

NC Awards Medicaid Managed Care Enrollment Assistance Contract

The company [Maximus](#) has been awarded the contract to provide North Carolina's Medicaid managed care enrollment and eligibility services. Here is how they describe these services [on their website](#).

The RFP for NC's Medicaid Enrollment broker outlined a number of new aspects and system changes that will be part of the enrollment broker's activities. According to the RFP, the Enrollment Broker will serve five distinct populations within Medicaid:

- 1) the cross-over population with open enrollments;
- 2) new beneficiaries after cross-over open enrollments close;
- 3) beneficiaries at redetermination;
- 4) special populations to be phased into managed care after crossover population enrollment; and
- 5) populations exempt from managed care.

The Enrollment Broker is a key player in:

- ensuring that each Medicaid beneficiary is educated on their choice of plans;
- assisting the Medicaid beneficiary in selecting a plan and Advanced Medical Home;
- providing quick turnaround in determining Medicaid eligibility through NCFAST and other systems;
- linking systems to share data on eligibility;
- offering a user-friendly eligibility system for a Medicaid beneficiary;
- modifying information to fit the needs of each Medicaid beneficiary;
- respecting the Medicaid beneficiaries existing relationships with providers to the greatest extent possible.

In the RFP, it was clear that there are plans that will impact the County Departments of Social Services Medicaid eligibility activities. The RFP stated, "County Department of Social Service (DSS) offices will continue to process and determine eligibility for potential beneficiaries *until real-time eligibility determination is fully implemented for all populations (emphasis added)*." Clearly there is intent for a big shift in the eligibility process at some point – moving it from DSS to the Enrollment Broker.