

Fact Sheet

Introduction to Medicaid Transformation: Part 2 – Enrollment & Timelines

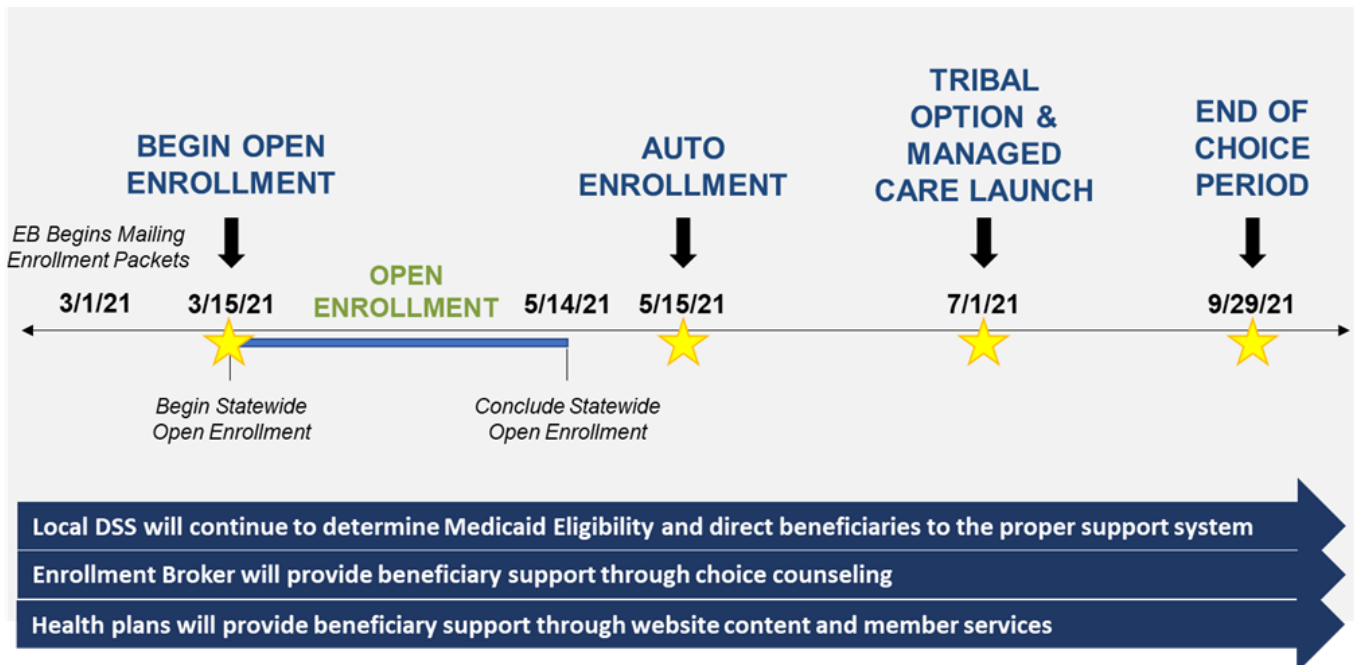
County Playbook: NC Medicaid Managed Care

NC Medicaid Managed Care is Rolling Out Statewide

The Department of Health and Human Services (DHHS) will transition most beneficiaries to NC Medicaid Managed Care statewide on July 1, 2021. A small percentage of beneficiaries will stay in NC Medicaid Direct. This Fact Sheet provides details on how and when these transitions will occur. Open enrollment for beneficiaries will begin on March 15, 2021 and end on May 14, 2021.

The statewide launch of NC Medicaid Managed Care and the EBCI Tribal Option will be on **July 1, 2021**.

NC MEDICAID MANAGED CARE TRANSITION TIMELINE



| MILESTONE | IMPORTANCE | TIMELINE | WHO CAN HELP? |
|---|--|-----------------------|---|
| Enrollment Packets mailed from Enrollment Broker | Current beneficiaries will receive details by mail on who in their household must enroll or may choose to 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) and enroll in a health plan. | Beginning 3/1/2021 | Beneficiaries should contact the Enrollment Broker for assistance. |
| Open Enrollment | Beneficiaries may select a PCP and enroll in a health plan. Postcard reminders will be sent to beneficiaries during open enrollment. | 3/15/2021 – 5/14/2021 | Beneficiaries should contact the Enrollment Broker for assistance. |
| Auto-Enrollment | Beneficiaries who have not selected a health plan will be enrolled in one systematically. A PCP will be assigned as well. | 5/15/2021 | Beneficiaries should contact the Enrollment Broker for assistance. |
| Day 1 – Health Plan Effective Date | Beneficiaries in NC Medicaid Managed Care will now receive Medicaid services from their health plan. | 7/1/2021 | Beneficiaries should contact their health plan and/or the Enrollment Broker for assistance. |

**Dates are approximate and subject to change*

HOW ENROLLMENT OCCURS

Once open enrollment begins on March 15, 2021, beneficiaries can enroll in health 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
 - By completing and returning a paper enrollment form by fax or mail
 - Using the NC Medicaid Managed Care mobile app
- Be auto-enrolled in a health plan and PCP if they do not choose one by the deadline.

Auto-enrollment 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 and preference
- 4) Health plan assignments of other family members
- 5) Previous health plan enrollment within the past 12 months
- 6) Equitable health plan distribution

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

CHOICES FOR ENROLLMENT

Beneficiaries will have 6 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*
- EBCI Tribal Option**

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

*Carolina Complete Health is only available to beneficiaries in these counties: Alamance, Alexander, Anson, Bladen, Brunswick, Cabarrus, Caswell, Catawba, Chatham, Cleveland, Columbus, Cumberland, Durham, Franklin, Gaston, Granville, Harnett, Hoke, Iredell, Johnston, Lee, Lincoln, Mecklenburg, Montgomery, Moore, Nash, New Hanover, Orange, Pender, Person, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union, Vance, Wake, Warren, and Wilson.

**The EBCI Tribal Option is only available to federally-recognized tribal members or others eligible for Indian Health Services (IHS) who live in Cherokee, Graham, Haywood, Jackson, or Swain County. Eligible members in the following counties may opt in: Buncombe, Clay, Henderson, Macon, Madison, and Transylvania.

WHEN ENROLLMENT OCCURS

During the open enrollment period as noted above. (Note: Beneficiaries may change health plans at any time during open enrollment).

After NC Medicaid Managed Care launch, beneficiary enrollment occurs or may change:

- 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 a Change of Circumstance Impacting Enrollment -
 - Enrollment or disenrollment is effective the month following the change.
- At Redetermination:
 - Beneficiaries may choose to remain with current health plan or make a change.

Mandatory beneficiaries (required to enroll in a health plan) have a 90-day choice period in which they can change health plans for any reason. The 90 days starts as of the effective date of enrollment.

Exempt beneficiaries (may enroll in a health plan) can change health plans at any time.

BUDGET CONSIDERATIONS

Milestones in Medicaid Transformation described above may result in additional foot traffic and phone calls to the agency. More information will be provided.

Fact Sheets will be updated periodically with new information. Created 12/7/2020.
For more information, please visit <https://www.medicaid.ncdhhs.gov/transformation>.