



MEETING RECORD

PERSONAL CARE SERVICES STAKEHOLDERS MEETING

March 21, 2019 | 1:00 pm | Meeting Location: Dix Campus, Kirby Building, Conference Room 297

AGENDA TOPICS

Welcome

Facilitator: Shannon Spence, PCS Program Manager

Round-robin of individual introductions with name and agency representation

Medicaid Managed Care Overview-LTSS

NC Medicaid: Trish Farnham and Sheila Platts

Trish Farnham, Policy Analyst with the Office of the Deputy Secretary, provided a brief overview of NC Medicaid Transformation as it relates to Long Term Services and Supports. Trish indicated that the NC Medicaid Managed Care Vision is "to improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both medical and non-medical drivers of health". In addition, it was noted that "the populations using LTSS are extremely diverse in terms of individuals' care needs, service utilization, and spending. Over the next five years, the transition of programs that support these citizens will offer significant opportunities to improve care coordination, access to community-based services and outcomes for these vulnerable populations...". Providers may reference the Concept Paper titled "North Carolina's Vision for Long-Term Services and Supports under Managed Care" for additional information.

It should be noted that in February 2019, NC DHHS announced the selection of Prepaid Health Plans (PHPs) that will participate in Medicaid Managed Care. Four statewide contracts were awarded to the following PHPs: AmeriHealth Caritas North Carolina, Inc., Blue Cross Blue Shield of North Carolina, Inc., United Healthcare of North Carolina, Inc., and Wellcare of North Carolina, Inc. One regional contract was awarded to Carolina Complete Health, Inc., which will serve Regions 3 and 5.

For additional information, providers may visit the Medicaid Transformation web page: <https://www.ncdhhs.gov/assistance/medicaid-transformation>. Providers may submit questions related to Medicaid Managed Care to Medicaid.Transformation@dhhs.nc.gov.

Sheila Platts, Associate Director of Provider Services, spoke about the Provider Data Contractor (PDC) for NC Medicaid, which will "supplement the state's existing provider

enrollment and credentialing data to support the PHPs ability to make quality determinations during provider Medicaid Managed Care network contracting activities."

Providers with questions regarding the PDC vendor may reach out to Provider Services staff at 919-527-7200.

Program Updates

Liberty Healthcare: Denise Hobson

Denise reported that Liberty received great feedback from their PCS Provider Focus Group held at Liberty that included feedback from adult care home and in-home care providers. Attendees discussed a wide range of topics, including the Managed Care transition. Liberty provided focus group participants with an overview of Liberty Healthcare quality initiatives, which include joint visits as well as the completion of year-to-date score cards. Providers interested in participating in Liberty's focus group should email Charlene Hamel at canderson@libertyhealth.com.

Denise indicated that Spring PCS Provider Training will be held May 13th-22nd, 2019. Registration is now open and while there is no cost to register, all attendees must register via Liberty's website (<https://nc-pcs.com/training-announcement/>).

PCS Updates: Shannon Spence

Providers can find training information regarding the upcoming Spring 2019 PCS Regional Training on the PCS website (<https://medicaid.ncdhhs.gov/providers/programs-services/long-term-care/personal-care-services>) as well as Liberty's website, mentioned above. Training topics include Policy Updates, Medicaid Managed Care, Electronic Visit Verification, and QiRePort.

Effective March 4, 2019, NC Medicaid implemented functionality in QiRePort allowing providers to submit the *Internal Quality Improvement Program Attestation* (NC Medicaid-3136) and *Session Law 2013-306 PCS Training Attestation* (NC Medicaid-3085) Forms via upload.

Effective May 1, 2019, beneficiaries requesting Personal Care Services must use the updated *NC Medicaid-3051 Request for Independent Assessment for Personal Care Services Attestation of Medical Need Form*. This form is a revision of the currently used NC Medicaid-3051 Form. The current form will be accepted by the Independent Assessment Entity through July 1, 2019.

Liberty Healthcare and NC Medicaid will provide training during Spring 2019 PCS Regional Training on the new uploading process as well as the completion of the revised NC Medicaid 3051 Form. Upon completion of training, providers will be expected to submit both the NC Medicaid 3136 and 3085 Forms via the Provider Portal.

Reports from Other Divisions

DAAS:

No Reports

DMH/DD/SAS:

No Reports

DHSR:

Tichina Hamer shared personnel updates with the group. In addition, Tichina provided updates on the Adult Care Home Licensure rules review committee and indicated that the rules review and re-adoption process will take place until at least 2024.

Stakeholder Feedback

Stakeholders shared their concerns with the transition to managed care. Providers were advised to submit specific questions to the Medicaid Managed Care Team at Medicaid.Transformation@dhhs.nc.gov. In addition, providers were advised that Division updates related to Managed Care will be provided at the Spring 2019 PCS Regional Training.

Meeting Adjourned

There will be no meeting in May 2019 due to Spring 2019 PCS Regional Training.