



# carolina complete health

*NC Get Covered Coalition Meeting  
June 21, 2019*

# Today's Discussion

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- **Overview**
  - Carolina Complete Health
  - Partners at a Glance
- **CCH Operating Model**
  - Service Integration
  - Call Center Services
  - Website Navigation
  - Member ID Cards/Packets
- **Healthy Opportunities/Social Determinants of Health**
- **Q&A**
- **CCH Key Contacts**

# Carolina Complete Health



- Carolina Complete Health is a joint venture between Carolina Complete Health Network, Inc., a subsidiary of the **North Carolina Medical Society**, formed in collaboration with the **North Carolina Community Health Center Association**, and Centene Corporation, a Fortune 100 company with over 30 years' experience in Medicaid managed care programs.
- Carolina Complete Health will operate as a Prepaid Health Plan (PHP) in the 27 counties that comprise regions 3 and 5 under the state's Medicaid Transformation plan, and will begin operations in February 2020.



# Centene Overview

## WHO WE ARE



### St. Louis

based company founded in  
Milwaukee in 1984

## 47,300 employees

### #61

Fortune 500 (2018)

### #43

on Forbes' **Global  
2000: Growth Champions List (2018)**

### #210

Fortune Global 500  
(2018)

### #49

Fortune 100 Fastest  
Growing Companies (2018)

### \$60.1B

revenue for 2018

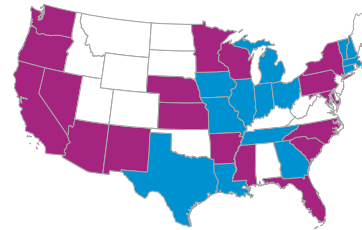
### \$70.3 – 71.1B

expected revenue for 2019

### \$13.5 billion

in cash and  
investments

## WHAT WE DO



## 32 states

with government sponsored  
healthcare programs

**Medicaid**  
(27 states)

**Marketplace**  
(20 States)

**Medicare**  
(20 States)

**Correctional**  
(14 States)



## 5 international markets

## 14 million members

includes 2.9 million TRICARE eligibles

## ~300 Product / Market Solutions

# Partners At-A-Glance

## MEDICAL SOCIETY AT-A-GLANCE



more than **12,000** members  
united statewide to  
advance medical  
science and raise professional standards



First met in **1799** and organized in **1849** with 25  
physician members – *the oldest professional  
organization in the state*

## NCCHCA AT-A-GLANCE

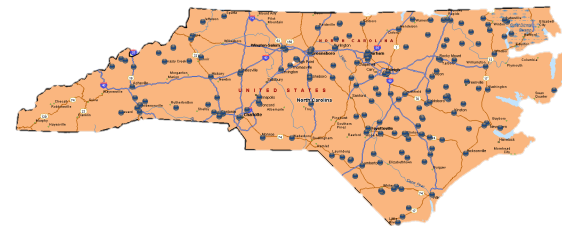


**40**

health center grantees &  
look-alike organizations

**233**  
clinical sites

serving nearly  
**500,000**  
patients



sites offered in

**81**

of North Carolina's  
100 counties

more than **480,000** patients served in 2015

# Carolina Complete Health

## A New Style of Health Plan



**Patient-Focused:** Laser-focused on improving health outcomes and experience of care by supporting physicians/providers who know what is best for their patients



**Physician-Led:** Co-owned by physicians/providers with primary governance and clinical policy-making roles that ensure patient needs are met



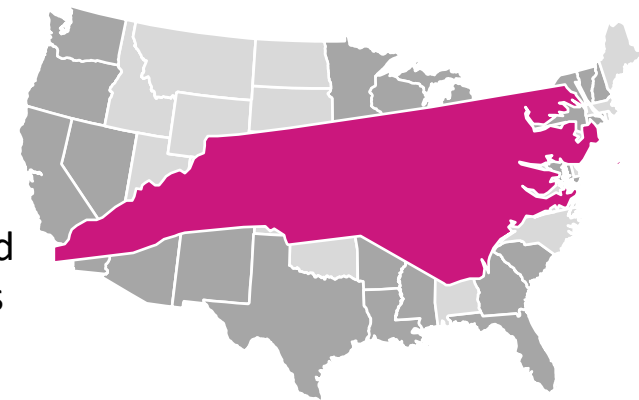
**Practice Transformation Partner:** Providing data, analytics, technology, and other high touch supports that enable North Carolina providers to advance along the AMH and VBP continuums



**Innovative Approaches for Advancing Care Management:** Ensuring physician choice and continuity of service while expanding existing capacity



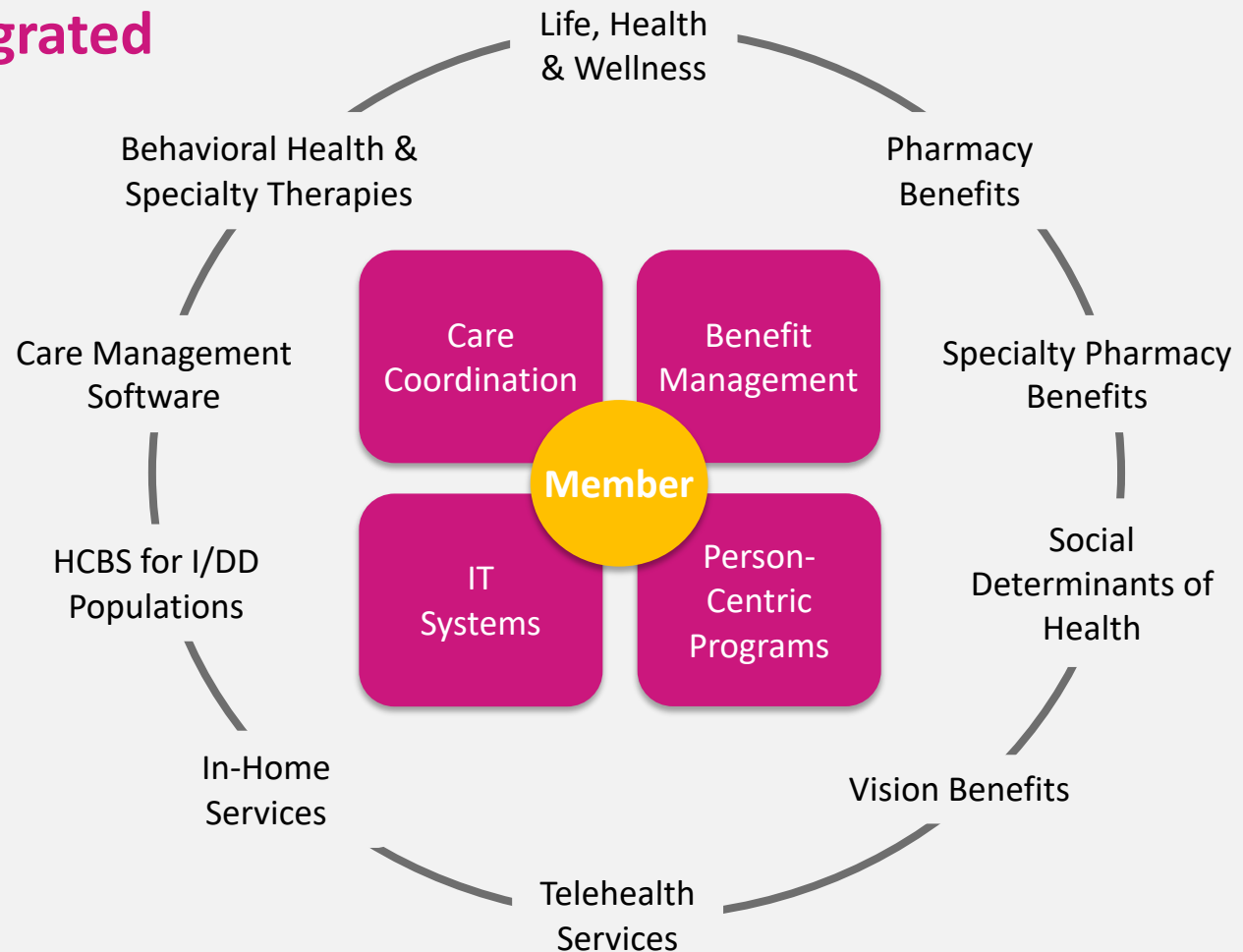
**Local Leadership, National Expertise:** Combining unparalleled experience of organizations deeply rooted in North Carolina's healthcare system with Centene's national best practices and Medicaid experience



# Service Integration

## Carolina Complete Health Will Provide a Totally Integrated Solution:

- Physical Health
- Behavioral Health
- Pharmacy Services
- Ancillary Services





**1-833-552-3876 (TTY: 1-800-735-2962)**

- Hours of operation: 7:00am- 6:00pm Monday through Saturday
- During all other hours, calls will be forwarded to our Nurse Advice Line
- Behavioral Health Crisis calls will be handled 24/7



# Carolina Complete Health, Inc.

## Website Navigation



carolina  
complete health

Website URL= **CarolinaCompleteHealth.com**



Home

Contrast  On  Off a a a

ABOUT US

FOR PROVIDERS

Carolina  
Complete  
Health

Physician-Led, Locally Based  
Health Plan

Introducing Carolina Complete Health – your partner for success

Established to deliver quality health care to low income populations in North Carolina, Carolina Complete Health is a partnership between the North Carolina Medical Society (NCMS) and Centene Corporation, a Fortune 100 company with over 30 years of experience in managed care programs, working in conjunction with the North Carolina Community Health Center Association (NCCCHA). Carolina Complete Health will provide managed care services and programs to Medicaid recipients in North Carolina. [Read More...](#)

## Website Features:

- Beneficiary Focused
- Mobile Accessible
- Visual Aides to locate information
- Can find most information within 2 clicks
- Includes additional resources like:
  - Health and Wellness Topics
  - Medicaid News
  - Events

# Carolina Complete Health, Inc.

## ID Card/Packet

Draft material



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carolina complete health. 10101 David Taylor Dr. Suite 300 Charlotte, NC 28262

NAME: JANE C. DOE RX: ERV... Solutions  
 MEMBER ID#: XXXXXXXXXX RXBIN: 5  
 DATE OF BIRTH: MM/DD/YYYY N: XXX-XXX-XXXX  
 EFFECTIVE: MM/DD/YYYY RXC: RXG: XXX  
 AMH/PCP Name: JANE C. DOE  
 AMH/PCP Address: 10101 David Taylor Dr. Suite 300 Charlotte, NC 28262  
 AMH/PCP Phone Number: 704-XXX-XXXX

**IMPORTANT CONTACT INFORMATION / INFORMACIÓN IMPORTANTE DE CONTACTO**

**Members/Miembros:** Call 1-833-652-3878 (TTY: 711) For Member Services / Servicios para miembros  
 24/7 Nurse Advice Line / Línea de enfermería 24/7 Behavioral Health Crisis Line / Línea de crisis de salud mental

**PROVIDERS/PROVEEDORES:** Call 1-833-555-XXXX for Provider Services / Servicios para proveedores  
 24/7 Nurse Advice Line / Línea de enfermería 24/7 Behavioral Health Crisis Line / Línea de crisis de salud mental

**Pharmacy Help:** XXX-XXX-XXXX Pharmacy Prior Authorization: XXX-XXX-XXXX  
 All Medical Claims: Carolina Complete Health, PO Box 8010, Farmington, MO 63840

If you suspect a doctor, hospital, home health service or any other kind of medical provider is committing Medicaid fraud, report it. Call 1-919-881-2320. Not all services are covered. A full list of benefits can be found in the Member Handbook at CarolinaCompleteHealth.com

**Welcome to Carolina Complete Health**

Use this packet to help you better understand your insurance plan and the benefits available to you. It includes your member handbook, important forms and a quick reference benefits booklet. Use these resources to find out more about your Carolina Complete Health benefits, services and more.

**Call Member Services or check the Forms Booklet for help with:**

- Selecting a health plan you might be assigned one
- Arranging an initial visit
- Changing health plan
- Accessing online and mobile provider Directory

**Next Steps:**

1. Carry your Carolina Complete Health card with you at all times. It is required to show it when you receive medical care.
2. Create your Carolina Complete Health online account at CarolinaCompleteHealth.com
3. If you need the explanation in another form, please contact Member Services at 1-833-652-3878
4. Complete the forms online or fill them out in this packet and drop them in the mail.
5. If you want to change your PCP, you can do this using your online account, or by mailing the completed PCP Change form included in this packet.

**Earn rewards by filling out the health screening form on our website.**

**Member ID Cards**

carolina complete health. ADDRESS: City, State, ZIP

MEMBER ID#: XXX-XXX-XXXX PCP Name: JANE C. DOE  
 MEMBER ORN: XXX-XXX-XXXX PCP Address: 10101 David Taylor Dr. Suite 300 Charlotte, NC 28262  
 DATE OF BIRTH: MM/DD/YYYY N: XXX-XXX-XXXX PCP Phone Number: 704-XXX-XXXX  
 EFFECTIVE: MM/DD/YYYY RXC: RXG: XXX PCP Specialty: XXX-XXX-XXXX  
 MEMBER FAMILY: XXX-XXX-XXXX PCP Mailing Address: 10101 David Taylor Dr. Suite 300 Charlotte, NC 28262

Your primary care provider, or PCP, is a doctor you see on a regular basis to take care of your medical needs. You should receive all of your best medical care from your PCP. Having your doctor register through your Carolina Complete Health account online.

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**BENEFITS AND FORMS**

Use this booklet to help you understand your new health plan and benefits. And focus on being healthy!

Make Carolina Complete Health part of your plan. Carolina Complete Health provides you with health care coverage with valuable programs and services. And you can stay focused on being healthy. Use this booklet to get the most out of your insurance. Keep it handy for helpful information about your plan.

**LOOK INSIDE TO FIND:**

- Health Plan Details 2
- Where to Go for Care 3
- How to Find a Provider 4

**QUESTIONS?** Call 1-XXX-XXX-XXXX or visit CarolinaCompleteHealth.com. © 2019 Carolina Complete Health. All rights reserved.

**What's In This Booklet**

- Health Plan Details 2
- Member Account 3
- Where to Go for Care 4
- Member Healthy Rewards Program 9
- Finding a Primary Care Provider (PCP) 10
- Notification of Pregnancy 14

**GO ONLINE:**

- Visit CarolinaCompleteHealth.com to set up your online member account
- See all health plan benefits and fill out forms online

**IF YOU DO NOT HAVE INTERNET ACCESS:**

- Read this booklet and other member materials included in this packet
- Fill out the forms and mail them using the postage-paid envelopes included in this booklet
- Contact Member Services by calling 1-XXX-XXX-XXXX for help finding a primary care provider (PCP) or answers to any other questions you have

**IMPORTANTE: NUMEROS TELEFONICOS**  
**Números telefónicos importantes**

- **MEMBER SERVICES**  
 SERVICIOS PARA LOS MIEMBROS  
 1-XXX-XXX-XXXX
- **TTY (HEARING IMPAIRED)**  
 PERSONAS CON PROBLEMAS DE AUDICIÓN  
 711
- **24/7 NURSE LINE**  
 LÍNEA DE ENFERMERÍA QUE ATIENDE 24/7  
 1-XXX-XXX-XXXX
- **BEHAVIORAL HEALTH CRISIS LINE**  
 LÍNEA DE CRISIS DE SALUD MENTAL QUE ATIENDE  
 24/7  
 XXXX-XXX-XXXX
- **YOUR DOCTOR'S PHONE:**  
 TELÉFONO DE SU MÉDICO:  
 XXXX-XXX-XXXX

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 CarolinaCompleteHealth.com

### Contents:

- ID cards/welcome letter
- Magnet
- Benefits & Forms Booklet
- Handbook
- Insert on how to access the directory (online or print)
- Language assistance and non discrimination sheet

# Social Determinants of Health – DHHS

## Medicaid Transformation Elements



- **Focus on:** Food Insecurity, Housing Stability, Transportation, Interpersonal Violence, and Employment
- **Care Management:** Training on Trauma-Informed Care; standardized screening questions; navigation to community resources and outcomes tracking (via NCCare360)
- **PHP-focused Strategies:** Include SDOH in PHP quality strategy; ‘in lieu of’ services to count as patient care; value-based payments
- **Healthy Opportunity Pilots:** Public-Private pilots to test SDOH interventions
  - 2-4 pilot regions; may cover more than one county, but will not cross Medicaid regions
  - Lead Pilot Entities will manage a network of community organizations and social service agencies; PHPs will participate with pilots in their region(s)
  - Ongoing evaluation to determine effectiveness and potential to expand statewide
  - RFP for pilots will be issued mid-2019 for launch in January 2021

# Open Discussion

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Q&A

# Key Plan Contacts

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- [chris.e.paterson@carolinacompletehealth.com](mailto:chris.e.paterson@carolinacompletehealth.com)
- [catherine.m.campbell@carolinacompletehealth.com](mailto:catherine.m.campbell@carolinacompletehealth.com)
- [jughurtskaia@carolinacompletehealth.com](mailto:jughurtskaia@carolinacompletehealth.com)
- [vanadams@centene.com](mailto:vanadams@centene.com)