

NC DHHS

Medicaid Managed Care Update



Jay Ludlam

Assistant Secretary, NC DHHS

Date: 5/17/19

Agenda

- **Transition To Implementation Phase**
 - **DHHS Priorities**
 - **Key Milestones**
 - **Ombudsman Status**
 - **PHP Contracting Status Report**
- **County Engagement Strategy**
- **Member Education and Outreach**
- **Provider Outreach and Education**
- **Tailored Plans**
 - **Eligibility**
 - **Regions**

Transition to Managed Care

DHHS' Priorities for transition to managed care:

- **A person with a scheduled appointment will be seen by their provider**
- **A person's prescription will be filled by the pharmacist**
- **Calls made to call centers are answered promptly**
- **Individuals know their chosen or assigned PHP**
- **Individuals have timely access to information and are directed to the right resource**
- **PHPs have sufficient networks to ensure member choice**
- **A provider enrolled in Medicaid prior to Nov 1, will still be enrolled**
- **A provider is paid for care delivered to members**

Current Managed Care Activities

- **Go Live**
 - 175 days
 - Considerations
 - **PHP Readiness**
 - Contracting with providers
 - Outreach to counties
 - Meeting with Associations (DSS, County Commissioners)
 - **Maximus**
 - Community based meetings
 - Website development
 - Welcome packet development
 - Notices which will inform members of assignments
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Ombudsman Update

- **Features**
 - Independent entity
 - Assist individuals in fee for service (FFS) and managed care
 - Four core functions
 - Referral- FFS, LME-MCO and managed care recipients
 - Information and Education - FFS, LME-MCO and managed care recipients
 - Issue Resolution – managed care recipients
 - Trend Monitoring- system level
- RFP released; No response received
- New Target Release Date
- Mitigation Strategies

Member Education and Engagement

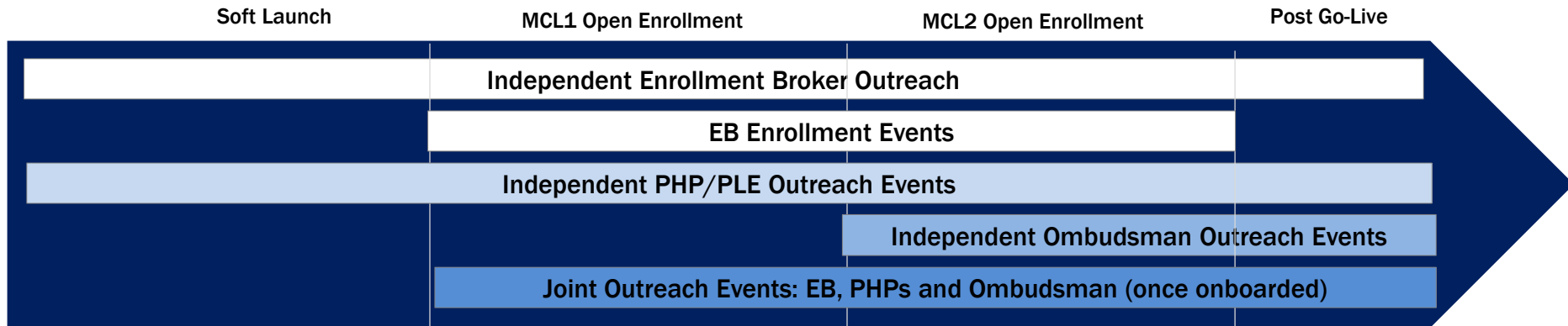
Communicating with Members – Key Principles

- **Beneficiaries receive information that prepares them for the transition to managed care**
 - **All information conveyed in layman's terms and avoids jargon.**
 - **Communication**
 - makes it as easy as possible for the recipient to take the actions needed.
 - will provide an overview of what is being communicated and why at the beginning before going into details.
 - **Example: The notices shares:**
 - Changes that are coming to your Medicaid health plan.
 - How these changes will impact you.
 - What will stay the same.
 - Actions you need to take.
 - What will happen next.
 - How to get help.
-

Member Outreach Overview

Outreach Events and Materials will prepare the beneficiaries and members for the changes they will encounter with NC Medicaid Managed Care.

- **Member Education & Outreach**
 - Enrollment Events
 - Enrollment Broker coordinating with Local DSS
 - Schedule still being finalized
 - Outreach Events:
 - Joint Events with the Enrollment Broker, PHPs/PLE, and Ombudsman
- **Community Events**
 - Meet & Greet, Informational booth, Health Fairs
 - Materials: Approved Marketing Materials (PHP and EB) Materials incl. fact sheets & notices available to community organizations and providers



Member Communication Activities

- **Address verification letters distributed to beneficiaries in Regions 2 & 4**
- **PHP Member Enrollment Manuals**
- **Member Notices**
- **Enrollment Broker**
 - **Consolidated Provider Directory**
 - **Member web page**
 - **Call Center Scripts**
 - **Comparison Charts**

Comparison Chart Sample



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Benefits

Health Plan Comparison Chart

All plans are required to have the same type of Medicaid services you get now. These include:

- Doctor visits
- Hospital visits
- Behavioral health care
- Prescriptions
- Eye care
- Medical supplies
- Lab tests and X-rays
- Therapies
- Hospice

To see the full list of NC Medicaid covered services provided by the plans, go to ncmedicaidplans.gov. Use this chart to learn more about your plan choices.



1-866-799-5318
TTY 711
wellcare.com/nc

7 a.m. to 6 p.m.,
Monday through Saturday

421 Fayetteville Street, Suite 1100,
Raleigh NC 27601

Statewide (all 100 counties)

Member: SAMPLE I SAMPLE	Medicaid #: 1234567
Member ID: 9999999	Plan Name: Sample Plan
Primary Care Provider (PCP):	
Sally Smith	Rx BIN: 094336
WATSON CLINIC	Rx PCN: NC4DAADV
123 MAIN ST	Rx GRP: RJ2875
STE ABC	
MOOREVILLE, NC 3368	
PCP Phone: 1-555-555-4235	



1-800-349-1855
TTY 711
uhccommunityplan.com/nc.html

7 a.m. to 6 p.m., Monday through
Saturday (open all State holidays)

3803 N Elm Street
Greensboro NC 27455

Statewide (all 100 counties)

Health Plan (00940) 911-87726-04	Group Number: NMMC
Member ID: A999999991	Payer ID: 87726
MEMBER NAME	
AMH/PCP Name:	
PROVIDER NAME	Rx BIN: 010484
AMH/PCP Phone: (000)000-0000	Rx PCN: AC1INC
PROVIDER STREET ADDRESS	Rx PCN: 4949
CITY, STATE, ZIP	
<small>1821 Administered by UnitedHealthcare Community Plan of North Carolina, Inc.</small>	



1-844-594-5070
TTY 711
HealthyBlueNC.com

7 a.m. to 6 p.m.,
Monday through Saturday

4613 University Drive
Durham NC 27707

Statewide (all 100 counties)

Member Name:	Primary Care Provider (PCP)
Member ID:	PCP Telephone #: _____
	PCP Address: _____
Address: _____	Member: _____
Date of Birth: _____	RxPCN: _____
	RxGRP: _____



1-855-375-8811
TTY 1-866-209-6421
amerihealthcaritasnc.com

We are open 24 hours a day,
7 days a week

PO Box 7338
London KY 40742

Statewide (all 100 counties)

Member name [John L Doe]	Primary doctor [PCP first name, PCP last name]
AmeriHealth Caritas North Carolina ID [0000000000]	[Name]
	PCP Group address [Street Address]
Sex: [M]	[City, State ZIP]
Date of birth: [MM/DD/YYYY]	PCP Group phone number [1-XXX-XXX-XXXX]
State ID: [00000000000000]	[Effective date [MM/DD/YYYY]]
Copay: [0]	[0]
SPCO: [0]	[0]

MEDICAID EB COMP CHART ENG 190403

Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). We can speak with you in other languages.

You can get this information in other languages or formats, such as large print or audio.

Enrollment Broker FAQs

- **Enrollment Broker Call Center**
 - Phone, Chat, Website and Mobile App are scheduled to go live on 06/28/2019
 - Located in Morrisville, NC
 - Hours of Operations: Monday to Saturday 7:00am to 5:00pm, extended hours during open enrollment
Monday to Sunday 7:00am to 8:00pm

Member Materials: Notices/Forms

- **Managed Care Transition and Mandatory Notices**
- **Managed Care Excluded Notice***
- **Welcome Packet – comparison chart, enrollment form, fact sheet**
- **Grievance**
 - Acknowledgement
 - Resolution
- **Member Initiated PHP Change Denial Notice**
- **PHP Mass Change**
- **Member Plan Change Request**
- **PHP Initiated Disenrollment Approval**
- **PHP Initiated Disenrollment Denial**

* To communicate change, excluded members not receiving initial notice

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County Engagement

Current County Commissioner Engagement Approach

- **Extensive Engagement with County Commissioners Fact Sheets**
 - *1115 Waiver Information Fact Sheet*
 - *Medicaid Managed Care, what this means for counties*
 - *How managed care affects NEMT and county transportation programs*
 - *How does managed care affect local health departments*
 - *How does managed care impact public ambulance providers*
 - *County Involvement with Tailored Plans*
 - *Prepaid Health Plans Involvement in Local Communities*
 - **Videos**
 - “Medicaid Transformation in Five Minutes” video determine if we can use some of videos recorded for NC Medicaid staff
 - **Webinars**
 - **Monthly Calls**
 - **Training for New Commissioners**
 - **County Commissioner Assoc. recommendations about regions**
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Tools for County in Transition to Managed Care

- **Definition**

- represent a series of fact sheets, flow charts and other resources that address critical questions
- organized by topic and segmented by audience i.e. Directors, Managers, Commissioners, Local Health

- **Objective**

- **County managers, county commissioners, DSS directors, and health directors**
 - understand the impact of Medicaid transformation on their operations
 - are equipped to respond to questions and concerns from constituents around transformation.
 - adapt budgets to adequately account for the impact of Medicaid transformation.
 - understand the resources that DHHS can and cannot provide.
 - view DHHS as a reliable and trusted partner.

- **Contents**

- Many components of toolkits will be useful for community based organizations

- **Timing – late May**

DSS, EB, PHP Engagement Upcoming Activities

Region	Date	Time	Location
1	7/16 /2019	9-11 AM	Burnsville Town Center (Yancey County) 6 South Main Street Burnsville, NC 28714
1	6/6/2019	9-11 AM	Buncombe County DSS 40 Coxe Ave Asheville, NC 28801
3	7/17/2019	1-3 PM	Catawba DSS 3030 11th Ave Dr SE, Hickory, NC 28602
3	6/17/2019	1-3 PM	Cabarrus DSS 1303 S Cannon Blvd, Kannapolis, NC 28083
5	6/11/2019	9-11 AM	Robeson County 120 Glen Cowan Rd, Lumberton, NC 28360
5	6/13/2019	9-11 AM	Harnett County DSS 311 Cornelius Harnett Blvd. Lillington, NC 27546
6	7/24/2019	9-11 AM	Pitt County DSS 403 Government Circle Greenville, NC.
6	8/13/2019	9-11 AM	Dare County Coastal Studies Institute (CSI) 850 NC-345 Wanchese, NC 27981

**MCL Phase 2 Counties
Planned and Invitations
in progress**

Provider Update

PHP Provider Contracting

- **PHPs are required to contract with “any willing qualified provider”**
- **Clear network adequacy expectations established**
- **Contract Execution**
 - Contract components specified in RFP
 - PHPs may use their contract templates
 - State review all contracts
- **PHPs**
 - Current outreach to associations
 - Weekly updates on PHP contacts with providers
- **Providers also encouraged to reach out**
 - PHP contact info on Medicaid website
 - DHHS will help facilitate connections

Upcoming Provider Outreach and Engagement

Upcoming Managed Care Webinar Topics

- MCT 106: Behavioral Health Services: Standard Plans and Transition Period, **May 23rd noon-1pm**
- MCT 107: Contracting with AMH Practices, **May 30th noon-1pm**

- ***Virtual Office Hours***

- **Provider/PHP Meet and Greet:**

May 20th 12-3p Eastern AHEC
May 21th 12-3p Southeast AHEC
June 17th 10a-3p Mountain AHEC
June 18th 10a-3p Charlotte AHEC
June 19th 10a-3p Southern
Regional AHEC
June 20th 10a-3p Eastern AHEC
June 24th 10a-3p Wake Medical
Center

<https://medicaid.ncdhhs.gov/prepaid-health-plan-meet-and-greet>

Tailored Plans

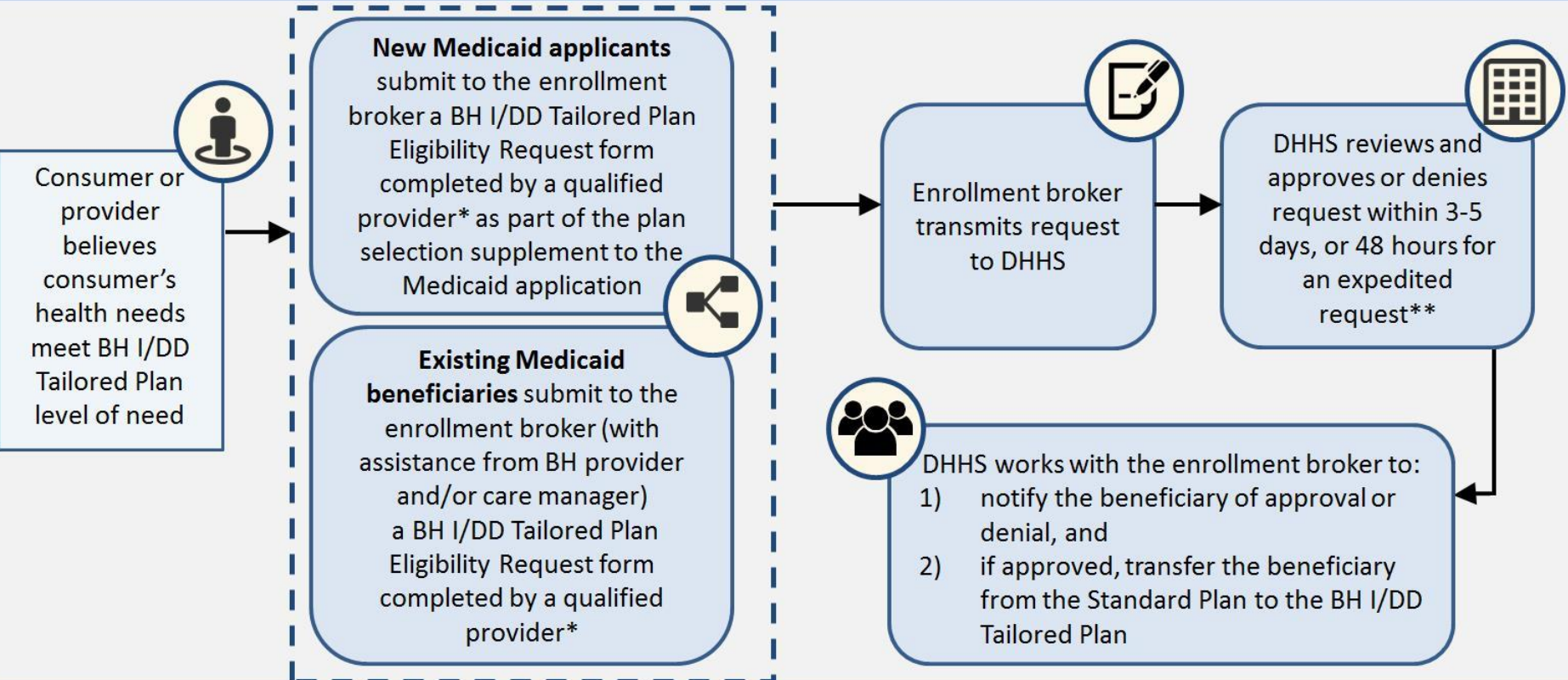
Tailored Plan Design Activities

- **Eligibility**
 - Member Reconciliation with LME-MCOs
 - Exemption Request Form (begin Soft Launch)
- **Defining Core Measures**
- **Policy Papers**
 - Care Management release May 2019
 - Data Strategy
- **Transitions of Care Guidelines Development**
 - BH/IDD MCAC Subcommittee -May
- **Next Webinar (tentative May 30th)**
- **NC Association of County Commissioners recommendations about regions (June 2019)**

BH I/DD Tailored Plan Eligibility Request Process

New Medicaid applicants and Standard Plan beneficiaries not identified as BH I/DD Tailored Plan-eligible by DHHS data reviews can request a review of their BH I/DD Tailored Plan eligibility.

DHHS will develop a BH I/DD Tailored Plan Eligibility Request form to collect information to determine whether the beneficiary's health care needs meet BH I/DD Tailored Plan eligibility criteria.



*The BH I/DD Tailored Plan Eligibility Request form will be available online, by paper, by telephone, and in-person.

**Expedited review will be available when a beneficiary has an urgent medical need.

Managed Care Exemption Form

- Ensure beneficiaries are assigned to the right managed care plan in timely manner.
 - Standard 7 day state review/decision
 - Expedited 72 hr. transfer
- To be implemented with the launch of Standard Plans,
- Form may be completed by the beneficiary, guardian/legally responsible person, the Care Manager, the service provider, or other person the beneficiary requests to assist.
- Member informed of appeals rights
- Next Steps
 - Form near final
 - Stakeholder feedback will be solicited

Q&A

NC MEDICAID TRANSFORMATION WEBSITE
www.ncdhhs.gov/medicaid-transformation

Contact
