



NC Get Covered Coalition Meeting
Introduction to WellCare of North Carolina and Bright Health
Friday, August 16, 2019, 10:00 - 11:30 a.m.
NC Community Health Center Association
4917 Waters Edge Drive, Ste. 165, Raleigh, NC 27606
Zoom Link: <https://zoom.us/j/775841569>
Dial-in Number: 1 929 436 2866
Meeting ID: 775 841 569

Desired Outcomes

- Shared understanding of the roles that WellCare of North Carolina and Bright Health will play in Medicaid managed care and ACA Marketplace enrollment, respectively.

MEETING NOTES

Introduction to WellCare of North Carolina + Q&A

Courtney Cantrell, Senior Director of Behavioral Health, WellCare of NC

Sue Lynn Ledford, Director of Population Health Services, WellCare of NC

Mardy Peal, Vice President, Public Affairs, WellCare of NC

- **See attached PowerPoint slides for full presentation.**
- Will have Welcome Rooms in different parts of the state – Raleigh, Greensboro, Asheville, Greenville, Lumberton, Charlotte, etc. – as well as Pop-up Shops in rural areas.
- Over 40 value-added benefits as well as member-facing materials that hadn't been approved by NCDHHS as of the date of the meeting.
- Member services line: 1-866-799-5318
- It is expected that Phase II will be a lot easier and things will move along more quickly.

Introduction to Bright Health + Q&A

Jeff Bontekoe, Regional Sales Director, Bright Health

Kari Klass, Vice President, National Distribution Individual Markets, Bright Health

Jason McKitto, NC Broker Manager, Bright Health

- **See attached PowerPoint slides for full presentation.**
- New to North Carolina but not a new carrier; started in Colorado
- Rely on a "Care Partner Model" vs. networks; don't want to take the provider out of the equation
- Expecting to be second-lowest Silver and lowest Bronze in terms of cost. Also looking to provide additional services to Marketplace consumers, like transportation, meal delivery, etc.
- The Care Partner Model involves having an exclusive relationship with a leading health system in each market.
- Has received approval from the state to market their materials in the 10 counties where Bright Health Marketplace plans will be offered – i.e., Stokes, Yadkin, Forsyth, Davie, Davidson, Rowan, Cabarrus, Gaston, Mecklenburg, and Union.

- In terms of how Bright Health might be able to support North Carolina's enrollment assister community, it was suggested that Bright Health provide a dedicated assister line/number so assisters don't have to go through the main line when they have urgent questions or issues. (Bright Health agreed to provide this dedicated line and said they'd share the number during the Qualified Health Plans training for assisters in early October.)
- Bright Health does not charge out-of-network costs for non-emergencies. If it's a non-emergent issue and outside of Bright Health's network, you should call Bright Health for guidance.

Wrap-up and Next Steps

- **The next NC Get Covered Coalition Meeting will be held on Friday, September 20 from 10:00 to 11:30 a.m. at the NC Community Health Center Association, located at 4917 Waters Edge Drive, Ste. 165, Raleigh.**

This meeting was made possible by the generous support of the Kate B. Reynolds Charitable Trust.

