

NC Medicaid Managed Care Provider Playbook

NC Medicaid

To ensure beneficiaries can seamlessly receive care on day one, the North Carolina Department of Health and Human Services (NCDHHS) is delaying the implementation of the NC Medicaid Managed Care Behavioral Health and Intellectual/ Developmental Disabilities Tailored Plans (Tailored Plans). Tailored Plan launch was scheduled for Oct. 1, 2023, **but will now go forward at a date still to be determined**

Tailored Plan Member Enrollment: Primary Care Provider Choice

What is Auto-Assignment and how does it work?

Prior to Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan launch, Tailored Plan members can choose a primary care provider (PCP) during the choice period . If a member does not select a PCP during the choice period, then one will be assigned to them . This fact sheet provides information about PCP assignment and how Tailored Plan members can select and change their PCP.

HOW DOES PCP ASSIGNMENT WORK ?

Once a member is enrolled in a Tailored Plan, if they did not select a PCP the Tailored Plan will assign a PCP to them based on the following factors:

- Member's PCP assignment will be preserved unless the PCP is not contracted with the Tailored Plan, or the member is unengaged with the provider.
- If the member is reassigned to another PCP, the following criteria will be used:
 - Member historical treatment relationship with another PCP.
 - Member family relationship with in-network PCPs when the member does not have a history directly with any PCPs based on claims history.
 - Member's geographic location.

A member will only be assigned a PCP that is in-network for their Tailored Plan.



HOW WILL BENEFICIARIES BE INFORMED OF THEIR PCP ASSIGNMENTS ?

Once Tailored Plan members are assigned a PCP, they will be notified by mail:

- The Tailored Plan will send each member a welcome letter, member handbook, Medicaid ID card and information about their PCP. The Medicaid ID card will list the beneficiary's PCP name, and the PCP's phone number and address.

Note: Members will also be able to view their Tailored Plan and PCP assignments on the [Enrollment Broker website](#) and mobile app.

HOW CAN I SEE WHICH BENEFICIARIES ARE ASSIGNED TO ME ?

If you are a PCP, you can see your assignments by:

- Accessing information on your panel through the NCTracks Provider Portal, which will list your members in each Standard Plan, each Tailored Plan and in NC Medicaid Direct.
- Using the Recipient Eligibility function in NCTracks to verify this information for a single member.
- Using the NCTracks batch eligibility verification function.

WHAT ABOUT BENEFICIARIES WHO WANT TO KEEP ME AS THEIR PCP?

PCPs will need to be in network with the Tailored Plan in order for the member to choose that practice or be assigned to that practice.

As a reminder, Tailored Plan members cannot select a different Tailored Plan. Enrollment in the Tailored Plan is based on the county that manages the member's Medicaid case (administrative county). There are six Tailored Plans and only **one** Tailored Plan serves each county.

Please note:

- If a member does not select a PCP, their Tailored Plan will assign them a PCP.
- If the member has a record of an assigned PCP or an active relationship with a PCP with NC Medicaid, the health plan should assign the member to that PCP if participating in that health plan's network.
- Members can change their PCP up to 212 days following Tailored Plan Launch without cause (first instance) and can change their PCP without cause up to one time per year thereafter (second instance).

Below are the different ways members can change their PCP:

- Select a PCP at application or recertification with the NC Medicaid Enrollment Broker
- Contact their Tailored Plan to change their PCP. Contact information can be found in the Member Handbook and on the [Health Plan Contacts and Resources Page](#).

Members can change their PCP any time over the course of the year if they have care or quality concerns.



WHAT IF BENEFICIARIES HAVE QUESTIONS?

Once a member is enrolled with a Tailored Plan, information and a new Medicaid card will be mailed within 8 days. At that point, if members have questions about their health plan or services covered, they should contact their assigned Tailored Plan. Contact information for a Tailored Plan can be found at the number on their new Medicaid ID card or on the [NC Medicaid website](#).

If members have questions about changing their assigned health plan, they can contact the NC Medicaid Enrollment Broker. The NC Medicaid Enrollment Broker Call Center is open from 7 a.m. to 5 p.m., Monday through Saturday. To view health plan information and learn more about NC Medicaid Managed Care, beneficiaries can:

- Call 833-870-5500 (Toll free), (TTY: 711 or RelayNC.com)
- Go online at ncmedicaidplans.gov

In addition to the NC Medicaid Enrollment Broker, the **NC Medicaid Ombudsman** is available to help resolve member concerns. Go to ncmedicaidombudsman.org to learn more.

WHAT IF I HAVE QUESTIONS ?

Additional resources for providers can be found in the [Provider Playbook](#) .

For general inquiries and complaints regarding Tailored Plans, NC Medicaid has created a **Provider Ombudsman** to represent the interests of the provider community. The Ombudsman will:

- Provide resources and assist providers with issues through resolution.
- Assist providers with Health Information Exchange (HIE) inquiries related to NC HealthConnex connectivity compliance and the HIE Hardship Extension process.

Provider Ombudsman inquiries, concerns or complaints can be submitted to Medicaid.ProviderOmbudsman@dhhs.nc.gov, or received through the Provider Ombudsman line at 866-304-7062. The Provider Ombudsman contact information is also published in each Tailored Plan's provider manual.

For questions related to your NCTracks provider information, please contact NCTracks Call Center at 800-688-6696. To update your information, please log into the [NCTracks provider portal](#) to verify your information and submit a MCR or contact the GDIT Call Center.

