

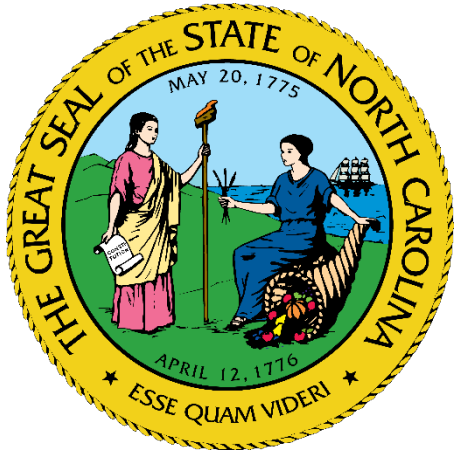
Thank you for joining us today.  
The webinar will begin shortly.

A copy of today's slide deck and recording will  
be available on our website at

[medicaid.ncdhhs.gov/transformation/more-information](https://medicaid.ncdhhs.gov/transformation/more-information)

## Quick tips on attending a Microsoft Teams Live Event

- To view the webinar with Closed Captions, click the three dots (...) at the top right of the screen, then scroll down and select "Turn on Live Captions." Live captions are also available in Spanish.
- Para ver el seminario web con subtítulos, haga clic en los tres puntos (...) en la parte superior derecha de la pantalla, desplácese hacia abajo y seleccione "Activar subtítulos en vivo." Los subtítulos en vivo también están disponibles en español.
- The slide deck will be available on our website this afternoon, all web links referenced in the presentation will be accessible in the deck.
- Please use the Q&A feature at the top right of the screen to ask questions and provide comments, we will try to answer as many questions as possible in the Q&A session at the end of the webinar.



NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

## **NC Medicaid Community Partners Webinar**

# **Medicaid Updates**

**Nov. 7 & 14, 2023**



**Ericka Johnson**  
**Chief of Staff**  
**NC Medicaid**

# Agenda

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- Welcome
- NC Medicaid Updates
- Medicaid Expansion
- Resources
- Questions & Answers



**Jay Ludlam**  
Deputy Secretary  
NC Medicaid

# Medicaid Updates

# LME/MCO Consolidation

Priorities for guiding the decision

- **What is best for the people we serve and for the providers who deliver services?** This takes into consideration health regions, where people live, and where people go to seek care. It also includes reviewing LME/MCO performance metrics and existing capacities of their provider networks, their systems, and their staff.
- **What will promote the value of whole-person care and move us to tailored plans faster?** This considers reviewing Tailored Plan readiness, the capacities of each LME/MCO, and how their strengths complement one another as part of a larger public system of care. It also includes the federal expectations of a managed care system, which is centered on the need for comprehensive access to care and choice, wherever possible.
- **What will reduce complexity, create less disruption, and make things easier for everyone involved?** This will include how any change will be adopted by those we serve and other partners – with the goal of finding balance at a time when the system has been under immense change. It will also consider how we streamline efforts for providers and counties that need stability and consistency.

The Department is committed to working with the LME/MCOs to implement these changes to ensure a strengthened and sustainable public behavioral health system that will enable us to launch Tailored Plans as soon as possible.

# Medicaid Expansion Overview

*What does expanding Medicaid  
mean for North Carolina?*



**Medicaid expansion:** Will provide health coverage to more than 600,000 North Carolinians with low-incomes, providing the opportunity to build healthy lives and strengthening the state's economy.

# Medicaid expansion provides essential health insurance benefits to those in need.

## Examples of services:

Primary care

Behavioral health

Inpatient and outpatient hospital services

Preventive and wellness services

Vision and hearing services

Devices and other therapies

Prescription drug benefits

Maternity and postpartum care

## And many more.

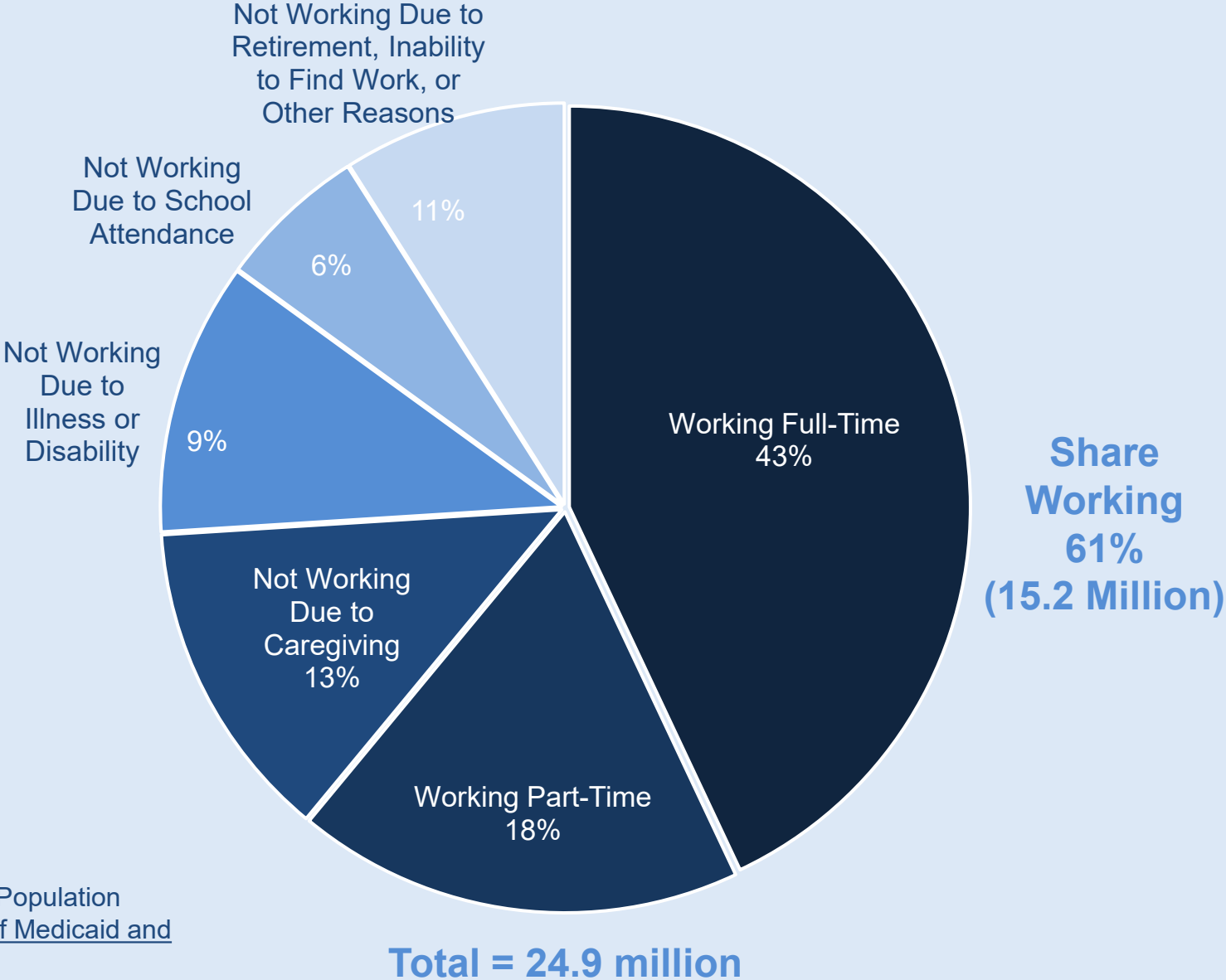
More on Medicaid-covered services can be found at [medicaid.ncdhhs.gov/beneficiaries](https://www.ncdhhs.gov/medicaid/beneficiaries).

# Those who may be eligible through expansion represent the future of our state:

- More than half are under 40
- Most are employed in industries crucial to the economy
- One-third are parents of children
- More than half are women
- Represent all races and ethnicities, with White non-Hispanics being a majority at 33.2%, Black non-Hispanics at 25.4%; Hispanics at 9.1%; and American Indian at 2.3%

# Most adults covered by Medicaid expansion are already working or report potential barriers to work.

Medicaid expansion helps them stay on the job



Source: Kaiser Family Foundation analysis of March 2022 Current Population Survey. Kaiser Family Foundation [Understanding the Intersection of Medicaid and Work: What Does the Data Say?](#) April 2023

# Most of those eligible work in critical service industry jobs.

(U.S. Census Data, 2019)



**Childcare Workers**

**20% Uninsured**

Annual Income: \$22,360



**Grocery Workers**

**19% Uninsured**

Annual Income: \$21,680



**Nursing Home/Home Health**

**14%/19% Uninsured**

Annual Income: \$33,280/\$29,952

(Direct care workers average \$10/hour)



**Clothing Store Workers**

**14% Uninsured**

Annual Income: \$19,800



**Hotel/Lodging Workers**

**28% Uninsured**

Annual Income: \$24,450



**Restaurant Workers**

**28% Uninsured**

Annual Income: \$17,160



**Hair Stylists**

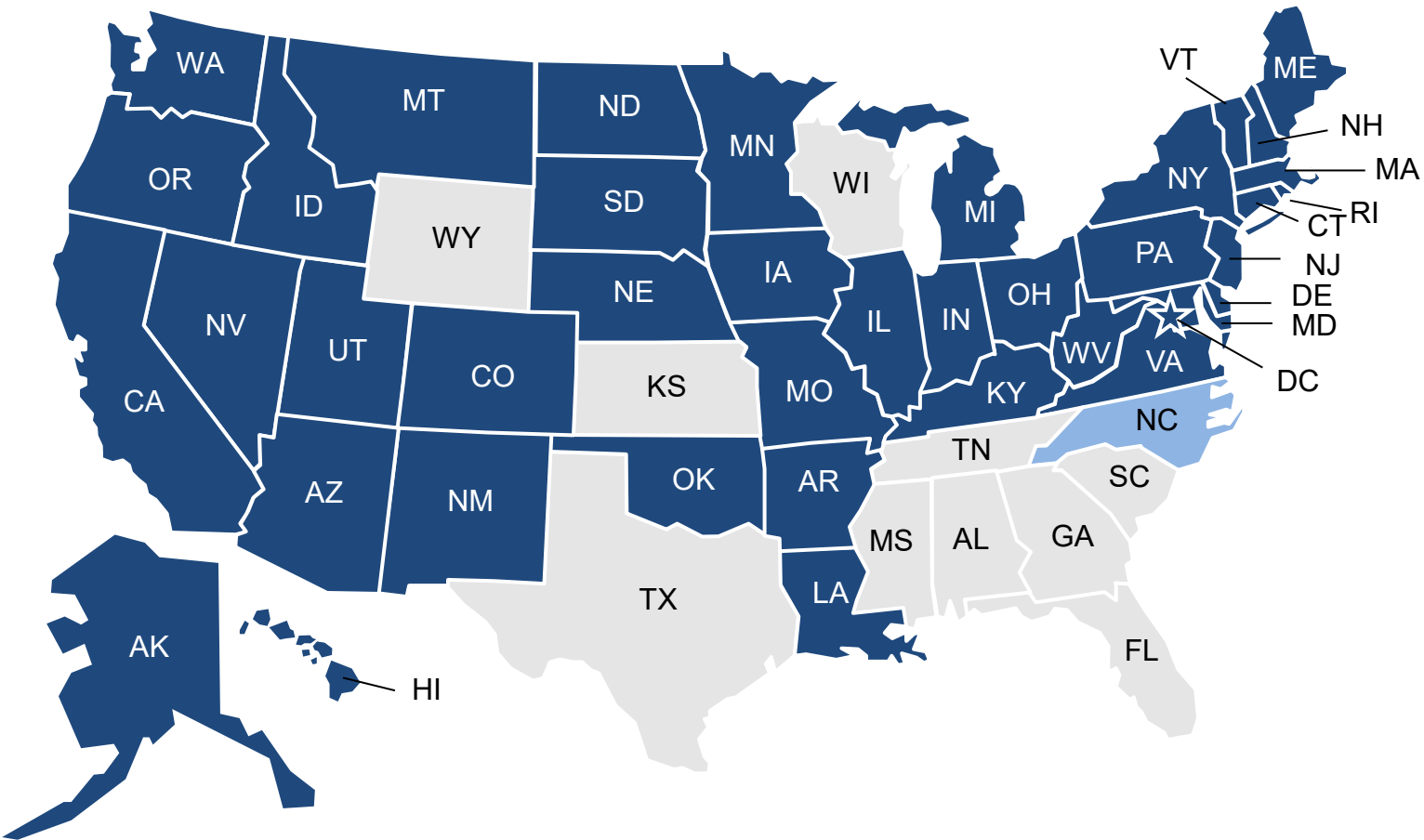
**20% Uninsured**

Annual Income: \$28,320

# Medicaid Expansion in the United States

Since 2014, 40 states and DC have adopted Medicaid expansion.

States continue to shape their programs and, to date, no state has decided to stop their expansion.



- Adopted and Implemented
- Adopted but Not Implemented
- Not Adopted



**Melanie Bush**  
Deputy Medicaid  
Director

**North Carolina is preparing to get more people covered through expansion — from every corner of every county of the state.**



# North Carolina is making health coverage available to more people – including adults ages 19 through 64 – through Medicaid expansion.

For example:

- Single adults ages 19 through 64 who have incomes of approximately \$20,000 each year (138% of Federal Poverty Level)
- Parents with low incomes: for a family of 3, an annual income below about \$34,000 each year (138% of Federal Poverty Level)
  - Pre-expansion cutoff for parents is about \$8,000 each year
- Same ways of getting care as existing Medicaid beneficiaries
- Same comprehensive benefits and copays as other non-disabled adults in Medicaid

# More than 600,000 North Carolinians will gain access to health coverage through Medicaid, including:

- ~300,000 who currently get only the Family Planning benefit
- ~100,000 beneficiaries who could lose full Medicaid coverage over the next year during recertification in absence of expansion
- ~200,000 eligible people not currently enrolled in Medicaid statewide

*You must be a North Carolina resident and a legally residing citizen for at least 5 years. Non-citizens may receive emergency services.*

# Our strategic goals

## Get People Covered

- New applicants and existing beneficiaries who meet eligibility have coverage for full Medicaid benefits

## Get People Care

- Eligible beneficiaries can successfully receive care
- Providers are prepared to provide services and receive payment

## Collaborate with Partners

- County and community partners have the tools they need to share key information about expansion and help people get enrolled in coverage

**Let's get to work getting North Carolina covered.**

Healthier people, a healthier state.

# NCDHHS is getting everyone involved to get everyone covered.

- NCDHHS built strong relationships with the community for the COVID response, and we plan to support those partners—because their goals are ours.
- NCDHHS will implement the expansion efforts, working shoulder to shoulder with community partners.
- NCDHHS recognizes that our DSS partners are instrumental in this work and is committed to supporting them.
- Our External Implementation Partners will help us identify and address barriers that keep people from applying for coverage; trusted community partners and people with lived experience can impact our approach and messaging.
- Our team is developing communications and outreach strategies that support community-based efforts: Mass marketing materials to promote expansion using different channels, including trainings, toolkits, Enrollment Ambassador maps, etc.

# Guiding Principles

1. Increase awareness of eligibility, reduce barriers to enrollment and support people through the enrollment process with tailored approaches, trusted messengers and communications across all 100 counties
  - Decrease disparities in enrollment associated with race, ethnicity, geography and sexual orientation by incorporating that focus into policies, workgroups, operations and all other aspects of program implementation
  - Engage external stakeholders as partners for outreach and communications
2. Use a data driven approach, from day one, for decision making and to drive rapid cycle improvements
3. Enroll eligible people in a timely manner and with a high degree of accuracy
  - Support counties by understanding their needs, providing clarity and reducing unnecessary administrative burden
4. Provide timely access **and** high-quality care to address physical and behavioral health; one cannot be at the expense of the other
  - Support providers by reducing administrative burden, decreasing complexity, and provide clear communications
5. Minimize duplication of work, execution features and tasks are owned by one and only one team

# Paths to Enrollment

*People can enroll now, even if they didn't qualify in the past*

## How to apply:



**ePASS**

[epass.nc.gov](https://epass.nc.gov)



**Paper application**

[ncgov.servicenow.com](https://ncgov.servicenow.com)



**In person at your  
local DSS**

[ncdhhs.gov/localDSS](https://ncdhhs.gov/localDSS)



**Call your local DSS**

[ncdhhs.gov/localDSS](https://ncdhhs.gov/localDSS)

# Benefits of Using ePASS

**ePASS is North Carolina's secure self-service website where you can apply for various benefits, including Medicaid.**

Apply for ePASS using a computer or mobile device without having to visit or contact your local DSS.

**Update Information Online:** Create an enhanced account to report changes, updated your information, and upload documents online. More information on creating an enhanced account can be found here:

[medicaid.ncdhhs.gov/media/12236/download?attachment](https://www.medicaid.ncdhhs.gov/media/12236/download?attachment).

**Providing all information upfront in ePASS can help eligible applicants get access to their benefits more quickly:**

Applications that are complete require less follow up from a caseworker, which helps alleviate the overall workload and results in quicker processing overall.

Applications can be approved as quickly as one week using ePASS (as opposed to weeks to months).



# What Research Says



# Impacts of Medicaid Expansion

## Behavioral Health

- Roughly 1 in 5 Americans will experience a mental illness – that's about 2 million North Carolinians.
- In 2019, more than 1 million North Carolinians went without care.
- In states that have expanded Medicaid, suicide rates decreased and access to substance use disorder treatment increased.
- Cost is the number one reason people don't get the care they need. Expansion fixes that.



# Impacts of Medicaid Expansion

## Child and Family

- Children are 29% more likely to have an annual well-child visit if their parents are enrolled in Medicaid.
- States that expanded Medicaid saw decreases in infant mortality and decrease in infant mortality disparities between Black and White babies.
- Connects moms to comprehensive care. When moms are healthier, so are their families.
- Medicaid expansion is also linked to enhanced parental financial stability and access to mental health care in those states.
- May allow families to find care closer to home.
- States that expanded Medicaid saw 422 fewer cases of reported neglect per 100,000 children under 6 than non-expansion states.

<https://ajph.aphapublications.org/doi/full/10.2105/AJPH.2017.304218>

<https://www.sciencedirect.com/science/article/abs/pii/S0749379722004986>

<https://jamanetwork.com/journals/jama/article-abstract/2731179>

<https://www.sciencedirect.com/science/article/abs/pii/S0091743520303923>

[https://ccf.georgetown.edu/wp-content/uploads/2019/05/Maternal-Health\\_FINAL-1.pdf](https://ccf.georgetown.edu/wp-content/uploads/2019/05/Maternal-Health_FINAL-1.pdf)



**LaQuana Palmer**

Deputy Director  
Communications &  
Engagement

# Get Engaged

## Help North Carolinians get health coverage through Medicaid.

- Go to [medicaid.ncdhhs.gov](https://www.medicaid.ncdhhs.gov) and sign up for updates about Medicaid expansion, including new resources.
- Use the Medicaid expansion toolkit to share information with your networks and communities: [medicaid.ncdhhs.gov/north-carolina-expands-Medicaid](https://www.medicaid.ncdhhs.gov/north-carolina-expands-Medicaid).
- Give presentations to help people know if they may be eligible and what to do. The Medicaid expansion toolkit includes a Medicaid Essentials deck with talking points: [medicaid.ncdhhs.gov/medicaid-essentials](https://www.medicaid.ncdhhs.gov/medicaid-essentials).

# Additional Resources

- Medicaid recertification webpage [medicaid.ncdhhs.gov/renew](https://medicaid.ncdhhs.gov/renew)
- Medicaid End of the PHE/CCU website [medicaid.ncdhhs.gov/End-of-PHE](https://medicaid.ncdhhs.gov/End-of-PHE)
- Medicaid recertification video [English](#) | [Spanish](#)
- Medicaid recertification fact sheet [English](#) | [Spanish](#)
- ePASS Fact Sheet [English](#) | [Spanish](#)
- [ePASS website](https://epass.nc.gov) (epass.nc.gov)



# Member Resources

- NC Medicaid Enrollment Broker
  - Website [ncmedicaidplans.gov](https://ncmedicaidplans.gov)
  - Call Center 833-870-5500
- Local DSS Directory [ncdhhs.gov/localdss](https://ncdhhs.gov/localdss)
- NC Medicaid Ombudsman
  - Website [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org)
  - Phone 877-201-3750 (Monday–Friday, 8 a.m. to 5 p.m.)

# Provider Resources

- NC Medicaid Website [medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid)
  - Includes County and Provider Playbooks
- NC Medicaid Help Center [medicaid.ncdhhs.gov/helpcenter](https://www.ncdhhs.gov/medicaid/helpcenter)
- Regular Medicaid Bulletins  
[medicaid.ncdhhs.gov/providers/medicaid-bulletin](https://www.ncdhhs.gov/providers/medicaid-bulletin)





# Questions & Answers

A copy of today's slide deck and recording will be available on our website at [medicaid.ncdhhs.gov/transformation/more-information](https://medicaid.ncdhhs.gov/transformation/more-information)

If we couldn't get to your question, feel free to email it to [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)