

Partnership for a Healthy Durham
Access to Care Committee
March 15, 2023
Minutes

Access to Care: This committee’s activities include advocating for changes that will affect health care coverage for residents across all ages and developing community and agency-based strategies to make measurable improvements in access to care for the uninsured and underinsured residents of Durham.

Facilitated by: Angel Romero

Participants: Carter Wade (Maximus), Bria Miller, Angel Romero, Deborah Dolan, Jennifer Bailey (Project Access), Jamie F, Mary Vinson, Jaeson Smith, Mysha Whitley, Kimberly Monroe, Kimberli Johnson		
Topic	Major Discussion	Recommendations and Action Steps
Welcome & Introductions & Icebreaker	Introductions in the chat. Name, organization, email address if this is your first time. Icebreaker question in the chat: What is your favorite musical instrument to play or listen to?	Deborah Dolan WellCare of NC Deborah.dolan@wellcare.com trumpet Good morning everyone! My name is Mysha Whitley and I work for the NCEB (North Carolina Enrollment Broker)
Review February Minutes	The minutes were approved.	
Medicaid Tailored Plan Presentation <i>Carter Wade, Maximus</i>	NC Medicare Enrollment Broker. <ol style="list-style-type: none"> 1. What has occurred 2. What is coming 3. Enrollment Broker’s role 4. Tutorial of website and how to access information <p>NC Medicaid changed the start date for tailored plans to October 1, 2023 giving more time to connect with providers for support. For now, the services are the same as before. An enrollment broker helps folks to transition from Medicaid Direct to a tailored plan. They are supposed to simplify the enrollment process. Over half a million Medicaid beneficiaries were enrolled in standard and tribal plans July 1, 2021.</p>	MyshaWhitley@maximus.com for events connecting with the Medicaid population. cartermwade@maximus.com 423-646-4333 Outreach and Education Manager

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	<p>Tailored Plan is a for those with significant needs including traumatic brain injuries and behavioral health.</p> <p>Call 833-870-5500 for Tailored plans</p> <p>EBCI Tribal Option was created by Cherokee Indian Hospital Authority.</p> <p>NC Medicaid Direct is for Medicaid beneficiaries who are not enrolled in Standard Plans, Tailored Plans, or EBCI Tribal Option.</p> <p>Tailored Plans are integrated health plans that provide physical health, pharmacy and enhanced behavioral health services for those with mental health needs, severe substance use disorders, and/or intellectual and developmental disabilities. They added services such as wellness programs and nonemergency transportation.</p> <p>There are six tailored plans across NC but only one per county.</p> <p>There is a website and mobile app with choice counseling, communications hub, enrollment, and outreach and education. They partner with and support local Department of Social Services (DSS). The goal of the enrollment broker is to meet people where they are.</p> <p>Member support can be accessed at ncmedicaidplans.gov. Every page is available in English and Spanish, and users can change the font size.</p> <p>Community outreach is available in person and virtually. There are also fact sheets, palm cards, and tribal handouts.</p> <p>Contact your local DSS about Medicaid eligibility. Call the NC Medicaid contact center for those who remain on the direct plan. For information about choosing or changing a health plan use ncmediaidplans.gov or call 833-8705500.</p>	
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	<p>Mysha Whitey was raised in Durham and hosts events in Durham. Users can change the language in the top right corner. The “get answers” page has FAQs. There is also a glossary titled “words to know”. People can access a PDF of the presentation on the website as well. There is also a virtual education series. Folks whose care needs have changed or their needs aren’t being met, can submit a form to move to NC Medicaid Direct or LME-MCO.</p> <p>To access the information, select the county. Users will then see the plans available in the county. You can compare up to three at a time side by side. The descriptions include information on different categories of care.</p> <p>Questions: What is Myesha’s role in the community? How do we help people navigate enrollment? A: If someone is confused, they need to call Maximus. Maximus can look up people’s care plans using their personal information. If there are questions about eligibility, go to DSS. Myesha tells folks how to get connected.</p> <p>Q: Do you have a flow chart or infographic? A: No, but they have a sheet outlining who to contact. Maybe that’s something for the future. People can connect via the website, call center, web chat, and mobile app.</p> <p>The presentation is available under member resources titled “NC Medicaid Community Presentation”.</p>	
<p>Listening Sessions Questions</p>	<ul style="list-style-type: none"> • Identify three access to healthcare and health insurance questions we would like to ask at community listening sessions. • Relate them to our current Community Health Improvement Plans <p>Original questions: How do you know when or where to go for healthcare? If you had a friend or knew someone moving to Durham, how would you help them find healthcare?</p>	

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	<p>Where would you tell them to go for healthcare? Can you provide reasons for telling them to go there? Do you feel you can get the healthcare you need when you need it? How has the COVID pandemic impacted you or your community related health wise? How does having money or not having money impact or influence this situation?</p> <p>After conversations, the committee decided on the following three questions:</p> <ol style="list-style-type: none">1) Do you feel you can get the healthcare you need when you need it?2) How do you know when or where to go for the healthcare?3) What are the challenges to you receiving healthcare?	
Meeting Adjourn		

***Next Meeting:** April 13, 8:30-9:30am