

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Medicaid Transition to Managed Care

January 27, 2021

Opening & Welcome

Dr. Mandy Cohen, MD, MPH
NCDHHS Secretary



North Carolina's Vision for Medicaid Transformation

"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."

Highlights of Medicaid Transformation

- 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

Medicaid Managed Care Day One Goals

In the transition to an innovative managed care program, NCDHHS' priority for Day One is that individuals get the care they need, and providers get paid.

- Additional Day One Priorities include
  - A member's prescription will be filled by the pharmacist
  - Members know their chosen or assigned health plan
  - Members have timely access to information and are directed to the right resource
  - Health plans have sufficient networks to ensure member choice
  - A provider enrolled in Medicaid prior to the launch of NC Medicaid Managed Care will still be enrolled
  - Calls made to call centers are answered promptly

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 five Health Plans
  - AmeriHealth Caritas
  - Healthy Blue
  - United HealthCare Community Plan
  - WellCare
  - Carolina Complete Health:
    - Serving regions 3, 4, and 5



- 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, all regions will go live on July 1, 2021.

Moving to NC Medicaid Managed Care

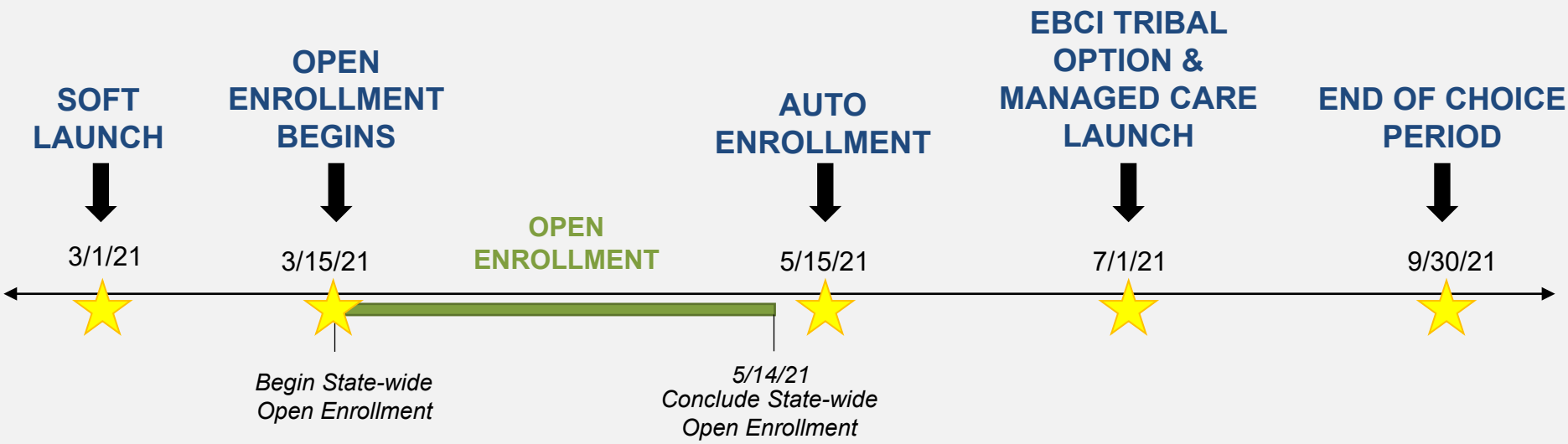
- NC Medicaid Direct
  - Some beneficiaries will stay in fee-for-service because it provides services that meet specific needs, or they have limited benefits. This will be called NC Medicaid Direct.

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

Medicaid Managed Care Eligibility

Status of Medicaid Managed Care Enrollment, Per Legislation	Populations
Mandatory (Must enroll)	▪ Most Family & Children's Medicaid, NC Health Choice, Pregnant Women, Non-Medicare Aged, Blind, Disabled.
Excluded (Cannot enroll, stays in NC Medicaid Direct)	▪ Family Planning Program, Medically Needy, Health insurance premium payment (HIPP), 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 Program for Children (CAP-C) and Disabled Adults (CAP-DA).
Exempt (May enroll or stay in NC Medicaid Direct)	▪ 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



Communications & Engagement

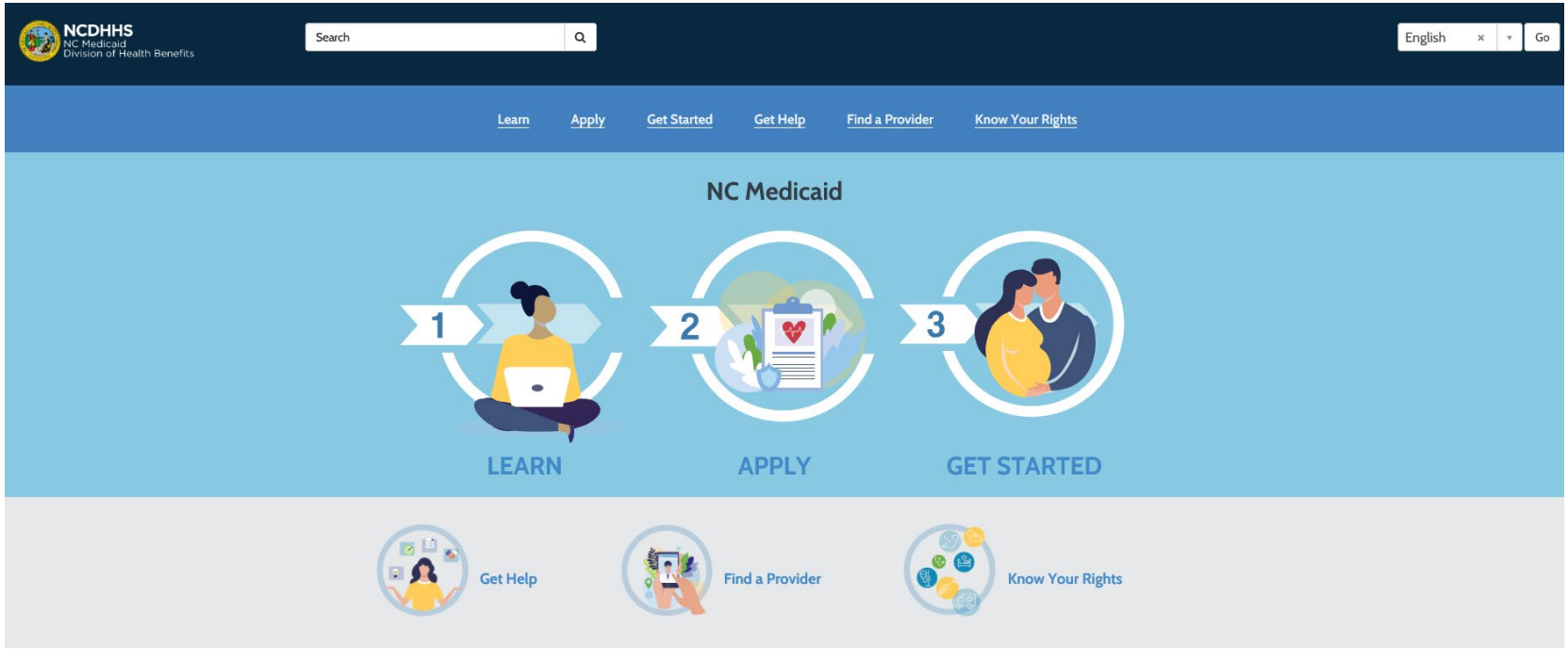
- NC Medicaid plans to engage beneficiaries through
  - Web updates and social media
    - NC Medicaid Transformation Website
  - Earned and Paid Media
  - Beneficiary Portal
  - NCDHHS Alerts
  - Contact Center
  - Webinars

- Key Partners in Engagement
  - PHPs & LME/MCOs
  - County DSS & LHDs
  - Enrollment Broker
  - Ombudsman
  - Providers
  - Community Partners

Beneficiary Portal

The Beneficiary Portal serves as a centralized information resource for current Medicaid beneficiaries and those wishing to apply for Medicaid benefits.

- Also offers information about Medicaid Managed Care



Beneficiary Portal Features



Available in English and Spanish



Provides Medicaid resources in an easy-to-use web platform



Includes Medicaid Managed Care information



Offers new educational materials regarding telehealth services to help beneficiaries feel more confident accessing health care in a virtual format during COVID-19 and beyond



Includes a Help Center Assistant search feature that guides users to the most applicable topics of interest



Will expand to include personalized account views, single sign-on access and integration with NC FAST and other systems and offer real-time assistance via bi-lingual live agent chat capability

Ombudsman Key Services

Legal Aid of North Carolina, in partnership with the Charlotte Center for Legal Advocacy and Pisgah Legal Services, will provide Medicaid Managed Care Ombudsman services for the state's Medicaid beneficiaries beginning in Spring 2021.

Key Services



Information and Education to inform beneficiaries of their rights and to help answer questions over the phone, website, email, by mail and in person



Issue Resolution and Management as the central resource to resolve issues within the Medicaid Managed Care delivery system



Referrals to support beneficiaries' access to care in collaboration with other resources including State agencies, Department partners, community-based advocacy and legal service organizations



Trend Monitoring to identify trends or systemic issues in delivery system performance

Enrollment Broker

- Unbiased third party
- Work with and support local DSS offices
- Maintain web and mobile applications
- Focus on providing world-class customer service
- Hub for communicating to beneficiaries, providers and plans
- Ensure beneficiaries enroll in the right health plan to meet their needs

Monday – Saturday from

7 a.m. – 5 p.m.

EXTENDED HOURS:
7 a.m. – 8 p.m.
7 days a week during enrollment

OPEN ENROLLMENT

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

March 15, 2021 to May 14, 2021

Enrollment Call Center

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

We are available to:

- Provide 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
- Aid with deaf and non-English speaking beneficiaries

Multi-Channel Enrollment

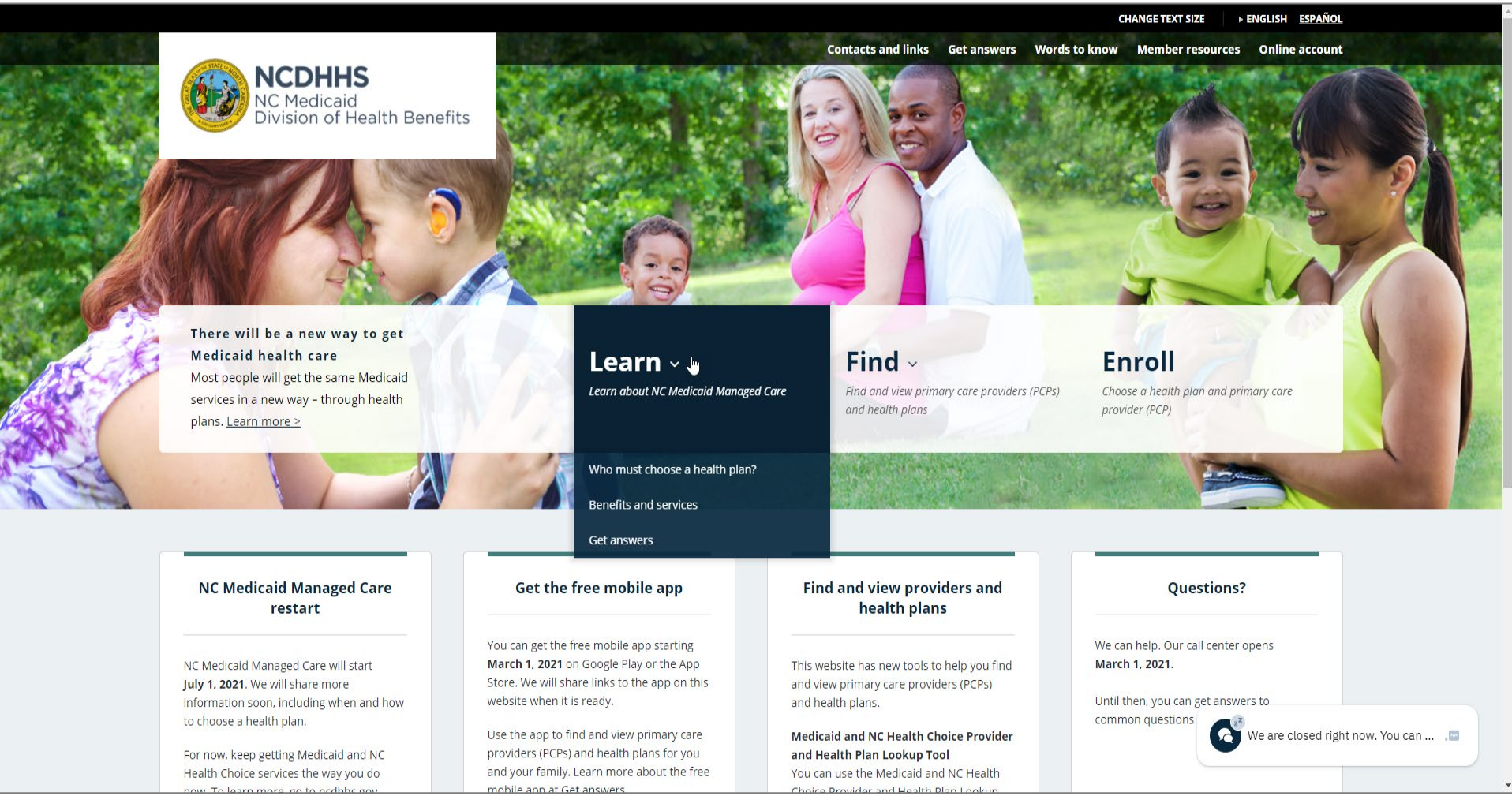
- Empathetic, personal help for those who need it
- Self-service & mobile options aligned with consumer preferences
- Beneficiaries have multiple ways to enroll and access support
  - Chat
  - Web
  - Mobile
  - Phone
  - Mail
  - Interactive Voice Response system (IVR)



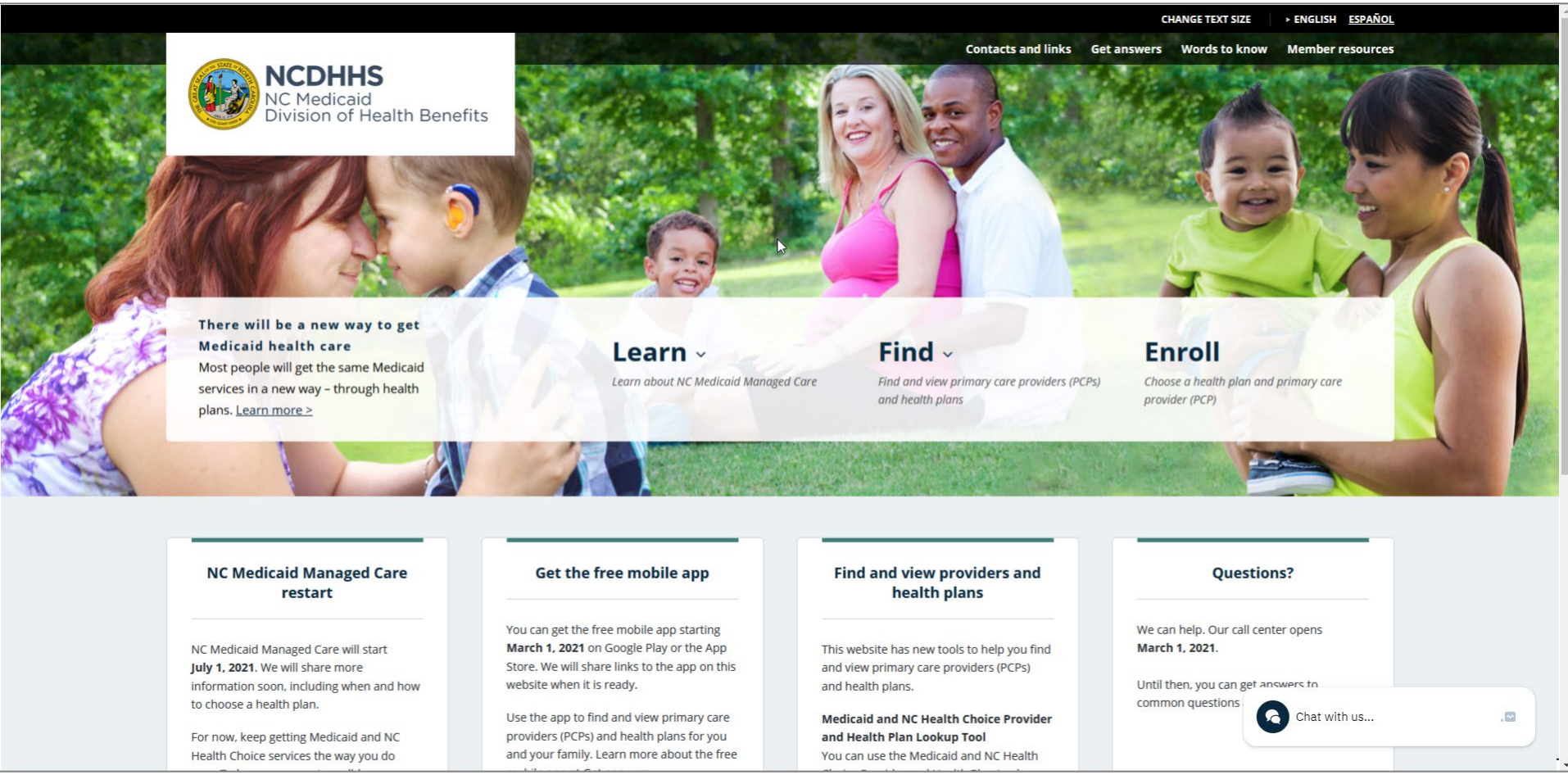


WEB PORTAL

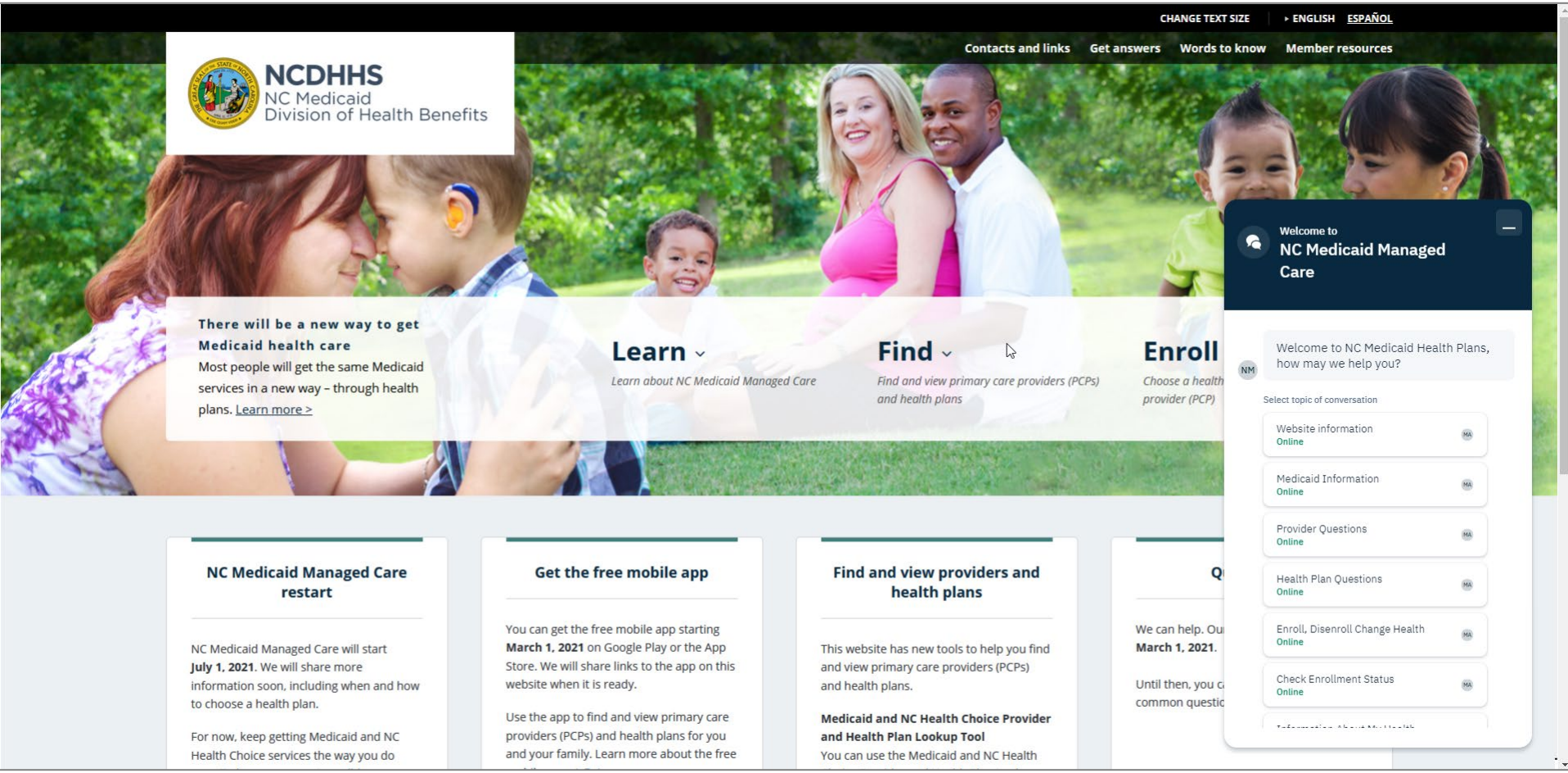
Navigating from Home page



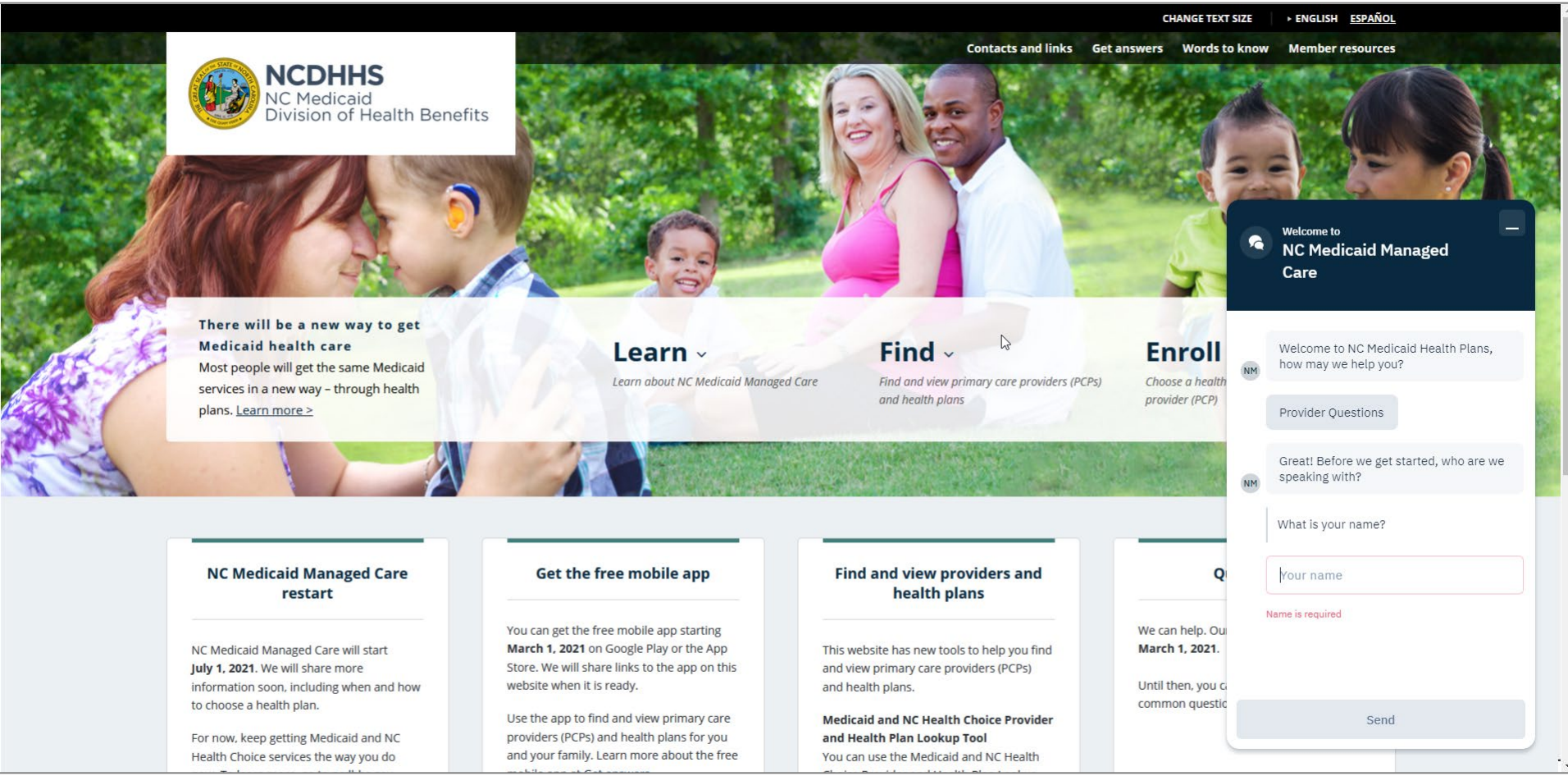
Chat will display on all pages



User selects a chat topic



User starts a chat session

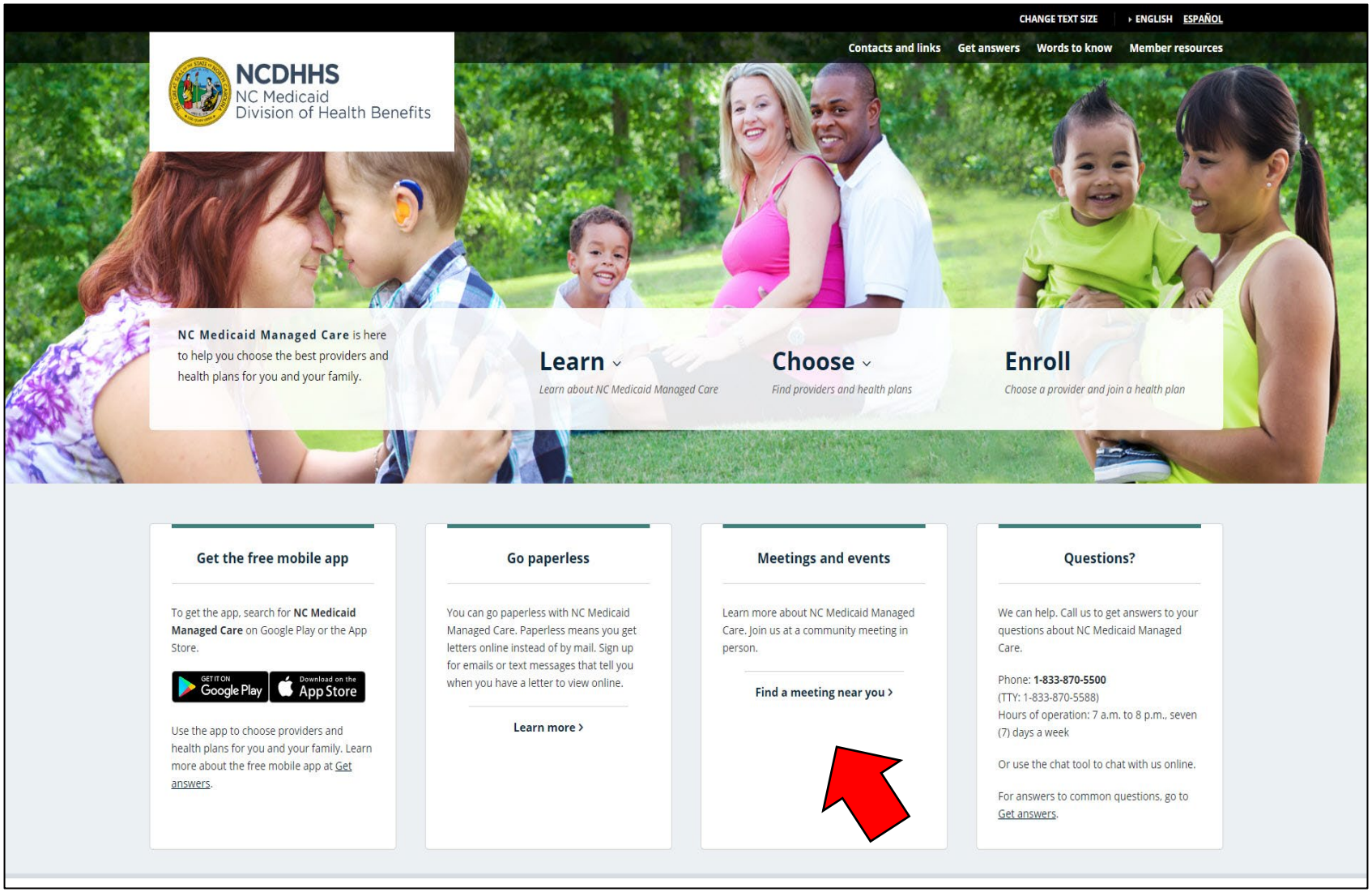


Introductory Video

- The NC Medicaid Managed Care Introductory Video addresses
  - What is a primary care provider (PCP)?
  - What is a health plan?
  - The health plans available
  - What beneficiaries need to do
  - What happens after beneficiaries enroll
  - Key dates for enrollment
  - How to get answers to additional questions



Outreach Events: Home Page



Partner Engagement & Community Outreach

Partner Engagement Events

Types of Events:

Community education:
- Virtual Presentation
- Virtual Meet and Greet

Community events:
- Virtual Informational meeting

Types of Materials:

Marketing materials:
- Flyers, Fact Sheets, etc.

Community Outreach Events

Types of Events:

Community education:
- Virtual Presentation

Community events:
- Virtual Informational meeting
- Virtual Enrollment event

Types of Materials:

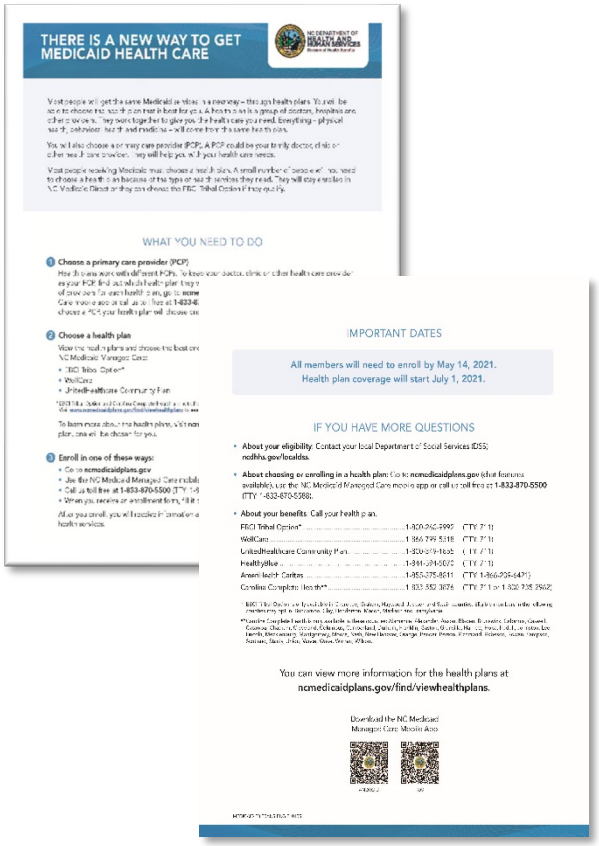
Marketing materials:
- Flyers, Fact Sheets, etc.

To request a presentation for a community event please email:

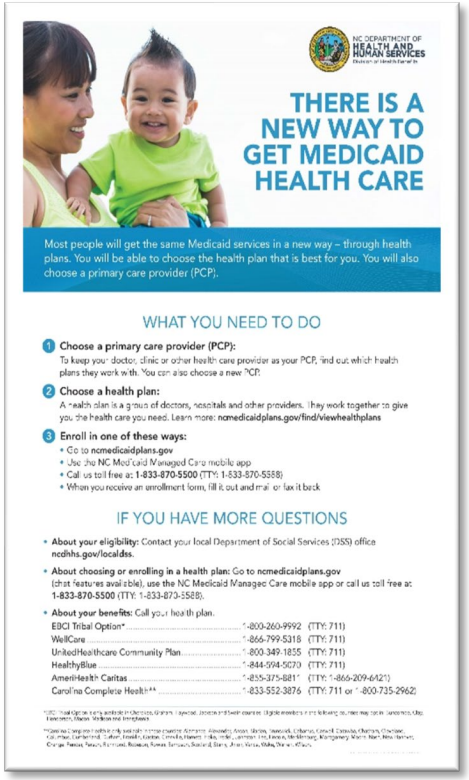
NCEB_Outreach_Management_Team@maximus.com

Outreach Materials

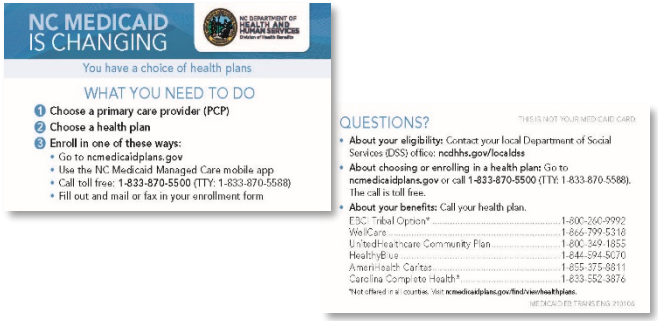
FACT SHEET



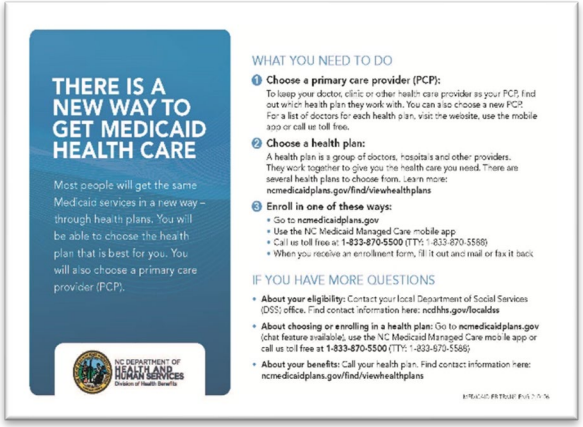
POSTER



PALM CARD



FLYER



Download materials on March 1, 2021:

medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Enrollment Broker

March 1, 2021	Contact Center goes live
March 1-15, 2021	Enrollment packets mailed to Medicaid Beneficiaries
March 15, 2021	Open Enrollment begins, including Tribal Option
May 14, 2021	Open Enrollment ends
May 15, 2021	If a beneficiary has not chosen a health plan, they will be "auto-enrolled" into a plan and notified via mail; • Beneficiaries will have 90 days to change this plan selection
July 1, 2021	Medicaid Beneficiaries start receiving care via Managed Care Providers

Partnering to Help Inform Beneficiaries

- Sharing key messages
  - Medicaid services will be administered and reimbursed by health plans.
  - Beneficiaries will be able to choose a health plan and primary care provider (PCP) – *Open Enrollment begins March 15th*
  - Medicaid services will not change, but health plans may offer enhanced services to plan members
  - Medicaid eligibility rules and processes will not change because of Medicaid Transformation

- Connecting with resources
  - Enrollment Broker: ncmedicaidplans.gov
  - NCDHHS Transformation website (Including County & Provider Playbooks):
    - medicaid.ncdhhs.gov/transformation
  - Requests for presentations and to share feedback:
    - Medicaid.Transformation@dhhs.nc.gov

Questions & Answers

We will publish a list of the questions and answers as well as a video of the webinar to this page:

medicaid.ncdhhs.gov/transformation/more-information

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