direct because it provides services that meet specific needs. For example, it provides the same services currently covered for developmental disability, mental illness, traumatic brain injury and substance use disorder. To learn more about NC Medicaid Direct, call **1-888-245-0179**.

Is Medicaid eligibility changing?

No. Medicaid eligibility rules are not changing. If you have questions about your eligibility, contact your local Department of Social Services (DSS) office. Find contact information at ncdhs.gov/localdss

What is a primary care provider (PCP)?

Your primary care provider (PCP) is your family doctor, clinic or health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

What is a health plan?

A health plan is a group of doctors, hospitals and other health care professionals. They work together to give you the health care you need.

Do I have to choose a health plan?

It depends. Most people in NC Medicaid must choose a health plan. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan.

To find out if you must enroll, go to [Who must enroll in NC Medicaid Managed Care?](http://ncmedicaidplans.gov/learn/who-must-enroll-in-nc-medicaid-managed-care) at ncmedicaidplans.gov/learn/who-must-enroll-in-nc-medicaid-managed-care. If you still have questions, call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

Beneficiary Support

**Ombudsman
RFP Release
May 30, 2019**

**Proposal
Deadline
July 31, 2019**

**Proposal
Evaluations
July 31-Sept. 10**

**Contract
Award
Sept. 10, 2019**

An entity experienced in working with State Medicaid agencies will serve as an Ombudsman to support the goals of the North Carolina Medicaid Managed Care Program

**“No Wrong
Door”**

**Central
Resource**

**Referrals &
Collaboration**

**Identifying
Trends**

**Supporting
DHHS Vision**

Provider Support

- Developing a provider playbook
- AHEC-supported training
 - Face-to-face events
 - Webinars
- Meet and greets with health plans
- Virtual office hours
- FAQs
- Engagement with associations
- Targeted Medicaid Bulletins

Beneficiary Support



ABOUT ELIGIBILITY

Contact their
local DSS

Find contact
information at
ncdhhs.gov/localdss



ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS

Call the Medicaid
Contact Center
toll free:

1-888-245-0179



ABOUT CHOOSING A PLAN OR PCP AND ENROLLING

Go to
ncmedicaidplans.gov
(chat available)

Use the
NC Medicaid
Managed Care
mobile app

Call **1-833-870-5500**
(the call is free)

TTY: 1-833-870-5588



ABOUT NC MEDICAID MANAGED CARE PLAN OR BENEFITS

Call their
Health Plan

DHHS Priorities for Day 1 of Managed Care

- A person with a scheduled appointment is seen by provider
- A person's prescription is filled by the pharmacist
- A provider enrolled in Medicaid prior to November 1 is still enrolled
- A provider is paid for care delivered to members

Issue Resolution

- Raising questions and issues is encouraged
 - *Providers*: NCTracks: 800-688-6696
 - *Beneficiaries*: Medicaid Contact Center: 833-870-5500
 - *Counties*: NC FAST: 919-813-5400
- When needed, issues can be escalated to our internal team by calling (919) 527-7460 or emailing MedicaidSWAT@dhhs.nc.gov
- Staff can escalate issues to the team focused on problem identification and resolution

Upcoming Major Activities

- Summer
 - Phase 1 Open Enrollment (July 15-September 13)
 - Standard Plan/Tailored Plan Split
 - Health Plan/Provider contracting to build adequate networks
- Fall
 - Phase 1 Auto-Assignment (September 16)
 - Readiness Reviews – network, operations, IT
 - Phase 2 Open Enrollment (October 15-December 13)
 - Phase 1 Health Plan Effective (November 1)

Questions