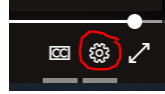


Thank you for joining. The VOH will begin shortly.

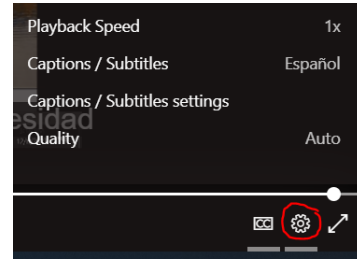
Quick tips on attending a Microsoft Teams Live Event

- To view the webinar with captions/subtitles:

- Click the settings (gear icon)



- Click captions/subtitles



- 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.
- Technical Assistance Medicaid.NCEngagement@dhhs.nc.gov
- If you experience issues, try refreshing your browser or rejoining the event.

NC Medicaid Provider Operations

NC Medicaid Virtual Office Hours Children and Families Specialty Plan

November 6, 2025

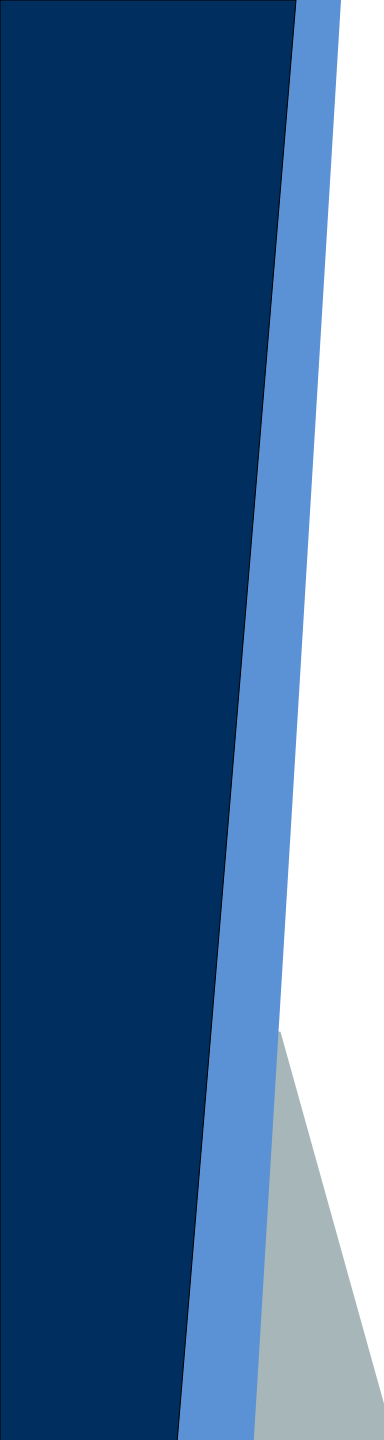


NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits



Agenda

- Welcome
- Children and Families Specialty Plan
- Questions & Answers



**Chameka Jackson,
Associate Director
Children and Families Specialty Plan**

Children and Families Specialty Plan Overview

Children and Families Specialty Plan (CFSP)

CFSP is a new NC Medicaid Managed Care health plan. It is a single, statewide health plan that will be managed by Blue Cross and Blue Shield of North Carolina under the name Healthy Blue Care Together.

NC Medicaid beneficiaries in foster care, receiving adoption assistance and enrolled in the former foster care eligibility are eligible for the Children and Families Specialty Plan.

CFSP will launch Dec. 1, 2025. Until then, potential beneficiaries will continue to get health care services the same way they do today – through NC Medicaid Direct.

The plan will cover a full range of physical health, behavioral health, pharmacy, NEMT, care management, long term services and supports (LTSS), Intellectual/Developmental Disability (I/DD) services and unmet health-related resource needs.

Unique components of CFSP

- Single statewide contract to lessen disruptions in continuity of care and maintain treatment plans when a members' geographic location changes.
- Significant coordination between NC Medicaid, NC Department of Social Services, local Departments of Social Services (DSS) and the Eastern Band of Cherokee Indians Family Safety Program will be required to successfully administer the program.
- A family-focused approach to care delivery to strengthen and preserve families, prevent entry and reentry into foster care and support reunification and other permanency plan options.
- Benefits include all NC Medicaid State Plan benefits covered by Standard Plans and most Tailored Plan benefits including 1915(i) services.
- Care Management model connecting local DSS with CFSP, Medicaid and significant care coordination requirements (including co-location).

Eligibility

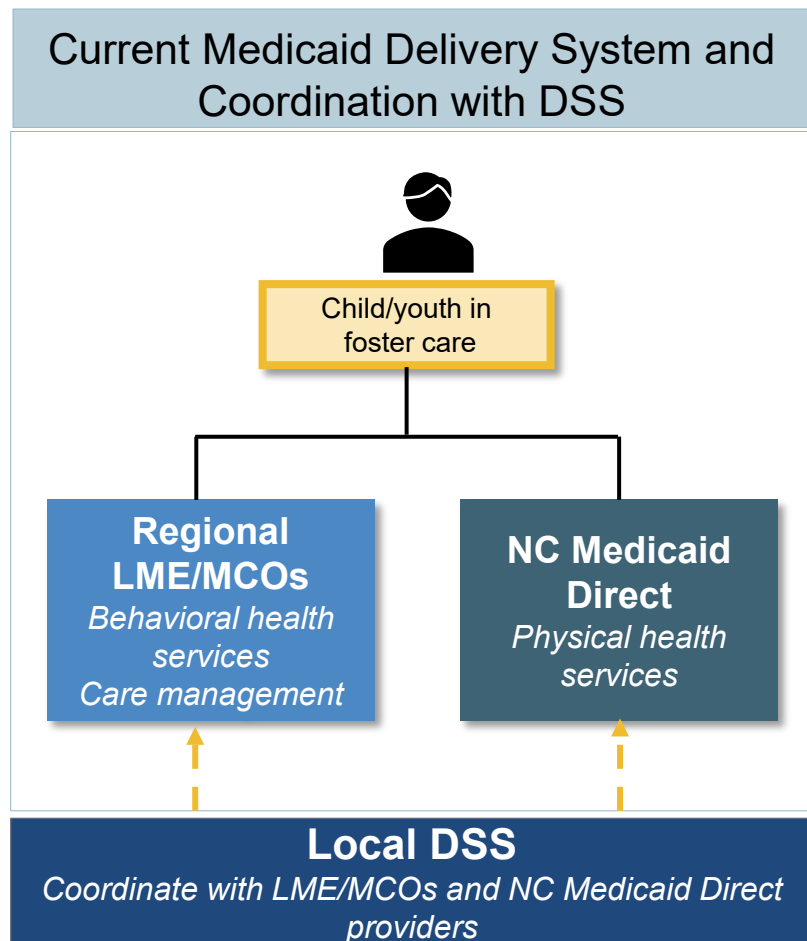
NC Medicaid beneficiaries in foster care, receiving adoption assistance and enrolled in the former foster care eligibility will be eligible for the Children and Families Specialty Plan.

This includes:

- Children and youth currently in foster care
- Children and youth currently receiving adoption assistance
- Young adults under age 26 formerly in foster care at age 18
 - Former foster care children in North Carolina that turned age 18 on or before December 31, 2022
 - Former foster care children in any state who turned age 18 on or after January 1, 2023
- Minor children of these populations
- Children and youth currently in the EBCI Family Safety Program, or meet the criteria above, will not be auto-enrolled in the Children and Families Specialty Plan but will have the option to enroll

Designed to Address Current System Challenges

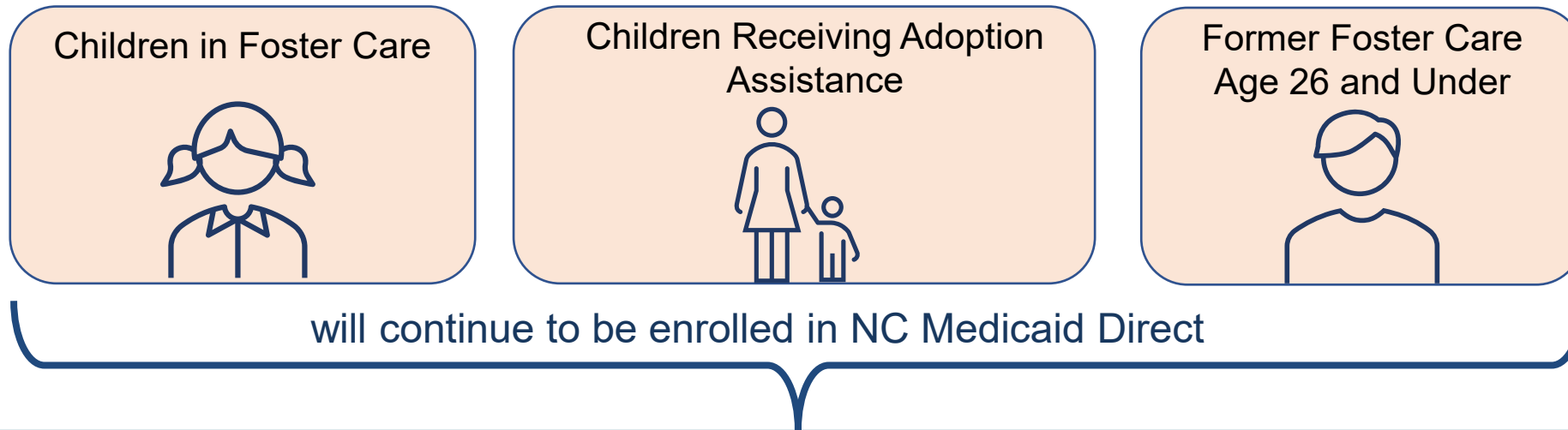
Children and youth served by the child welfare services receive Medicaid services through a split system of care, which has created challenges around coordination and meeting the population's unique needs.



- **Disruptions in continuity of care and providers** due to population's frequent movement between placements.
- **Lack of service coordination, impeding timely access to care**, due to transitions between various regional entities; no one entity is accountable for provision of whole-person care and care coordination.
- **Challenges meeting needs of children and youth in foster care with complex physical and behavioral health or I/DD needs**, resulting in restrictive residential or out-of-state placements.
- **Limited focus on unique needs of populations exposed to Adverse Childhood Experiences and provision of trauma-informed care** as part of health care service delivery and care management.
- **Limited array of available community-based services** across the state to support children remaining in family settings or the least restrictive setting possible.

Until CFSP Launch... Current Medicaid enrollment Options

Most children, youth and young adults currently and formerly served by the child welfare services will continue to receive their Medicaid services as they do today, through NC Medicaid Direct.*



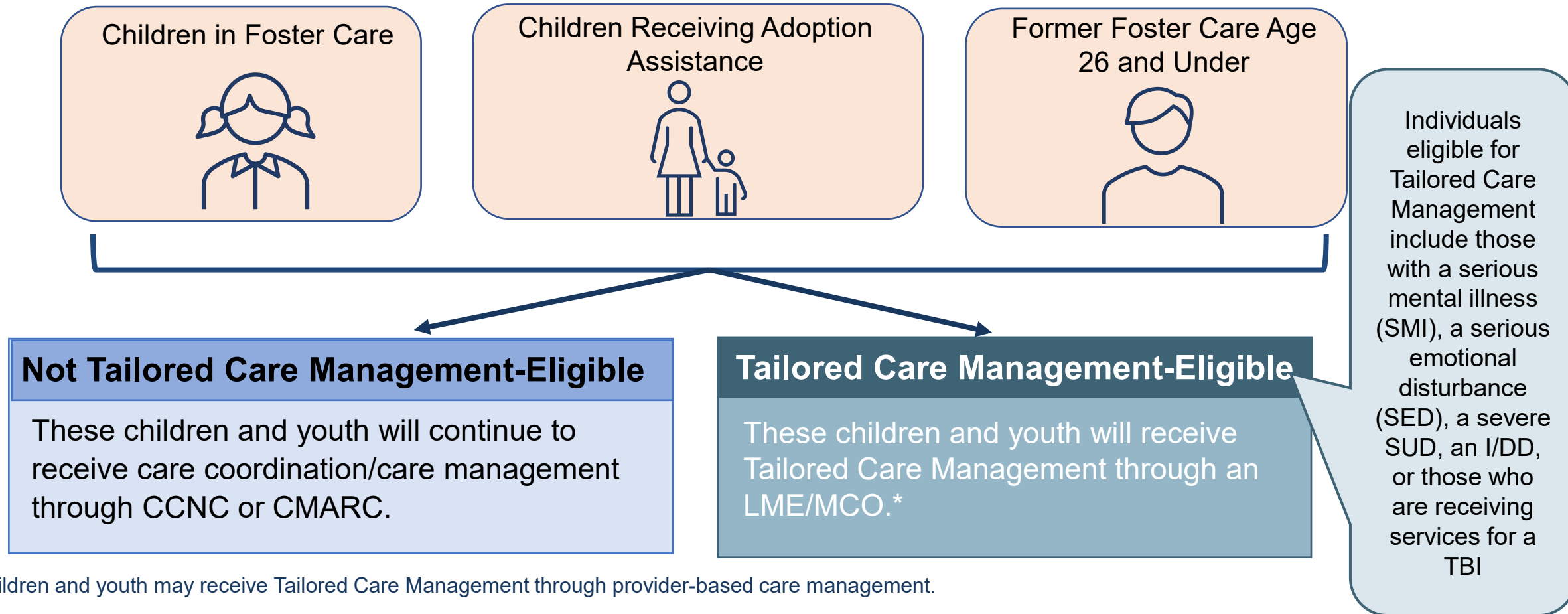
NC Medicaid Direct is the State's health care program for Medicaid beneficiaries not enrolled in a Standard Plan, Tailored Plan or EBCI Tribal Option.

It provides beneficiaries with physical health, pharmacy, long term services and supports, and behavioral health services (including for mental health disorder, substance use disorder (SUD), intellectual/developmental disability (I/DD) or traumatic brain injury (TBI).

*Children in foster care, receiving adoption assistance and young adults formerly in foster care under age 26 who are enrolled in the Innovations waiver or Traumatic Brain Injury (TBI) waiver will be auto-enrolled in a Tailored Plan.

Until CFSP Launch... Care Management Options

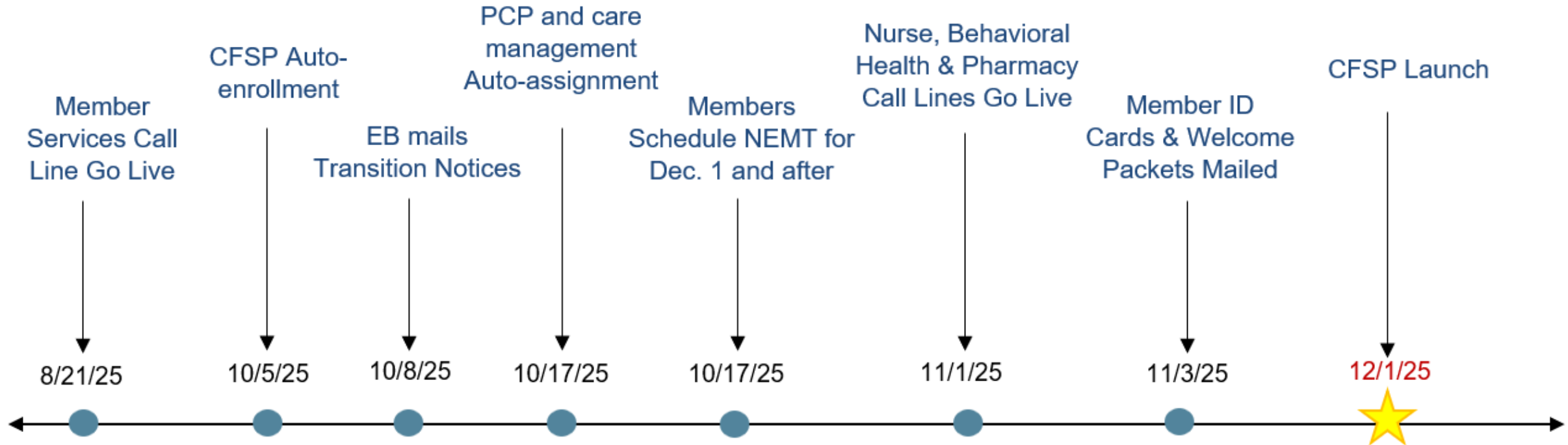
Most children, youth and young adults currently and formerly served by the child welfare services will continue to receive care management as they do today.



*Some children and youth may receive Tailored Care Management through provider-based care management.

CFSP Member Milestones

Children and Families Specialty Plan Milestones



Transition of Care

Designed to maintain continuity of care for beneficiaries and minimize the burden on providers during transition.

Policy	Duration	Time Frame
Relax Medical PA Requirements	211 days	Dec. 1, 2025 – June 30, 2026
Relax Pharmacy PA Requirements	211 days	Dec. 1, 2025 – June 30, 2026
Non-Par Providers Paid at Par Rates	211 days	Dec. 1, 2025 – June 30, 2026
Non-Par Providers Follow In-Network PA Rules	122 additional days	July 1 – Oct. 31, 2026
Ability to Switch PCP	211 days	Dec. 1, 2025 – June 30, 2026
Continuity of Care for Ongoing Course of Treatment	7 months	Dec. 1, 2025 – June 30, 2026

Note: The Department may opt to extend any of these flexibilities after the designated timeframe above, based on CFSP operations to ensure the stability of Medicaid operations for CFSP members.

Day 1 Priorities for CFSP Launch



Individuals get the care they need



Providers can submit claims for payment to CFSP

Members can access necessary medications

Members are enrolled and have ID cards in hand prior to launch

Members have timely access to information and are directed to the right resources

CFSP has adequate provider networks per contract definition

Calls made to call centers are answered promptly

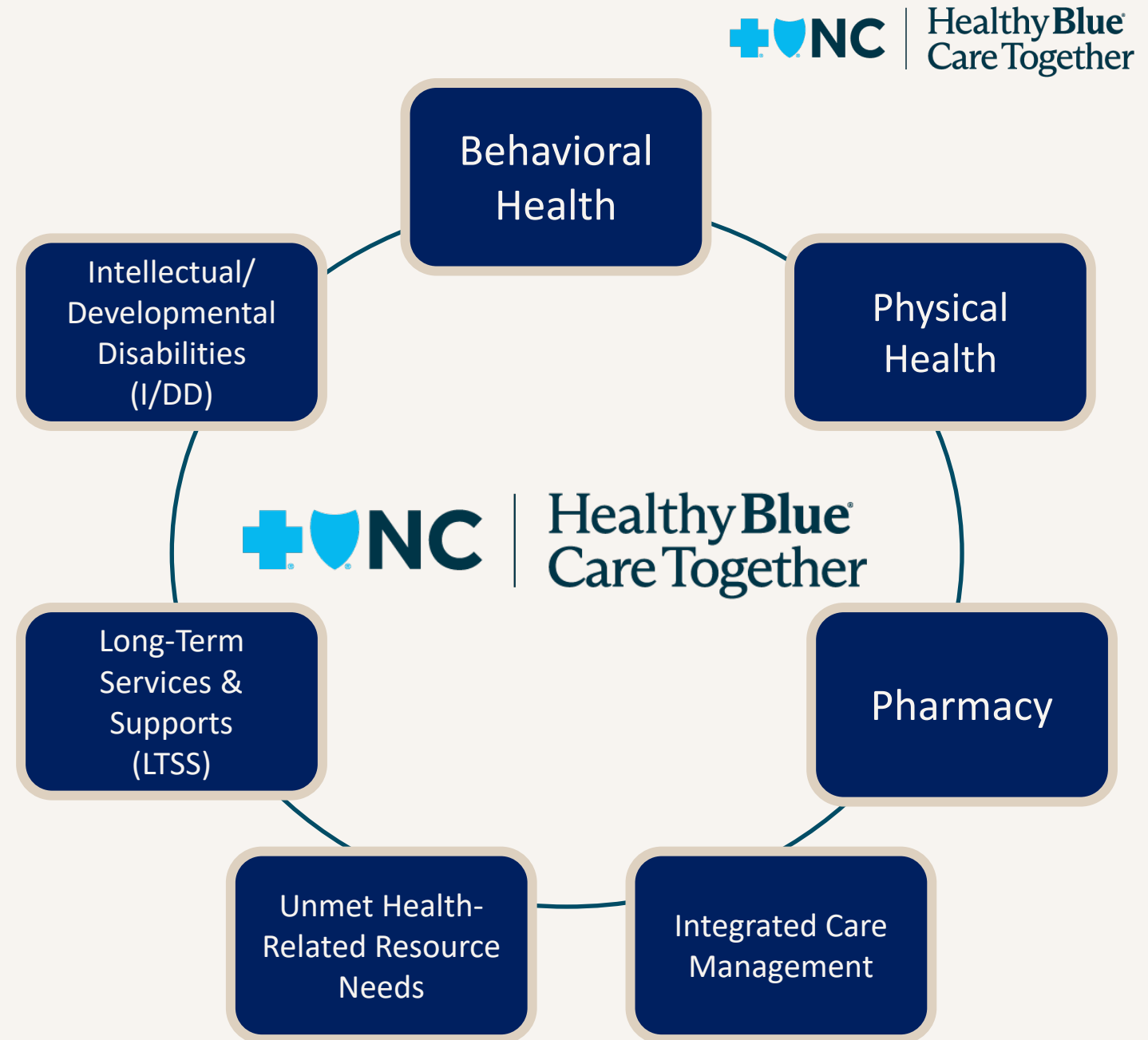


Healthy Blue Care Together

NC Medicaid Virtual Provider Office
Hours
November 6



Every member will have access to the same benefits and services, regardless of their location.



Who Will Be Auto-Enrolled on December 1?

Populations Auto-Enrolled at CFSP Launch*

Launch date: December 1, 2025

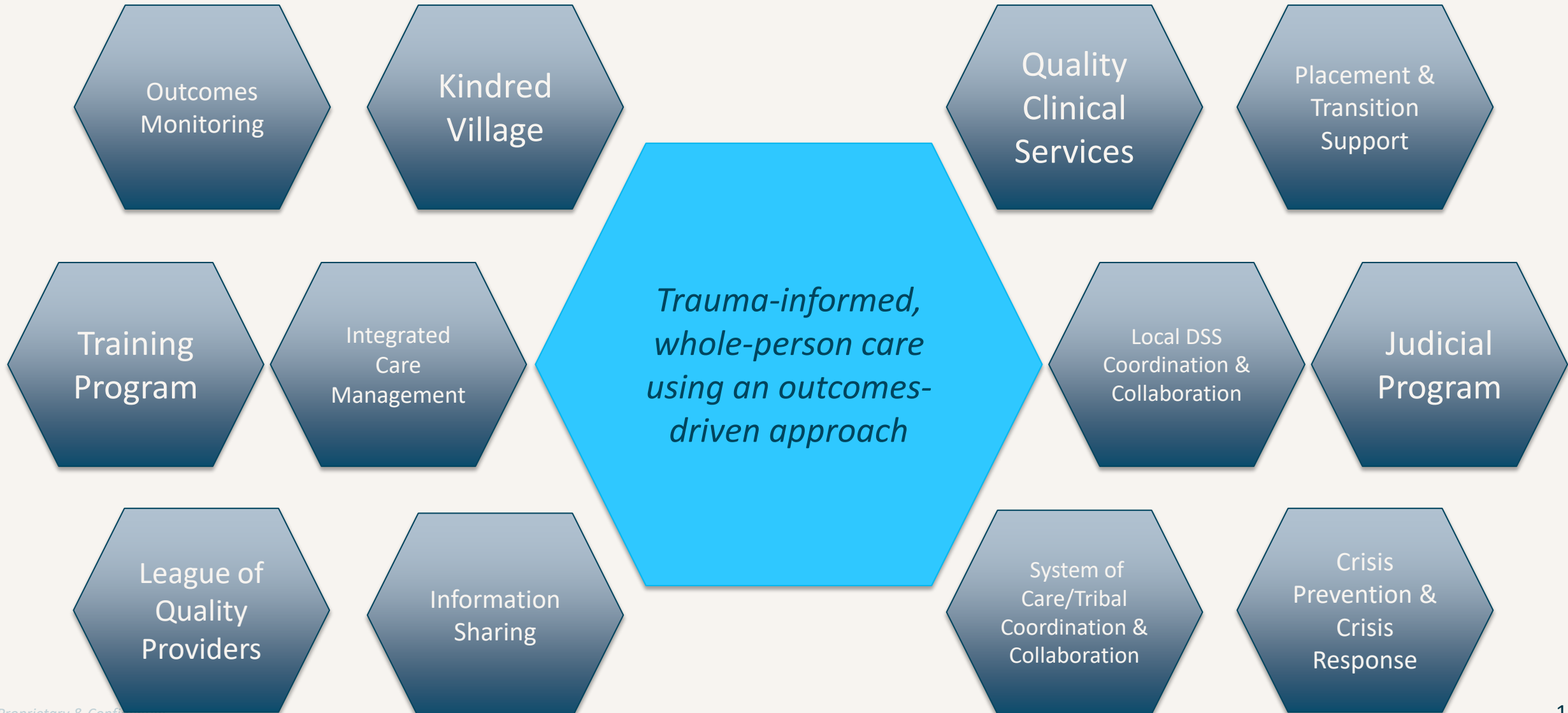
- Children and youth in foster care
- Children and youth receiving adoption assistance
- Young adults under age 26 formerly in foster care
- Minor children of populations listed above



**** 12 months post-reunification for continuity.***

**** With the exception of Eastern Band of Cherokee Indian Tribal members and other limited groups, these eligibility groups will be auto enrolled at CFSP launch.***

Core Activities



Care Management Core Components

- Participation in **Child and Family Team (CFT) meetings**
- **Comprehensive screening and coordination** of trauma assessment
- **Risk determination** (and re-evaluation)
- **Regular medication review and reconciliation**
- **Intensive care management** and supports in coordination with others
- Continuity of care management **after permanency**
- **Support when placements are needed**



Every child/youth is assigned a dedicated Care Manager within 24 hours of enrollment.

Integrated Care Management Team



Healthy Blue Care Together's Integrated Care Management staffing approach **emphasizes a local presence with regional team supports** providing timely expertise for the care management team, members, and DSS.

Clinical Leadership Team

The Clinical Leadership team provides clinical oversight and support at the member and population level.



Dana Hagele, MD, MPH
Chief Medical Officer

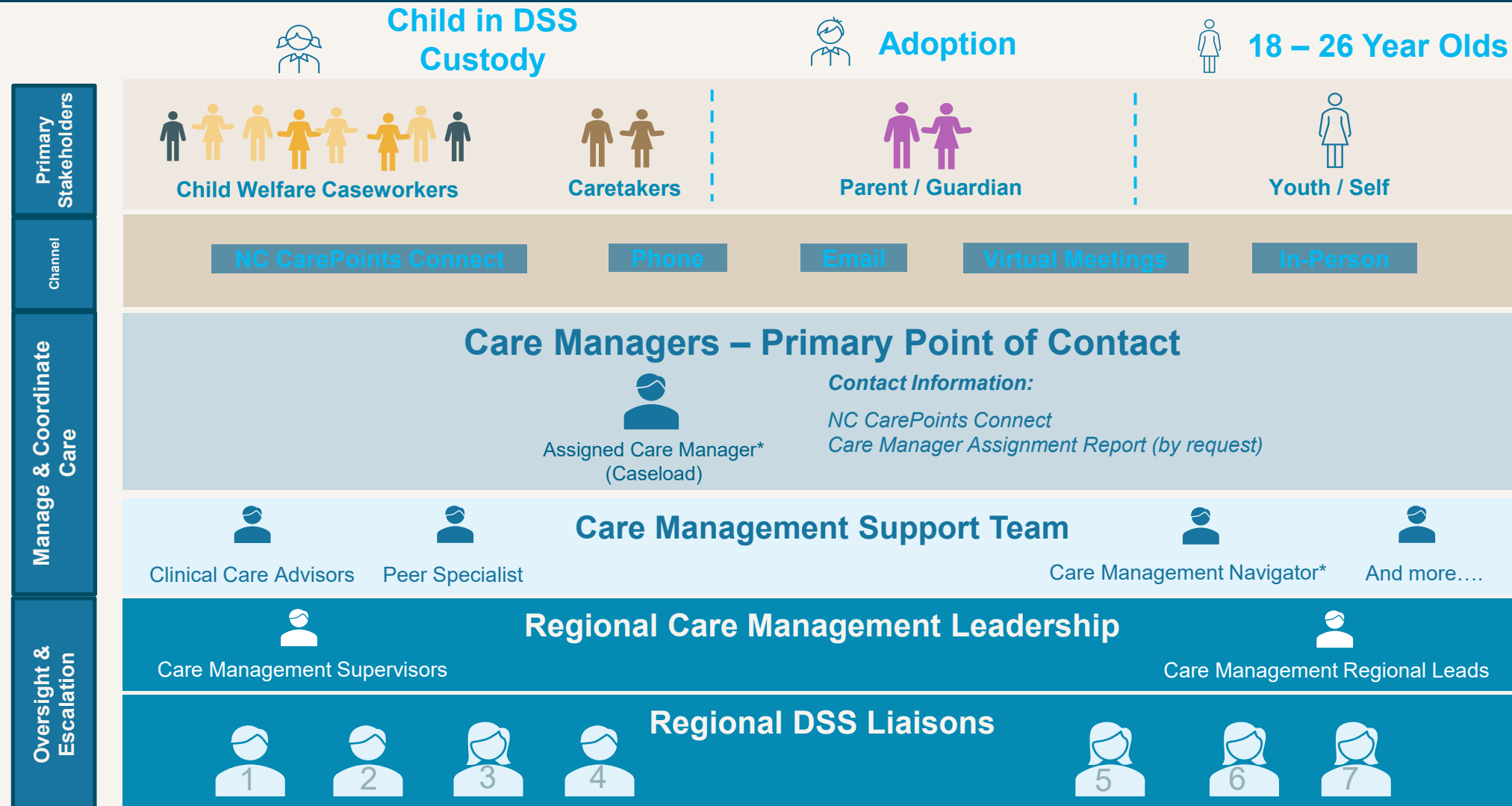


Courtney McMickens, MD,
MPH, MHS
Deputy Chief Medical Officer

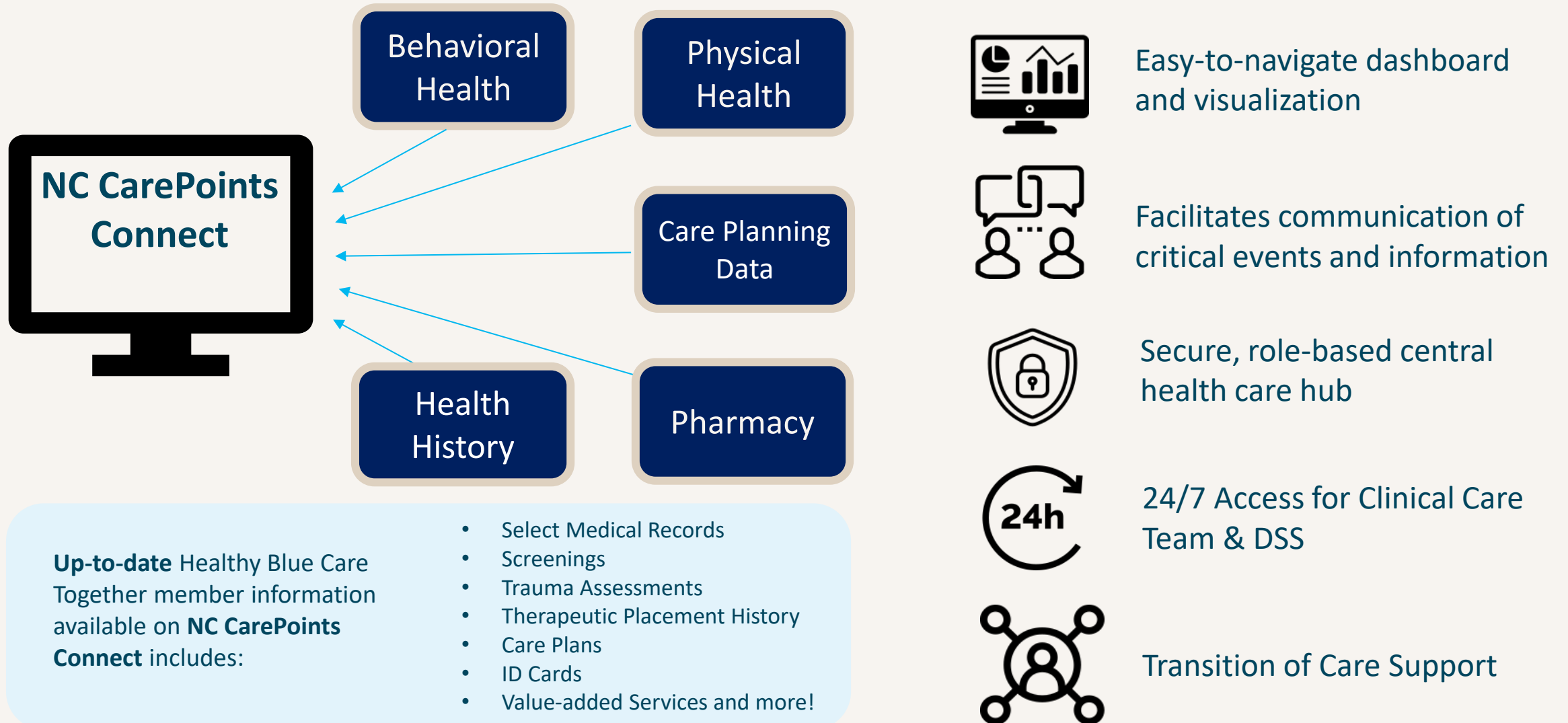
Clinical Leadership Team also includes:

- Director of Outcomes Monitoring and Evaluation
- Behavioral Health Director
- I/DD Director
- SUD Director
- Pharmacy Director

Care Management Operating Model



NC CarePoints Connect



Placement Transition Team

This team will include a Statewide Placement Transition Director and regionally-based Placement Transition Specialists, along with an after-hours team.

The Healthy Blue Care Together **Placement Transition Team** will:

- Support discharge planning, placement, and transition.
- Form Internal Rapid Response Team to actively coordinate with hospital staff and DSS to identify clinically appropriate placement options for members at risk of boarding or currently boarding.
- Serve as a link between hospital staff and the State Rapid Response Team.



How We Will Support State Rapid Response Team

Rapid Response Team: a cross-divisional team that meets daily to address systemic barriers faced by children in DSS custody who need appropriate, medically necessary care.

- HBCT participation in daily Rapid Response Team meetings through November 30 will be for awareness purposes.
- Starting on December 1, HBCT will provide updates and help coordinate needed care.
 - **Will ensure HBCT Care Managers have the latest, up-to-date member information from providers to help close information gap.**
- HBCT will also have designated team members to:
 - Actively engage in Rapid Response Team meetings and resolve barriers to treatment.
 - Proactively identify and address situations involving members ***before*** they escalate.

Provider Points of Contact (POCs)

The member's assigned Care Manager will serve as the primary point of contact for routine needs.

You can find the name and contact information for a member's Care Manager in NC CarePoints Connect.

Your existing Provider Relationship Account Consultant (PRAC) along with a CFSP Specialty Provider Liaison will serve as your points of contact for provider-related matters related to claims, authorization, and service delivery.

Provider-related questions can be sent to: NC_provider@healthybluenc.com

Contracting inquiries or questions can be sent to: NC_contracting@healthybluenc.com

Additional points of contact are available in the Healthy Blue Care Together provider manual.

Register online:
Provider.healthybluenc.com

Click on Training Academy,
then “Events to Keep You Up
To Date”

Upcoming CFSP Office Hours	
Date	Office Hours Topic
12-Nov	Children and Families Specialty Plan (CFSP): Top Interest Topics
20-Nov	Children and Families Specialty Plan (CFSP): Top Interest Topics

Questions? Let's talk.

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Thank you!

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Upcoming events

Children and Families Specialty Plan Claims Information Session for Providers

Nov. 13 noon – 1 p.m.

Look for registration information from NCTracks

Back Porch Chat

Nov. 20 noon -1 p.m.

[Register here](#)