

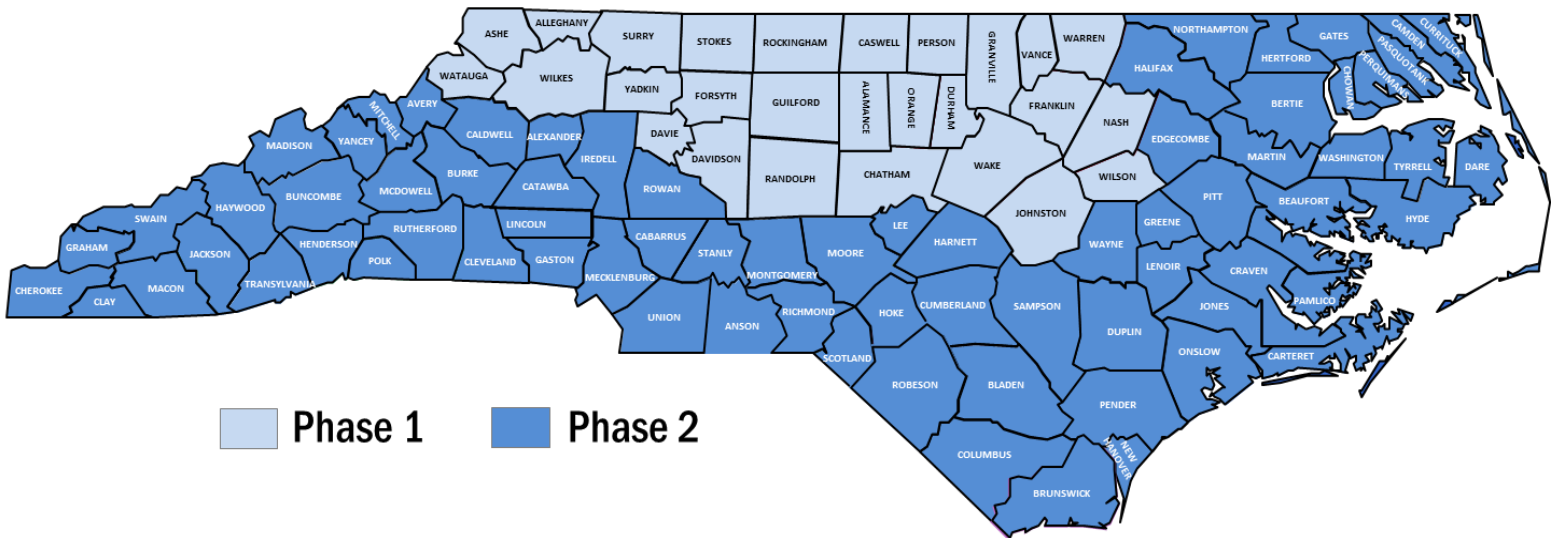
# Fact Sheet #2

## Introduction to Medicaid Transformation: Part 2 – Enrollment & Timelines

### NC Medicaid 2019 County Playbook

#### Medicaid Managed Care is Rolling Out in Two Phases

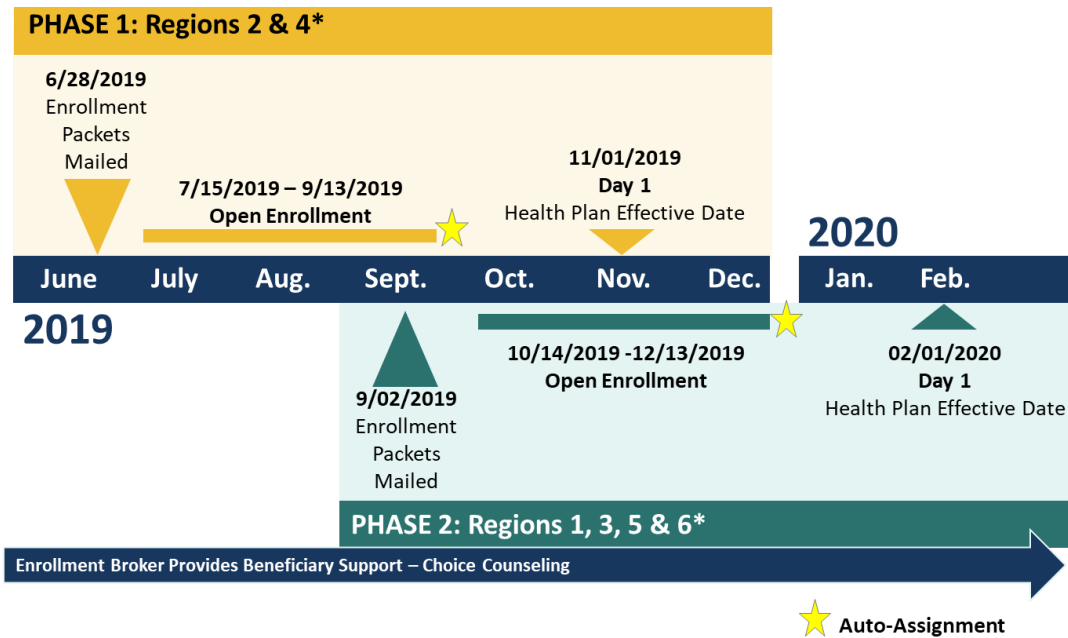
The Department of Health and Human Services (DHHS) will transition most beneficiaries to NC Medicaid Managed Care in two phases based on region. A small number of beneficiaries will stay in NC Medicaid Direct. This Fact Sheet provides details on how and when these transitions will occur. Phase 1 will run from June 28, 2019, to November 1, 2019 and Phase 2 will run from September 2, 2019, to February 1, 2020.



\*For a list of counties by region, please see the Appendix attached to this Fact Sheet.



## NC MEDICAID MANAGED CARE TRANSITION TIMELINE



\*Dates are approximate and subject to change

MILESTONE	IMPORTANCE	PHASE 1 DATE(S)	PHASE 2 DATE(S)	WHO CAN HELP?
<b>Enrollment Packets mailed from Enrollment Broker</b>	Current beneficiaries will receive details by mail on who in their household can enroll in a health plan, what plans they have to choose from, and how they can enroll. Beneficiaries may select a primary care provider (PCP) & enroll in health plans.	Begins 6/28/2019*; packets mailed to beneficiaries who must enroll or may choose to enroll in a health plan.	Begins 9/2/2019*; packets mailed to beneficiaries who must enroll or may choose to enroll in a health plan.	Beneficiaries can contact the Enrollment Broker for assistance.
<b>Open Enrollment</b>	Beneficiaries may select a PCP & enroll in health plans. Postcard reminders will be sent to crossover population who has not yet enrolled.	7/15/2019 – 9/13/2019*	10/14/2019 – 12/13/2019*	Beneficiaries can contact the Enrollment Broker for assistance.
<b>Auto-Assignment</b>	Beneficiaries who have not selected a health plan or PCP will be assigned one systematically.	9/16/2019*	12/16/2019*	Beneficiaries can contact the Enrollment Broker for assistance.
<b>Day 1 – Health Plan Effective Date</b>	Beneficiaries in NC Medicaid Managed Care will now receive Medicaid services from their assigned health plan.	11/1/2019*	2/1/2020*	Beneficiaries can contact their health plan and/or the Enrollment Broker for assistance.

\*Dates are approximate and subject to change

## HOW ENROLLMENT OCCURS

Beneficiaries can enroll in plans in various ways. They can:

- select a Primary Care Provider (PCP) and health plan through the Enrollment Broker.
  - By calling 1-833-870-5500 (toll free)
  - Online at [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
  - By completing and returning a paper enrollment form by fax or mail
  - Using the NC Medicaid Managed Care mobile app
- be Auto-Assigned to a health plan and PCP if they do not choose one by the deadline.

Auto-assignment is based on 1) where the beneficiary lives, 2) whether he or she is a member of a special population, 3) historical provider-beneficiary relationship, 4) health plan assignments of other family members, and 5) previous health plan enrollment within the past 12 months.

Beneficiaries may also indicate PCP and health plan preference in NC FAST (via ePASS application or caseworker entry).

## WHEN ENROLLMENT OCCURS

**During the transition/rollout period**, as noted above.

(Note: Beneficiaries may change health plans at any time during Open Enrollment).

**After Day 1** (when health plans begin coverage for members):

- New Applicants –
  - Enrollment is effective the month the application is dispositioned. (This may mean a portion of their eligibility period will be NC Medicaid Direct.)
- Beneficiaries with Change of Circumstance Impacting Enrollment -
  - Enrolled or disenrolled effective the month following the change.
- At Redetermination:
  - Beneficiaries may choose to remain with current health plan or make a change.

Beneficiaries have a 90-DAY CHOICE PERIOD in which to change health plans for any reason. The 90-days starts as of the effective date of enrollment.

## CHOICES FOR ENROLLMENT

Beneficiaries will have 4 to 5 health plans to choose from when they enroll, based on the region in which they live:

- WellCare
- UnitedHealthcare Community Plan
- Healthy Blue
- AmeriHealth Caritas
- Carolina Complete Health\*

The Enrollment Broker can assist beneficiaries in choosing a health plan and a PCP.

\*Carolina Complete Health, Inc. is only available to beneficiaries in Regions 3 & 5 (For a list of counties by region, please see the Appendix attached to this Fact Sheet.)

## BUDGET CONSIDERATIONS:

Milestones in Medicaid Transformation described above may result in additional foot traffic and phone calls to the agency. Please reference "Fact Sheet #3: Increase in Beneficiary Contact."

Fact Sheets will be updated periodically with new information. Created 5/16/2019.  
For more information, please visit <https://www.ncdhhs.gov/assistance/medicaid-transformation>

