

# Medicaid Managed Care Questions and Answers for Providers

**NC Medicaid**

## What is the impact of Managed Care Suspension?

For now, North Carolina will not move Medicaid to Managed Care. All health providers enrolled in Medicaid are still part of the program and will continue to submit claims through NCTracks as they do today. Providers should continue contracting with health plans. Medicaid beneficiaries will keep getting Medicaid care and services the way they do now and their primary care providers (PCPs) stay the same. Beneficiaries do not need to choose a Medicaid Managed Care health plan at this time.

### WILL THERE BE A CHANGE TO THE WAY I PROVIDE SERVICES TO MY MEDICAID PATIENTS?

No. Please continue to deliver services to Medicaid beneficiaries as you do today and submit claims through NCTracks.

### WHAT IF I PARTICIPATE IN THE CCNCCA PROGRAM?

Beneficiaries will continue to be enrolled with your practice for care coordination and care management services. These services will continue to be provided as they are today.

### WHAT IF I PROVIDE SERVICES THROUGH AN LME/MCO?

Beneficiaries will continue to access your practice for behavioral health and I/DD services through LME-MCOs. These services will continue to be provided as they are today.

### I HAVE A CONTRACT WITH A HEALTH PLAN. WHAT WILL HAPPEN TO THE CONTRACT?

For now, managed care is suspended. Review your health plan contracts to understand the impact of any terms and effective dates.

### SHOULD I CONTINUE TO CONTRACT WITH THE HEALTH PLANS?

Yes. Providers should continue to contract with health plans while managed care is suspended. Broad provider participation in health plan networks will help beneficiaries understand which providers are available to them before open enrollment restarts. Contact the health plans at [medicaid.ncdhhs.gov/providers](http://medicaid.ncdhhs.gov/providers) if you have questions about contracting.



## **IS THERE A NEW CONTRACTING DEADLINE SO THAT PROVIDERS WILL BE INCLUDED IN AUTO-ASSIGNMENT?**

The auto-assignment process is suspended. The Department will notify you before open enrollment restarts.

## **HOW WILL MY PATIENTS LEARN ABOUT THE SUSPENSION?**

The Department is committed to ensuring that beneficiaries continue receiving the Medicaid services they need. Letters will be mailed telling beneficiaries that for now Medicaid is not moving to new health plans and to continue getting Medicaid services as they do today. The Medicaid website includes “Managed Care Questions and Answers for Beneficiaries” at [medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid). Call center representatives are prepared to answer questions. Additionally, the Department has reached out to health care associations, advocacy groups and other partners who support beneficiaries.

## **WHAT SHOULD I TELL MY PATIENTS?**

For now, the move to Managed Care is on hold. During this time, beneficiaries:

- Do not choose a health plan.
- Keep getting Medicaid care and services as they do today.
- Will continue to be enrolled with their CCNCCA provider and should visit their PCP for care as they do now.
- Can find questions and answers on the Medicaid website at [medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid).
- Will be told by the Department when the new managed care health plans will start again.

When Medicaid health plans restart, beneficiaries will have an opportunity to change their health plan if they choose.

## **WHY WAS MANAGED CARE SUSPENDED?**

Due to ongoing state budget issues, Medicaid health plans cannot start at this time.

## **WHERE SHOULD I CHECK FOR UPDATES ON WHAT IS HAPPENING WITH MEDICAID AND MANAGED CARE?**

Visit [medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid) for the latest information.

## **WHAT IF I HAVE QUESTIONS?**

For questions about:

- Medicaid Managed Care, call the Medicaid Contact Center at 888-245-0179.
- Claims processing, call NCTracks at 800-688-6696.