

NC Medicaid Managed Care Provider Playbook

NC Medicaid

Fact Sheet

What Providers Need to Know Before Children and Families Specialty Plan Launch (Part 1)

Pre-launch Provider Checklist and Information

The Children and Families Specialty Plan (CFSP) is a new single, statewide NC Medicaid Managed Care health plan that will be managed by Blue Cross and Blue Shield of North Carolina under the name Healthy Blue Care Together (HBCT). Potential CFSP beneficiaries include NC Medicaid-enrolled children, youth and young adults currently and formerly served by the NC Child Welfare system.

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

NC Medicaid beneficiaries who are in foster care, receiving adoption assistance and enrolled in the former foster care eligibility will be eligible for the CFSP.

Most beneficiaries eligible for the CFSP will be automatically enrolled in the health 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
- Minor children of these populations

Beneficiaries of a federally recognized tribe or eligible for Indian Health Services eligible for the CFSP will not be auto enrolled but can voluntarily enroll in the CFSP.

ABOUT THE CFSP

HBCT will serve enrolled members regardless of their geographic location or situation, and will provide members with the same basic benefits and services including:

- Physical health
- Behavioral health such as outpatient therapy, inpatient treatment and crisis and therapeutic residential options for children
- [1915\(i\) Home and Community-Based services](#)

- [Intellectual/Developmental Disabilities \(I/DD\) services](#)
- [Long term services and supports](#)
- [Pharmacy services](#)
- Unmet health-related resource needs including housing, food, transportation and interpersonal violence

KEY DATES FOR CFSP TRANSITION

Key Date	Event
Sept. 1, 2025	Last day for Primary Care Providers (PCPs) to have fully executed contracts with the CFSP for inclusion at the start of the Beneficiary Choice Period
Oct. 3 –5, 2025	Eligible members are auto enrolled in the CFSP
Oct. 8, 2025	Enrollment Broker begins mailing Transition Notices to members
Oct.17–23, 2025	PCP auto-assignment and Care Management assignment complete. HBCT mails member notification
Oct. 23 – Dec. 1, 2025	Health plan and PCP Choice Period
Nov. 3, 2025	HBCT mails CFSP Welcome Packets and ID cards to members
Dec. 1, 2025	CFSP Launch

PROVIDER CONTRACTING

Providers interested in participating in the CFSP should contact Healthy Blue Care Together to discuss the process and requirements. CFSP will have its own provider contract templates and processes.

Note: Sept. 1, 2025, is the last day for PCPs to have fully executed contracts with the CFSP for inclusion at the start of the Beneficiary Choice Period.

Children and Families Specialty Plan - Healthy Blue Care Together

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