



October 1, 2020

## **Removal of Previous Member Prepaid Health Plan Selections**

Approximately 118k beneficiaries selected a health plan during Managed Care Open Enrollment in 2019. In December 2019, when the program was suspended, those beneficiary selections were saved. The state has determined that those selections will be removed. Beneficiaries that previously selected will be required to make active selections.

### Key Considerations:

- The initial open enrollment for Medicaid Managed Care ended in December 2019, over one year ago from the new open enrollment start date of March 2021.
- The member's Managed Care status, provider relationships, and living situation may have changed since their initial enrollment, impacting their choice of health plan.
- Since the first open enrollment period began, plans have updated provider networks, Tribal Option has been added, and additional value-added services have been updated. Members should make plan selections based on the most up to date information.

### Process:

- NC FAST will remove selections from production, resulting in the removal of selections from all downstream systems. The Tech Ops team will establish a process to validate that all downstream systems have wiped the selections.
- Members will receive an Enrollment Packet at the start of Open Enrollment that says if they selected a plan previously, they will need to reselect.
- If members contact the Enrollment Broker, the EB will provide choice counseling based on the updated provider networks and value-added services. The EB will have a report with the member's previous selection reference but will only utilize if specifically requested by the member.
- If members do not select a plan by the end of Open Enrollment, they will be auto-enrolled according to the auto-enrollment algorithm and will receive a confirmation notice. The auto-enrollment algorithm will not utilize any previous selections as they will not exist in the NC FAST system.
- Health Plans cannot solicit or market to members that were previously assigned to their plans, as per 42 CFR § 438.104 [Marketing](#) activities.