NC Medicaid Managed Care
Provider Playbook

Fact Sheet
What Providers need to know about Medicaid Expansion

What is Medicaid Expansion?

Medicaid expansion will make it possible for more than 600,000 North Carolinians to get health coverage through NC Medicaid. Since 2014, 40 states and Washington, DC have expanded Medicaid. Federal law allows states to enroll adults aged 19-64 with higher incomes (up to 138% of the federal poverty level) in Medicaid. Research shows that expanding Medicaid coverage increases access to health care, improves health outcomes, creates jobs and strengthens the economy. Most people who qualify for Medicaid under these new rules are working adults in important service industries across the state.

WHAT IS HAPPENING AND WHEN ?

The start date depends on the enactment of the state budget, approval from the Centers for Medicare & Medicaid Services (CMS) and program readiness. Once legislative approval is granted, NCDHHS will complete the final steps to expand health coverage.

WHAT PROVIDERS NEED TO KNOW AND DO

- A robust provider network ready to serve newly enrolled beneficiaries is critical to success. To become a Medicaid enrolled provider, visit the NCTracks Provider Enrollment webpage.

- Once enrolled, providers can contract with the health plans in their area. See the NCMedicaid Provider Contracting with Health Plans webpage for more information.

- If you are a currently enrolled Medicaid provider, check to make sure your information is correct in NCTracks, including whether you are accepting new patients. See the NCTracks Manage Change Request FAQs for more information about the managed change request process.

- Monitor your secure NCTracks Provider Message Inbox and Status and Management page for notification of required actions, like reverification.

- New program aid categories will be created for beneficiaries eligible due to Medicaid expansion. These will display for eligibie beneficiaries in Category of Eligibilty section of the NCTracks Recipient Eligibility Verfication feature:

  - Managed Care Enrolled (full Medicaid benefit):

- MXPNN – Adult Medicaid Expansion, Categorically Needy
- MXPGN – Adult Medicaid Expansion, Categorically Needy Qualified Alien
- Emergency Services Only:
    - MXPFN – Adult Medicaid Expansion, Categorically Needy Non-Qualified Alien, Emergency Services only
    - MXPHN – Adult Medicaid Expansion, Categorically Needy, Emergency Services only

HOW CAN PROVIDERS ASSIST NC MEDICAID BENEFICIARIES?

- Providers can help by offering services to beneficiaries enrolled in these program and encouraging patients to apply. The Department will also be sharing a toolkit with resources to share with your patients and community.
- Individuals can apply for Medicaid in one of four ways:
    - Online (https://epass.nc.gov/) - English and Spanish portal available
    - Paper application
    - In person at their local Department of Social Services (DSS) office
    - By calling their local DSS office
- More information on applying for Medicaid coverage is available at https://ncgov.servicenowservices.com/sp_beneficiary?id=bnf_apply:
    - Interested individuals may review the NC Medicaid eligibility criteria for more information before applying.
    - It may take up to 45 days for someone to find out if they are eligible. Incomplete applications may take longer. Applications submitted online often process faster. If an individual cannot apply online, they may utilize one of the other options listed above to apply.
        - more resources

Additional information will be shared through Medicaid bulletins as it becomes available.