



NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Medicaid Transition to Managed Care Partnership for a Healthy Durham

April 21, 2021



North Carolina's Vision For Managed Care

“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”

What is Happening in NC Medicaid?

NC Medicaid Managed Care

- Name for new Medicaid program
- Offered by “health plans”
- There will be multiple types of health plans
- Each health plan coordinates most health services, including physical health, behavioral health, and pharmacy and addressing unmet health related resource needs

NC Medicaid Direct

- New name for current Medicaid fee-for-service program
- Provides many of the same health services as health plans
- People who do not get their Medicaid services through a health plan will continue to receive health care through NC Medicaid Direct and LME/MCOs

Every person who is eligible to get Medicaid will still get Medicaid.

Highlights of Medicaid Transformation

- **New System Delivery System**
 - **Fee-for-Service**  **Managed Care**
- **Whole-Person Focus and Healthy Opportunities Initiative**
 - **Physical and Behavioral Health Integration: Payment and Delivery**
 - **Addressing Unmet Social Needs: Healthy Opportunities**
 - **Anticipate award of Lead Pilot Entities in spring 2021 and service delivery launch in early 2022**
- **Primary Care and Local Care Management Investment**
 - **Advanced Medical Home Program**
 - **Behavioral Health Home and Care Management**
- **Value-Based Payments**
 - **Health plans are required to increase participation in value-based payments after launch**

Moving to NC Medicaid Managed Care

- Approximately 1.6 million of the current 2.5 million Medicaid beneficiaries will transition to NC Medicaid Managed Care.
- Beneficiaries will be able to choose from 5 health plans
 - WellCare
 - UnitedHealthcare Community Plan
 - HealthyBlue
 - AmeriHealth Caritas
 - Carolina Complete Health
 - Serving regions 3, 4, and 5
- The Eastern Band of Cherokee Indians (EBCI) Tribal Option will manage the health care for North Carolina's approximately 4,000 Tribal Medicaid beneficiaries primarily in Cherokee, Graham, Haywood, Jackson, and Swain counties.



All health plans and all regions will launch on July 1, 2021.

NC Medicaid Direct and Tailored Plans

NC Medicaid Direct

- Some beneficiaries will stay in NC Medicaid Direct (fee-for-service) because it provides services that meet specific needs, or they have limited benefits.

Behavioral Health I/DD Tailored Plans (launching July 2022)

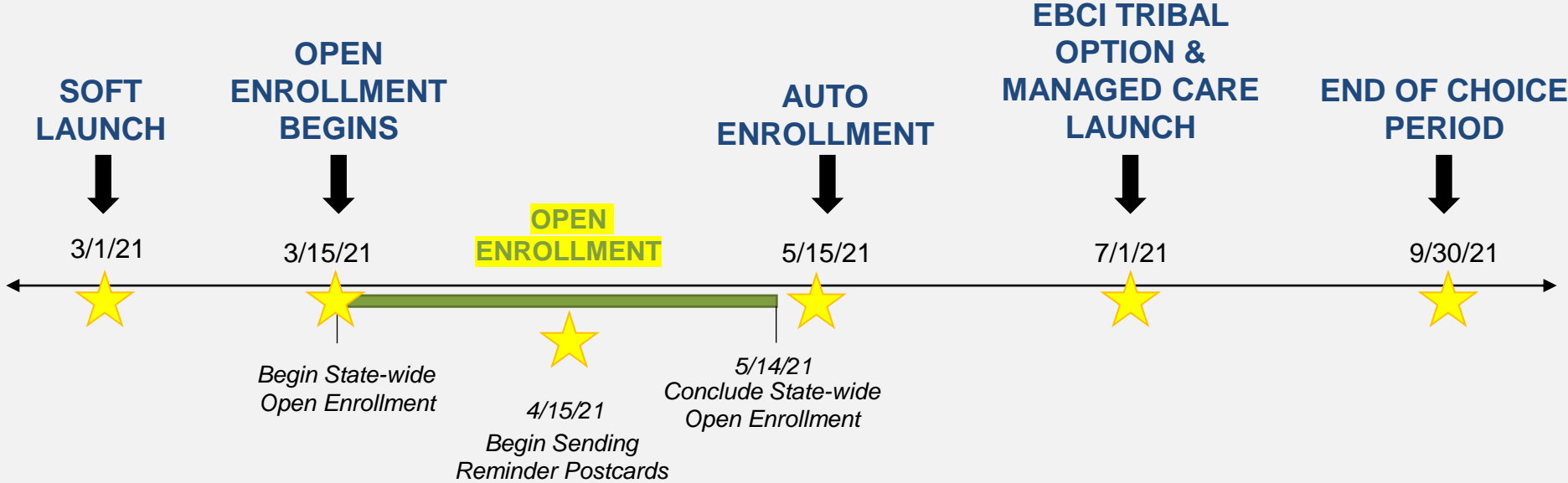
- Tailored Plans will provide the same services as Standard Plans as well as additional specialized services for individuals with significant behavioral health conditions, I/DDs, and traumatic brain injury, as well as people utilizing state-funded and waiver services.

Who is impacted by this change?

Most Medicaid beneficiaries will enroll in NC Medicaid Managed Care

Status of Medicaid Managed Care Enrollment, Per Legislation	Populations
Mandatory (Must enroll)	<ul style="list-style-type: none">• Most family & children's Medicaid, NC Health Choice, pregnant women, non-Medicare aged, blind, disabled.
Excluded (Cannot enroll, stay in NC Medicaid Direct)	<ul style="list-style-type: none">• Family Planning program, medically needy, health insurance premium payment (HIPPP), Program of All-inclusive Care for the Elderly (PACE), refugee Medicaid• Some beneficiaries are temporarily excluded and become mandatory later. This includes dually-eligible Medicaid/Medicare, foster care/adoption, & Community Alternatives Programs for Children (CAP/C) and Disabled Adults (CAP/DA).
Exempt (May enroll or stay in NC Medicaid Direct)	<ul style="list-style-type: none">• Federally recognized tribal members, beneficiaries who would be eligible for behavioral health tailored plans (until they become available). Target launch date for Tailored Plans is July 1, 2022.

Medicaid Transformation Milestone Timeline





NC Medicaid Enrollment Broker Call Center

Monday – Saturday
7 a.m. – 5 p.m.

Enrollment specialists are available at the
Call Center for support. The call is toll-free.

833-870-5500 (TTY 833-870-5588)



We are here to:

- Provide health plan choice counseling
- Support search for preferred PCP
- Discuss health plan services
- Enroll beneficiaries in selected health plan
- Assist with some demographic changes
- Disenroll members as needed
- Process Enrollment Broker complaints and grievances
- Facilitate appeals process
- Provide support for the website and mobile app
- Support deaf and non-English speaking beneficiaries

833-870-5500
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Navigating the Home Page: ncmedicaidplans.gov

CHANGE TEXT SIZE » ENGLISH ESPAÑOL

[Contacts and links](#) [Get answers](#) [Words to know](#) [Member resources](#) [Online account](#)



NCDHHS
NC Medicaid
Division of Health Benefits

There will be a new way to get Medicaid health care

Most people will get the same Medicaid services in a new way - through health plans. [Learn more >](#)

Learn ▾

Learn about NC Medicaid Managed Care

Find ▾

Find and view primary care providers (PCPs) and health plans

Enroll

Choose a health plan and primary care provider (PCP)

Meetings and events

Learn more about NC Medicaid Managed Care. Join us at a community meeting or event.

[Find meetings and events near you >](#)

Get the free mobile app

To get the app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).



Use the app to find and view primary care providers (PCPs) and health plans for you and your family. Learn more about the free mobile app at [Get answers](#).

Find and view providers and health plans

This website has new tools to help you find and view primary care providers (PCPs) and health plans.

Medicaid and NC Health Choice Provider and Health Plan Lookup Tool

You can use the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool to find a PCP. Our new provider search will help you find the best PCP for you and your family.

To search for a provider, go to [Find a provider](#).

[Health Plan Choice Guide](#)

Questions?

We can help. Call us to get answers to your questions about NC Medicaid Managed Care. The call is toll free.

Phone: **1-833-870-5500** (TTY: 1-833-870-5588)
Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

Or use the chat tool to chat with us online.

For answers to common questions, go to [Get answers](#).

NC Medicaid Managed Care [Chat with us...](#)

NC Medicaid Managed Care will start **July 1, 2021**. For now, keep getting

Auto Enrollment Overview

- Automated process by which the Department enrolls a beneficiary who has not actively selected a PHP during open enrollment or at application
- State uses six-step enrollment algorithm to assign Managed Care eligible beneficiaries to a PHP or Tribal Option
 - Where the beneficiary lives
 - Whether the beneficiary is a member of a special population
 - Historical provider-beneficiary relationship and preference
 - Health Plan assignments of other family members
 - Previous Health Plan enrollment within the past 12 months
 - Equitable Health Plan distribution

Communications & Engagement

- Partnering with counties, health plans, community partners to share key messages and answer questions from stakeholders
- Medicaid Contact Center
 - 888-245-0179
- NC Medicaid Ombudsman
 - 877-201-3750
- Website updates
 - <https://medicaid.ncdhhs.gov/transformation>
- Paid advertising: Radio, TV, web, social media (English and Spanish)
 - To view the entire campaign, go to:
medicaid.ncdhhs.gov/transformation/managed-care-toolkit



Outreach Materials

FACT SHEET

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also be able to choose the health plan that is best for you. You will also be able to choose the health plan that is best for you.

WHAT YOU NEED TO DO

- Choose a primary care provider (PCP)**
- Choose a health plan**
- Enroll in one of these ways:**

IMPORTANT DATES

All members will need to enroll by May 14, 2021.
Health plan coverage will start July 1, 2021.

IF YOU HAVE MORE QUESTIONS

- About your eligibility:** Contact your local Department of Social Services (DSS) ncdhhs.gov/localdss.
- About choosing or enrolling in a health plan:** Go to ncmedicaidplans.gov (chat features available) or use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588).
- About your benefits:** Call your health plan.

EBG Tribal Option*	1-800-260-9992	(TTY: 711)
WellCare	1-866-799-5318	(TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1855	(TTY: 711)
HealthyBlue	1-844-594-5070	(TTY: 711)
AmeriHealth Caritas	1-853-375-8811	(TTY: 1-866-209-6421)
Carolina Complete Health**	1-833-552-3876	(TTY: 711 or 1-800-735-2962)

You can view more information for the health plans at ncmedicaidplans.gov/find/view/healthplans.

Download the NC Medicaid Managed Care Mobile App

POSTER

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PALM CARD

NC MEDICAID IS CHANGING

You have a choice of health plans

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FLYER

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Materials are available for download in the County Playbook on our website medicaid.ncdhhs.gov/transformation

Provider Resources

- **Webinar Trainings:** DHHS and AHEC series to increase engagement with providers, practice managers, and quality managers <https://www.ncahec.net/medicaid-managed-care/>
- **NCDHHS Provider Playbook:**
<https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care>
- **NC Medicaid Help Center:**
 - A resource for providers to research questions and submit inquiries
 - Can also search to find answers to questions from the Help Center mailbox, webinars and other sources.
 - <https://medicaid.ncdhhs.gov/helpcenter>
- **Provider Ombudsman Contact**
 - Medicaid.ProviderOmbudsman@dhhs.nc.gov
 - 919-527-6666

For more information:

- NC Medicaid Managed Care website
ncmedicaidplans.gov (833-870-5500)
- NC Medicaid Transformation information
(includes County and Provider Playbooks)
medicaid.ncdhhs.gov/transformation
- Requests for presentations or to provide feedback
Medicaid.NCEngagement@dhhs.nc.gov

Questions

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Visit the NC Medicaid Transformation Website
medicaid.ncdhhs.gov/medicaid-transformation