NC Medicaid Managed Care

DHHS Secretary Mandy Cohen, M.D.
Deputy Secretary NC Medicaid, Dave Richard

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Background

• **2015**: Session Law 2015-245 directs the Department to transition to managed care

• **2015-2018**: Extensive collaboration with and feedback from stakeholders

• **Aug 2018**: RFP released

• **Oct 2018**: CMS approves 1115 waiver

• **This week**: PHP selection announced
Vision for Medicaid Managed Care

“Improving the health and well-being of North Carolinians through an innovative, whole-person centered and well-coordinated system of care that addresses both medical and non-medical drivers of health.”
PHPs for NC Medicaid Managed Care

Four statewide PHP contracts:

- AmeriHealth Caritas North Carolina, Inc.
- Blue Cross and Blue Shield of North Carolina, Inc.
- UnitedHealthcare of North Carolina, Inc.
- WellCare of North Carolina, Inc.

One regional provider-led entity:

- Carolina Complete Health, Inc.
- Regions 3 and 5
Prepaid Health Plan Contracts

• Prepaid Health Plans will manage care for 1.6 million Medicaid beneficiaries

• Contracts are for Standard Plans; Behavioral Health Tailored Plans will be procured later

• PHPs will be subject to rigorous oversight to ensure:
  – Strong networks
  – Full range of benefits
  – Accountability for quality and outcomes
  – Positive beneficiary experience
  – Timely payments to providers
  – Many other aspects of successful managed care program
NC Medicaid Managed Care Regions and Rollout Dates

Rollout Phase 1: Nov. 2019 – Regions 2 and 4
Rollout Phase 2: Feb. 2020 – Regions 1, 3, 5 and 6
Next Steps

• Department will work with PHPs to prepare for the launch of Medicaid Managed Care, including system and operational readiness, and compliance with contract provisions

• PHPs and providers will discuss and enter into contracts to build networks

• Members will begin receiving information about enrolling in managed care, including how to select a PHP and primary care provider

• Department will conduct thorough readiness reviews to make sure PHPs are ready for managed care launch
What Beneficiaries Can Expect Next

**PHASE 1: Regions 2 & 4**
- Beneficiaries select PHPs
- Beneficiaries receive services through PHPs

**2019**
- June
- July
- Aug.
- Sept.
- Oct.
- Nov.
- Dec.

**2020**
- Jan.
- Feb.

**PHASE 2: Regions 1, 3, 5 & 6**
- Beneficiaries select PHPs
- Beneficiaries receive services through PHPs

PHP selection assistance
PHP call centers operational
Key Messages for Beneficiaries

- Only thing beneficiaries need to do now is update their information
- Help will be available for beneficiaries to select a plan based on what makes the most sense for them
- Beneficiary rights will be protected
- Many things are **not** changing
  - Eligibility rules are the same
  - Same services/treatments/supplies will be covered
  - Cost-sharing is not changing
Questions

For more information

PHP procurement:
Medicaid.Procurement@dhhs.nc.gov

Managed care and transformation feedback:
Medicaid.Transformation@dhhs.nc.gov

Transformation news and documents:
www.ncdhhs.gov/medicaid-transformation