Medical Care Advisory Committee (MCAC) Meeting
June 14, 2019
Agenda

- Day 1 Priorities
- What’s happening now
- What’s happening next
NC Medicaid’s Day 1 Priorities

• A person with a scheduled appointment will be seen by their provider
• A person’s prescription will be filled by the pharmacist
• A provider enrolled in Medicaid prior to Nov. 1 will still be enrolled
• A provider is paid for care delivered to members
What’s Happening Now

• Health plan readiness review
• Divisional readiness activities
• Outreach materials made available
• Training, education, engagement
• Procurement activities (ombudsman, EQRO)
What’s Happening Now - Ombudsman Timeline

- **Ombudsman RFP Release**: May 30, 2019
- **Proposal Deadline**: July 16, 2019
- **Proposal Evaluations**: July 16-Sept. 10
- **Contract Award**: Sept. 10, 2019

An entity experienced in working with State Medicaid agencies will serve as an Ombudsman to support the goals of the North Carolina Medicaid Managed Care Program.

- “No Wrong Door”
- Central Resource
- Referrals & Collaboration
- Identifying Trends
- Supporting DHHS Vision
What’s Happening Now - County Playbooks

• **Release 1**
  - 5 Fact Sheets
  - Topics
    • Introduction to Managed Care- Part I
    • Introduction to Managed Care- Part II
    • Increase in Beneficiary Contact
    • Non-Emergency Medical Transportation
    • Warm Transfers and Referrals

• **Release 2**
  - Fact Sheet #6: Managed Care Populations and Enrollment Notices.
  - Sample Notices
  - Instructional Guide on beneficiary outreach materials
  - Electronic version of printable beneficiary outreach materials
  - A Managed Care Status by County report
  - Instructional Guide for Managed Care Status by County report
What Happens Next

• Enrollment Activities
  – Staff training
  – Call center and call overflow centers open
  – Enrollment packet mailed to beneficiaries
  – Enrollment smart-phone app
  – Outreach events

• Go Live
  – 140 days

• PHP
  – Readiness reviews continue
  – Provider contracting
What Happens Next – Providers training

Upcoming Provider Training and Outreach

**Most Recent Managed Care Webinar**

- **JUNE 13 – 12–1 p.m.**
  MCT 108: Clinical Policies – Providing an overview of key clinical policies with which providers will need to be familiar during the transition to managed care.

**Virtual Office Hours:**

- June 11 – 12-1 p.m.

**Provider/PHP Meet and Greets:**

- June 17 - 10 a.m.-3 p.m. Mountain AHEC
- June 18 - 10 a.m.-3 p.m. Charlotte AHEC
- June 19 - 10 a.m.-3 p.m. So. Reg. AHEC
- June 20 - 10 a.m.-3 p.m. Eastern AHEC
- June 24 - 10 a.m.-3 p.m. Wake Medical Ctr.
  July - TBD

# Common Questions or Issues

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<th>When...</th>
<th>Response</th>
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| Medicaid recipient is confused about managed care change. | Resources are available:  
- MAXIMUS can help, go to ncmedicaidplans.gov or call 1-833-870-5500, 7 a.m.-5 p.m. Mon-Sat. |
| Member wants to know which plans their provider is enrolled with. | Ask your provider, use the Consolidated directory, call 1-833-870-550.                                                                 |
| Beneficiary needs non emergency transportation scheduled after Nov. 1. | • If in managed care, call PHP  
• If in Medicaid Direct, call DSS  |
| EB receives larger than anticipated number of calls. | EB is prepared with overflow call center capacity.                                                                                       |
| Person wants to change health plan.         | To change your plan, go to ncmedicaidplans.gov or use the NC Medicaid Managed Care mobile app. Or call 1-833-870-5500 (TTY: 1-833-870-5588). |
## Provider Resources

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<tr>
<th>How Do I…</th>
<th>Resource/Reference</th>
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<tr>
<td>Locate which PHP an individual is enrolled with</td>
<td>Access the NCTracks portal you use today.</td>
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<tr>
<td>Determine an individual’s assigned PCP?</td>
<td>Access the NCTracks portal you use today.</td>
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<tr>
<td>Find contact information for a plan I want to contract with?</td>
<td><a href="https://medicaid.ncdhhs.gov/health-plan-contact-information">https://medicaid.ncdhhs.gov/health-plan-contact-information</a></td>
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<tr>
<td>Learn more?</td>
<td><a href="https://medicaid.ncdhhs.gov/provider-transition-managed-care">https://medicaid.ncdhhs.gov/provider-transition-managed-care</a></td>
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Q&A

NC Medicaid Transformation Website
www.ncdhhs.gov/medicaid-transformation