Medicaid Managed Care
Phase 1 Open Enrollment

Department of Health and Human Services
Secretary Mandy Cohen, M.D.

July 15, 2019
Medicaid Transformation Hits New Milestones

✓ ON
NC Medicaid Managed Care call center (833-870-5500)

✓ ON
NC Medicaid Manage Care website, ncmedicaidplans.gov

✓ ON
Enrollment packets mailed in Phase 1 counties
Medicaid Transformation

In 2015, the NC General Assembly enacted Session Law 2015-245, which directed the Department of Health and Human Services to transition North Carolina Medicaid and NC Health Choice from fee-for-service to managed care.
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.”
Features of Managed Care

• Medicaid services paid for differently
  – DHHS contracts with insurance companies (Health Plans)
  – DHHS pays predetermined set rate per person (capitated rate)
  – Minimum rate floors are set for certain providers
  – Health Plans accountable for managing care

• Beneficiaries choose a health plan
  – Enrollment Broker helps beneficiaries choose
Medicaid Transformation Phases 1 and 2
Standard Plan Rollout

- Region 2
- Region 4

- Region 1
- Region 3
- Region 5
- Region 6
# Medicaid Transformation Milestones

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Phase 1*</th>
<th>Phase 2*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Packets mailed; Enrollment Broker phone, chat, website and mobile app go live</td>
<td>Began 6/28/2019</td>
<td>Begins 9/2/2019</td>
</tr>
<tr>
<td>Open Enrollment (postcard reminders will be sent)</td>
<td>TODAY! 7/15/2019 - 9/13/2019</td>
<td>10/14/2019 – 12/13/2019</td>
</tr>
<tr>
<td>Auto-Assignment (for beneficiaries who have not selected a plan)</td>
<td>9/16/2019</td>
<td>12/16/2019</td>
</tr>
<tr>
<td>Day 1 – Health Plan effective date</td>
<td>11/1/2019</td>
<td>2/1/2020</td>
</tr>
</tbody>
</table>

*Dates are approximate and subject to change.
Successes To-Date

Enrollment Broker Call Center
1,120 Calls Handled

NCmedicaidplans.gov
2,754 Website Visits

NC Medicaid Managed Care Mobile App
160 Downloads
296 Sessions

All information for the period of June 28, 2019 to July 9, 2019
Managing Change

• Transitioning to managed care is most significant change that NC Medicaid has ever undertaken.

• With any rollout of this magnitude, there will be issues and questions that arise.

• We are committed to doing everything possible to resolve problems quickly.
Managing Change - Contact Us

• We want to hear from you. What is working? What is not?

• START HERE FIRST
  – Providers: NCTracks: 800-688-6696
  – Beneficiaries: Medicaid Contact Center: 833-870-5500
  – Counties: NC FAST: 919-813-5400

• Staff can escalate issues to internal SWAT team focused on problem identification and resolution

• When needed, issues can be escalated to our SWAT team by calling (919) 527-7460 or emailing MedicaidSWAT@dhhs.nc.gov
We Are Supporting Beneficiaries

WHAT YOU NEED TO DO

1. Choose a primary care provider (PCP):
   - To keep your doctor, clinic or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP.
   - For a list of doctors for each health plan, visit the website, use the mobile app or call us toll free.

2. Choose a health plan in NC Medicaid Managed Care:
   - A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. There are several health plans to choose from. Learn more: medicaidplans.gov/choose/comparisons

IF YOU HAVE MORE QUESTIONS

- About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: ndhs.gov/localdss
- About choosing a provider: Call your health plan directly.
We Are Supporting Providers

• Information
  – Releasing a Provider Playbook Training
  – AHEC-supported training / Face-to-face events / Webinars

• Connections to PHPs
  – Ensuring providers are paid
  – Meet and Greets with Health Plans

• Connection to DHHS
  – Virtual office hours / FAQs
  – Engagement with providers, practices and associations
  – Targeted Medicaid bulletins
We Are Supporting Counties

• Managed Care on-boarding sessions (Feb-Mar 2019)
• Health Plan cross functional training (April 2019)
• Monthly webinars (ongoing)
• Virtual office hours (ongoing)
• Enrollment Broker onsite for in-person support (begins July 2019)
• DHHS staff onsite for in-person support (begins July 2019)
• County Playbook
• 1,504 DSS staff in ALL 27 Phase 1 counties trained as of June 14
The playbook is a resource for learning about Medicaid Transformation.

Medicaid Transformation is changing the way most people receive Medicaid services. In 2015, the NC General Assembly enacted Session Law 2015-245, which directed the Department of Health and Human Services (DHHS) to transition Medicaid and NC Health Choice from fee-for-service to managed care. The NC Medicaid 2019 County Playbook provides resources for county leaders to prepare for the local impact of Medicaid Transformation. It is designed to support local Departments of Social Services, Local Health Departments, county commissioners and managers, and community organizations.

The Playbook will be released in phases and existing materials will be updated as needed. Topics and content addressed are informed by county leaders. DHHS will continue to provide updates and support through the transformation.

All materials are posted online at https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

The table of contents will be updated with each release. Please note:

- The materials posted in the most recent release of the playbook will be marked “NEW.”
- Any materials that are updated (e.g. corrections made or information added) will be marked “UPDATED.”

TABLE OF CONTENTS

- Introduction to Medicaid Transformation Part 1: Overview
- Introduction to Medicaid Transformation Part 2: Enrollment and Timelines
- Increase in Beneficiary Contact
- Non-Emergency Medical Transportation (NEMT): Part 1
- Warm Transfers and Referrals
- Managed Care Populations and Enrollment Notices
- Instructional Guide for Managed Care Status Estimates by County Report
- Instructional Guide for Beneficiary Outreach Materials
- NEW: Medicaid Transformation County DSS Readiness Considerations Workbook
- NEW: Reference Guide for NC Medicaid Contacts

https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
We Are Supporting Legislators

- SWAT team to address questions rapidly
- Conference call during open enrollment
- DHHS presentations to priority stakeholders for legislators
- Calls with legislators during “Go Live”
- Resources on transformation
  - County Playbook Fact Sheets
DHHS’ Priorities for Day 1 of Managed Care

- A person with a scheduled appointment is seen by provider
- A person’s prescription is filled by the pharmacist
- A provider enrolled in Medicaid prior to Nov 1, is still enrolled
- A provider is paid for care delivered to members
Enrollment Broker
About the Enrollment Broker

The Enrollment Broker is responsible for choice counseling for Health Plan and PCP selection; as part of this, the Enrollment Broker is also responsible for mailing all notices and handling enrollment.

“An Enrollment Broker is an entity that performs choice counseling or enrollment activities, or both. Eligibility services are completed by NC Medicaid, not by the Enrollment Broker. Enrollment Brokers and subcontractors must not have direct or indirect financial ties to any Health Plan or healthcare provider that furnishes services in the same state where the Enrollment Broker work is performed.”

Mailing of Notices

DSS updates beneficiary information in NC Fast

Enrollment Broker mails notices based on information in NC FAST

Beneficiaries receive notice and can begin choice counseling and enrollment
Options for Beneficiaries

1. Direct them to ncmedicaidplans.gov to learn more

2. Direct them to ncmedicaidplans.gov to chat with an Enrollment Specialist

3. Direct them to download and use the NC Medicaid Managed Care mobile app

4. Tell them to call 1-833-870-5500 to speak with an Enrollment Specialist. The call is free.

5. Individuals with hearing impairments may contact an Enrollment Specialist via the TTY line 1-833-870-5588.

6. Beneficiaries can also enroll by mailing or faxing their completed enrollment form
Enrollment Packet: Sample Transition Notice

MEDICAID MANAGED CARE WEBCAST | JULY 15, 2019

Questions? Go to medicaid.ncdhhs.gov or call us at 1-833-870-5500. We can speak with you in other languages.

June 28, 2019

Dear Patricia A. Jones:

There will be a new way to get Medicaid health care.

Starting November 1, 2019, most people will get the same Medicaid services in a new way—through health insurance plans. A health plan is a group of doctors, hospitals, and other providers. They work together to give you the health care you need. Everything will come from the same plan. This includes physical health, mental health, and medicine. Some health plans provide added services like programs to help you quit smoking.

Some things will stay the same:

- Medicaid eligibility rules are changing.
- The people below should choose a primary care provider and health plan by September 13, 2019.

<table>
<thead>
<tr>
<th>Name</th>
<th>Medicaid ID: XXX-XX-XXXX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patricia A. Jones</td>
<td>892-5123-9000s</td>
</tr>
<tr>
<td>Rodney M. Jones</td>
<td>567-8039-750X</td>
</tr>
</tbody>
</table>

The people below should choose a primary care provider and health plan by September 13, 2019.

There are 3 steps to enroll:

1. Choose a primary care provider (PCP) for these members:
   - You will choose a family doctor, clinic or other health care provider. Your PCP will work with you and your health care team.
   - You can choose a different PCP for each member.
   - Remember health plans work with different PCPs. To keep your doctor, clinic or other provider as your PCP, it's important to contact them and see if they are in your plan.

2. Choose a health plan in NC Medicaid Managed Care:
   - If you need help choosing a provider, you can call your health plan at 1-833-870-5500 (TTY: 1-833-870-5588).
   - You can also see list of providers online at medicaidplans.gov.

3. Enroll in one of these ways:
   - Go to medicaidncdhhs.gov.
   - Use the NC Medicaid Managed Care mobile app. To get the free app, search for NC Medicaid Managed Care on Google Play or the Apple Store.
   - Call us at 1-833-870-5500 (TTY: 1-833-870-5588).
   - Mail the enrollment form in the envelope that came with this letter. Or fax it to 1-833-898-9555.

To get this information in other languages or formats such as large print or audio, call 1-833-870-5500.

We will choose a health plan for you if you don't choose by September 13, 2019.

It's better if you choose because you know your health care needs best.

If you decide later that you want to change your health plan:

You will be able to change your health plan until January 31, 2020.

A change in your health plan may change the services you have to pay for. After that, unless you have a special reason, you cannot change your health plan until your Medicaid recertification date.

If you think you should not be enrolled in a health plan because you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder, you can request a reconsideration. This is a review of the decision. To ask for a reconsideration call us at 1-833-870-5500 (TTY: 1-833-870-5588).

What happens next:

After you enroll, your health plan will send you information and a new ID card. You use your ID card to get health care services. If you have questions, call your health plan's member services number on your ID card.

You can start using your new health plan on November 1, 2019. Until then, get care and services the way you do now.

Questions?

We can help. Go to medicaidncdhhs.gov. You can also use the "chat" tool on the website. Or call us at 1-833-870-5500 (TTY: 1-833-870-5588), 7 a.m. to 7 p.m., 7 days a week. After September 13, 2019, we are open from 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,

NC Medicaid Team

To get this information in other languages or formats such as large print or audio, call 1-833-870-5500.
Sample Mandatory Notice

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Sample Excluded Notice

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Sample Exempt Notice

June 28, 2019

Dear Patricia A. Jones:

You now have more choices.

The people below are in the NC Medicaid Managed Care health plans listed. You can choose a new plan anytime. If you choose a primary care provider (PCP), your PCP is listed below.

There are more choices for Patricia A. Jones because of the services they need.

<table>
<thead>
<tr>
<th>Name / ID Number</th>
<th>Plan / Start Date / Phone</th>
<th>PCP / Address / Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patricia A. Jones</td>
<td>Wellcare</td>
<td>Dr. Betty Phillips</td>
</tr>
<tr>
<td>123-45-6789</td>
<td>November 1, 2019</td>
<td>101 Blair Street</td>
</tr>
<tr>
<td></td>
<td>1-866-759-5318</td>
<td>Raleigh NC 27609</td>
</tr>
</tbody>
</table>

Do you want to change to NC Medicaid Direct?

- If you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder you may want to change to NC Medicaid Direct.

- To learn more or to change to NC Medicaid Direct, call us at 1-833-670-6500 (TTY: 1-833-670-5588). You do not need to send an enrollment form.

If you want to keep your NC Medicaid Managed Care health plan:

You do not have to do anything if you want to keep the health plan listed above.

If you want to stay in NC Medicaid Managed Care, but want to change your plan:

- Go to medicaidnc.gov
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for NC Medicaid Managed Care in the Play Store or the App Store.
- Call us at 1-833-670-6500 (TTY: 1-833-670-5588)
- Read the Health Plan Comparison Chart in the welcome packet mailed to you.

To change your plan, go to medicaidnc.gov or use the NC Medicaid Managed Care mobile app. Or call us at 1-833-670-6500 (TTY: 1-833-670-5588). You can change your plan at any time.

If you change your health plan before October 31, 2019, the new plan will start on November 1, 2019.

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

Questions:

We can help. Go to medicaidnc.gov. You can also use the "chat" tool on the website. Or call us at 1-833-670-6500 (TTY: 1-833-670-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,

NC Medicaid Team

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Enrollment Packet: Informational Flyer

Here are steps to help you choose a primary care provider and health plan

**Step 1: Choose a primary care provider (PCP)**
Health plans work with different PCPs. To keep your family doctor or other health care provider as your PCP, first find out which plans they work with. Then choose one of those plans.

Here are three ways you can find out which plans your PCP works with:
- Ask your PCP
- Call us at 1-833-870-5556 (TTY: 1-833-870-5558)
- Find a list of doctors and other specialists for each plan at ncmmedicaidplans.gov or on the mobile app. To find the free app, search for NC Medicaid Managed Care on the Google Play or the App Store.

To help you choose a new PCP, think about your answers to these questions:
- Is there a doctor you already like?
- How far are you willing to travel to see a doctor? To find providers near you, go to ncmmedicaidplans.gov or use the mobile app.
- Do you need a PCP who speaks a certain language? To find PCPs who speak languages other than English, go to ncmmedicaidplans.gov or use the mobile app.

**Step 2: Choose a health plan in NC Medicaid Managed Care**
Choose a plan your PCP is in. Use these questions to help you choose the best plan for you.
- Do you want to keep your current doctor or clinic? Or do you want a new one?
- Does the health plan have the doctors, hospitals and specialists you use?
- To find out, go to ncmmedicaidplans.gov or use the mobile app.
- Does anyone in your family have special health needs?
- What added services does the plan have? To see each plan’s added services, go to ncmmedicaidplans.gov or use the mobile app. Or read the Health Plan Comparison Chart that came with this welcome packet.

**Step 3: Enroll in one of these ways**
- Go to ncmmedicaidplans.gov
- Use the NC Medicaid Managed Care mobile app
- Call us at 1-833-870-5556 (TTY: 1-833-870-5558)
- Fill out the enrollment form and mail it in the envelope that came with this welcome packet, or fax it to 1-833-898-9950.

Questions and answers

**Who must choose a health plan?**
Most people in NC Medicaid must choose a health plan in the NC Medicaid Managed Care program. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan. To find out which group you are in, read the letter that came with this welcome packet.
To learn more about NC Medicaid Direct, go to ncmmedicaidplans.gov/enroll/answers.

**What is a health plan?**
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health services you need.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. To see the full list of NC Medicaid-covered services provided by the plans, go to ncmmedicaidplans.gov.

Healthplans also have additional services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy.

**What is a primary care provider (PCP)?**
Your PCP is your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

**Can I keep my doctor as my PCP?**
Yes, if your doctor is in the health plans you choose. Ask your doctor what health plans they are in. Or, go to ncmmedicaidplans.gov or use the mobile app.

**Will I lose any services?**
No, you will not lose any services. Some plans have added services.

To get this information in other languages or formats such as large print or audio, call 1-833-870-5550.

**ATTENTION:** For free Interpreter services, call 1-833-870-5550 (TTY: 1-833-870-5558).


**Contact Us (Chinese):** 联系我们 (电话): 1-833-870-5550

**For any other language:** 1-833-870-5550 (TTY: 1-833-870-5558).

NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.

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Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Enrollment Packet: Enrollment Form

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Enrollment Packet: Comparison Chart

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Enrollment Packet: Comparison Chart

## Health Plan Comparison Chart (Phase 2)

All plans are required to have the same type of Medicaid services you get now. These include:
- Doctor visits
- Hospital visits
- Behavioral health care
- Prescriptions
- DME, supplies, and equipment
- Lab tests and X-rays
- Therapies
- Hospice

To see the full list of NC Medicaid covered services provided by the health plans, go to ncmedicadplans.gov.

Use this chart to learn more about your health plan choices.

<table>
<thead>
<tr>
<th>Plan Provider</th>
<th>Phone Number</th>
<th>TTY Number</th>
<th>Contact Email</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>WellCare</td>
<td>1-866-799-5318</td>
<td>TTY 711</td>
<td>wellcare.com/hcnc</td>
<td>7 a.m. to 6 p.m., Monday through Saturday</td>
</tr>
<tr>
<td>UnitedHealthcare Community Plan</td>
<td>1-800-349-855</td>
<td>TTY 711</td>
<td>uchealthcareplan.com/hcnc</td>
<td>7 a.m. to 6 p.m., Monday through Saturday</td>
</tr>
<tr>
<td>HealthyBlue</td>
<td>1-844-594-5070</td>
<td>TTY 711</td>
<td>healthyblueinc.com</td>
<td>7 a.m. to 6 p.m., Monday through Saturday</td>
</tr>
<tr>
<td>AmeriHealth Centuris North Carolina</td>
<td>1-855-375-8811</td>
<td>TTY 711</td>
<td>amerihealthcenturisnc.com</td>
<td>24 hours a day, 7 days a week</td>
</tr>
<tr>
<td>Carolina Complete Health</td>
<td>1-833-552-3876</td>
<td>TTY 711</td>
<td>carolinacompletehealth.com</td>
<td>7 a.m. to 5 p.m., Monday through Saturday</td>
</tr>
</tbody>
</table>

Only available in these counties: Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Hoke, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Randolph, Robeson, Stanly, Union.

Questions? Go to ncmedicadplans.gov. Or call us at 1-833-870-5500 (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

You can get this information in other languages or formats, such as large print or audio.

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
Notice of Non-Discrimination

NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religion, affiliation, ancestry, sex, gender identity or expression, or sexual orientation. NC Medicaid does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religion, affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

MEDICAID MANAGED CARE WEBCAST | JULY 15, 2019

Help in Other Languages

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-833-870-5500 (TTY: 1-833-870-5588).


CHINESE SIMPLIFIED CHINESE 注意：如果您不会说英语，可免费获得语言帮助服务。


ARABIC النسخة العربية: إذا كنت غير قادر على التحدث باللغة الإنجليزية، يمكنك الاتصال بخدمات المساعدة في اللغة العربية.


JAPANESE 注意事項: 日本語を話す場合、無料の音声支援をご利用いただけます。1-833-870-5500 (TTY: 1-833-870-5588) まで、お電話にてご連絡ください。
Reminder Postcard

Choose a health plan by [Date]

In the new way to get Medicaid, you need to choose a health plan. We sent you a packet in the mail. If you don’t choose a plan, we will choose one for you.

Choose a plan in one of these ways:
1. Online at ncmedicaidplans.gov
2. Use the NC Medicaid Managed Care mobile app
3. Call us at 1-833-870-5500 (TTY: 1-833-870-5588)
4. Mail the Enrollment Form we sent you

Questions?
Call us at 1-833-870-5500 (TTY: 1-833-870-5588).
Outreach and Education
## Partner Engagement & Member Outreach

### Partner Engagement Events

**Types of Events**
- Onboarding sessions
- Cross-functional trainings
- Monthly webinars
- Readiness

**Types of Materials**
- Managed care toolkit
- Presentations
- Recordings
- Systems training

### Member Outreach Events

**Types of Events**
- Member education:
  - Enrollment events
  - Community events
  - Meet & greet
  - Informational booth

**Types of Materials**
- Media campaigns
- Marketing materials
- Flyers, fact sheets, etc.
Outreach Materials

POSTER

FACT SHEET

Q&A

PALM CARD

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care
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
- The phases for enrollment and key dates
- How to get answers to additional questions
ABOUT ELIGIBILITY
Contact their local DSS
Find contact information at ncdhhs.gov/localdss

ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS
Call the Medicaid Contact Center toll free:
1-888-245-0179

ABOUT CHOOSING A PLAN OR PCP AND ENROLLING
Go to ncmедicaidплans.gov (chat available)
Use the NC Medicaid Managed Care mobile app
Call 1-833-870-5500 (the call is free)
TTY: 1-833-870-5588

ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS
Call their Health Plan
Questions
NC Medicaid Managed Care call center: 833-870-5500

NC Medicaid Managed Care website: ncmedicaidplans.gov

Enrollment materials: medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Webinar recordings and presentations: ncdhhs.gov/medicaid-transformation