

NC Medicaid Managed Care

Requirements for Sharing Care Plans and Assessments to Support Continuity of Care for Beneficiaries transitioning between Medicaid Direct & PHPs

Change Log		
Version	Date	Updates/Change Made
3.1.1	##/##/####	Unknown
4.0	2/4/2022	<ul style="list-style-type: none"> • Removed embedded documents and replaced with reference to their new file names and paths within PCDU • Minor formatting changes/fixes • Updated page numbers for documents table

Documents	Section	Page
CP_TOCCNCNCPH_CCNCCarePlanFileTransfer_MMDDYYYY.xlsx	<i>(1) CCNC to PHPs: Care Plans and Warm Handoff Spreadsheet</i>	5
CP_TOCCNCNCPH_CQCCNFileNamingConvention_MMDDYYYY.xlsx	<i>(1) CCNC to PHPs: Care Plans and Warm Handoff Spreadsheet</i>	5
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**" MMDDYYYY" in file names denotes the most recent date when the file was updated.*

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Care Plans and Warm Handoffs:

(1) CCNC to PHPs: Care Plans and Warm Handoff Spreadsheet

Scope:

- All existing Care Plans identified by Community Care of North Carolina (CCNC) for beneficiaries who will be transitioning from Medicaid Direct to PHPs at PHP Managed Care Launch.
- In order to comply with 42 CFR Part 2, CCNC will ensure that SUD details are scrubbed from the Care Plans being sent over to PHPs using data suppression logic authorized or provided by the Department.
- CCNC will also include a care plan file transfer spreadsheet which notes all care plans included in the transition and also indicates whether a beneficiary necessitates a Warm Handoff. The spreadsheet will include the following fields:
 - MID
 - First Name
 - Last Name
 - Date of Birth
 - Confirmation of Care Plan File Attached
 - Name of Care Plan File
 - Warm Handoff Required indicator (Y/N)
 - Comments


Data Source: CCNC

Data Target(s): PHPs


File Layout: The Care Plans have no set layout. However, the Warm Handoff Spreadsheet will follow the layout as defined by the Department. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCCCNCPH_CCNCCarePlanFileTransfer_MMDDYYYY.xlsx*

Standard Plan Path:

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management


Tailored Plan Path:

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits


File Naming Convention: The Department has defined the file naming convention of the Zip file that will be sent to PHPs. In addition, the underlying file naming conventions are defined – Care Plan and Warm Handoff Spreadsheet. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCCCNCPH_CQCCNFileNamingConvention_MMDDYYYY.xlsx*

Standard Plan Path:

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

Tailored Plan Path:

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits

File Type: PHPs will receive Care Plans in .pdf format along with a .csv Warm Handoff Spreadsheet as identified above. These files will be zipped into one zipped file per PHP.

Transmission Type: CCNC sFTP Site

File Delivery Frequency & Processing Rules: One Time Transfer at PHP Managed Care Launch, followed by Ad Hoc Transfers at member transitions

1. Prior to PHP Managed Care Launch, PHPs will receive Care Plans from CCNC for all beneficiaries that are assigned to them. This will be followed by ad hoc transfers as needed.
2. PHPs are expected to pick up their zipped file off of the CCNC sFTP site and store the Care Plans file transfer Spreadsheet for future use. Outlined below are key functions that PHPs are expected to support using this information:
 - a. Support Care Management functions to ensure continuity of care for beneficiaries
 - b. Contact CCNC to initiate warm handoff knowledge transfer sessions for beneficiaries with a Warm Handoff indicator by CCNC on the Warm Handoff Spreadsheet

Dependencies:

- Beneficiary assignments: PHPs will receive information on beneficiaries assigned to them through the daily 834 files. PHPs are expected to use the information provided on Care Plans to ensure continuity of care for those members.

(2) CCNC to Tribal Option: Care Plans and Warm Handoff Spreadsheet

Scope:

- All existing Care Plans identified by CCNC for beneficiaries who will be transitioning from Medicaid Direct to Tribal Option at PHP Managed Care Launch.
- In order to comply with 42 CFR Part 2, CCNC will ensure that SUD details are scrubbed from the Care Plans being sent using data suppression logic authorized or provided by the Department.
- CCNC will also include a care plan file transfer spreadsheet which notes all care plans included in the transition and also indicates whether a beneficiary necessitates a Warm Handoff. The spreadsheet will include the following fields:
 - MID
 - First Name
 - Last Name
 - Date of Birth
 - Confirmation of Care Plan File Attached
 - Name of Care Plan File
 - Warm Handoff Required indicator (Y/N)
 - Comments


Data Source: CCNC

Data Target(s): Tribal Option


File Layout: The Care Plans have no set layout. However, the Warm Handoff Spreadsheet will follow the layout as defined by the Department. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCCCNCTO_CCNCCarePlanFileTransferSpreadsheet_MMDDYYYY.xlsx*

Standard Plan Path:

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management


Tailored Plan Path:

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits


File Naming Convention: The Department has defined the file naming convention of the Zip file that will be sent to Tribal Option. In addition, the underlying file naming conventions are defined – Care Plan and Warm Handoff Spreadsheet. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCCCNCTO_CQCCNFileNamingConvention_MMDDYYYY.xlsx*

Standard Plan Path:

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

Tailored Plan Path:

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits

File Type: The Tribal Option will receive Care Plans in .pdf format along with a .csv Warm Handoff Spreadsheet as identified above. These files will be zipped into one zipped file for Tribal Option.

Transmission Type: CCNC sFTP Site

File Delivery Frequency & Processing Rules: One Time Transfer at PHP Managed Care Launch, followed by Ad Hoc Transfers at member transitions

3. Prior to PHP Managed Care Launch, the Tribal Option will receive Care Plans from CCNC for all beneficiaries that are assigned to them. This will be followed by ad hoc file transfers as needed.
4. The Tribal Option is expected to pick up their zipped file from the CCNC sFTP site and store the Care Plans file transfer Spreadsheet for future use. Outlined below are key functions that the Tribal Option is expected to support using this information:
 - a. Support Care Management functions to ensure continuity of care for beneficiaries
 - b. Contact CCNC to initiate warm handoff knowledge transfer sessions for beneficiaries with a Warm Handoff indicator by CCNC on the Warm Handoff Spreadsheet

Dependencies:

- Beneficiary assignments: The Tribal Option will receive information on beneficiaries assigned to them through the daily 834 files. The Tribal Option is expected to use the information provided on Care Plans to ensure continuity of care for those members.

(3) [Viebridge to PHPs: Care Plans, Assessments and Care Plan Transfer Spreadsheet](#)

Scope:

- All existing Care Plans and/or Assessments identified by Viebridge for beneficiaries who will be transitioning from Medicaid Direct to PHPs at Managed Care Launch.
- Viebridge will also include a Care Plan Transfer Spreadsheet, including the following fields:
 - MID
 - First Name
 - Last Name
 - Date of Birth
 - Care Plan/Assessment File Attached
 - Name of Care Plan File
 - Name of Assessment File (if applicable)
 - Comments


Data Source: Viebridge

Data Target(s): PHPs


File Layout: The Care Plans and Assessments have no set layout. However, the Care Plan File Transfer Spreadsheet will follow the layout as defined by the Department. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCVIEBRIDGEPH_CQViebridgeCarePlanFileTransferSP_MMDDYYYY.xlsx*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management


[Tailored Plan Path:](#)

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits


File Naming Convention: The Department has defined the file naming convention of the Zip file that will be sent to PHPs. In addition, the underlying file naming conventions are defined – Care Plan, Assessments and Care Plan Transfer Spreadsheet. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCVIEBRIDGEPH_CQViebridgeCarePlanFileNamingConvention_MMDDYYYY.xlsx*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

[Tailored Plan Path:](#)

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits

File Type: PHPs will receive Care Plans and Assessments in .pdf format along with a .csv Care Plan File Transfer Spreadsheet as identified above. These files will be zipped into one zipped file per PHP.

Transmission Type: Secure File Transfer through NC MFT – PHP Contract Data Utility

File Delivery Frequency & Processing Rules: One Time Transfer at PHP Managed Care Launch, followed by Ad Hoc Transfers at member transitions

1. Prior to PHP Managed Care Launch, PHPs will receive Care Plans from Viebridge for all beneficiaries that are assigned to them. This will be followed by ad hoc transfers as needed.
2. PHPs are expected to pick up their zipped file off of the NC MFT and store the Care Plans, Assessments, and the Care Plan Transfer Spreadsheet for future use. Outlined below are key functions that PHPs are expected to support using this information:
 - a. Support Care Management functions to ensure continuity of care for beneficiaries

Dependencies:

- Beneficiary assignments: PHPs will receive information on beneficiaries assigned to them through the daily 834 files. PHPs are expected to use the information provided on Care Plans to ensure continuity of care for those members.

(4) PHPs to CCNC: Transition file

Scope:

- PHP's Transition file transfer will occur for all members who are disenrolling to Medicaid Direct.
- In order to comply with 42 CFR Part 2, PHPs shall ensure that appropriate consent is secured prior to transferring transition file content containing SUD details. In cases where consent is not secured, the impacted transition file content will be removed from the file transfer to CCNC.
- PHPs will reflect disenrolling members requiring a warm handoff on a Transition File spreadsheet. This spreadsheet will also include a Consent indicator to confirm compliance with 42 CFR Part 2 requirements, as applicable. The spreadsheet will include the following fields:
 - MID
 - First Name
 - Last Name
 - Date of Birth
 - Warm Handoff Required Indicator (Y/N) Note: this anticipated to be "Y" for all listed members.
 - SUD Consent Attached Indicator (Y/N)
 - SUD Consent File Name (If record is impacted by SUD Consent)
 - Transition Summary Sheet File Indicator (Y/N)
 - Name of Transition Summary Sheet File
 - Care Needs Screening Attached (Y/N)
 - Name of Care Needs Screening File
 - Care Plan File Attached Indicator (Y/N)
 - Name of Care Plan File (if applicable)
 - Adverse Determination Disposition Summary Attached Indicator (Y/N)
 - Name of Adverse Determination Disposition Summary
 - Comments
- PHPs will also include the consent form for applicable Transition File content that have SUD detail in which the PHP was able to obtain consent

Data Source: PHPs


Data Target(s): CCNC

File Frequency: The file will be sent for beneficiaries disenrolling from PHP to CCNC on a one-time basis


Documents Included in Transition File Submission: As a part of Transition File, the PHP shall include a Transition File Spreadsheet along with a [Transition Summary Sheet](#), most recent Care Needs Screenings, Care Plans, and Adverse Determination Disposition Summaries, [as applicable](#), created by the PHP. The Transition File Spreadsheet will follow the layout as defined by the Department. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCPHCCNC_CCNCTransitionFileTemplate_MMDDYYYY.xlsx*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management


[Tailored Plan Path:](#)

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits


File Naming Convention: PHPs should zip the underlying files: Transition Summary Sheet, Care Needs Screening, Adverse Decision Disposition Summary (if applicable), Care Plan PDFs, Warm Handoff Summary PDFs, Consent Forms and Transition File Spreadsheet according to the naming conventions maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCPHCCNC_CCNCTransitionFileNaming_MMDDYYYY.xlsx*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

[Tailored Plan Path:](#)

 / Library Documents / Tailored Plan / Guidance Documents / B.2- Medicaid - Benefits

Transmission Type: CCNC sFTP site

Structure of the As Needed Care Plan Submissions should be as follows:


- Wrapper Zip File
 - i. Consent Forms
 - ii. Transition Summary Sheet
 - iii. Care Needs Screening
 - iv. Care Plans
 - v. Adverse Determination Disposition Summary
 - vi. Transition File Spreadsheet

Dependencies:

Member assignments: PHPs receive information on members assignment through the daily 834 file. This file is maintained on the [PCDU](#) at the paths below.

File Name: *CP_TOCPHCCNC_TOCGEFGuidanceForCrossover_MMDDYYYY.pdf*

[Standard Plan Path:](#)

 / Library Documents / Standard Plan / Guidance Documents / C_Benefits_and_Care_Management

[Tailored Plan Path:](#)



(5) [PHPs to PHPs: Transition file](#)

PHPs are to coordinate the transfer of Care Plans amongst themselves for members transitioning between Plans.