



## NC Medicaid Transformation Update

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### Questions:

Will the enrollment broker actually enroll people?

- Department of Social Services (DSS) determines eligibility and enrolls consumers in the Medicaid program.
- The enrollment broker will assist people in choosing the health plan and enroll people in the health plan of their choice.

Who is the enrollment broker?

- The NC Enrollment Broker is Maximus

Will DHHS or other entities make any efforts to update beneficiary contact information before mailing out notices?

- Regular reminders are sent to DSS directors and in their monthly readiness calls regarding updating beneficiary contact info.

Will there be a state or other entity-led media campaign to inform individuals about these changes?

- Yes, NC Medicaid, in partnership with the enrollment broker, will be conducting a media campaign (through social media and traditional channels) to help inform beneficiaries of the move to managed care. Also, PHPs will also be conducting their own marketing campaigns leading up to and during open enrollment.

Do the contracts due by February 1st to be included in the enrollment information for providers have to include the AMH Tier 3 care management rate agreements? (From Jarahnee Burger)

- PHPs may contract with AMHs as primary care physicians while they are negotiating contract terms for AMH (care management activities). The PHP can submit the contracted provider as a PCP for inclusion in member selection while the PHP and AMH are negotiating the AMH terms of the contract.

Will DHHS be providing any training, information, guidance or other materials to support LHDs preparing for and then undergoing this transition? If yes, do you know when this training and support will begin? (From Megan Toothman)

- Yes, DHHS has supported LHDs in a variety of ways in preparation for managed care and will continue to do so leading up to launch in July 2021 and beyond:
  - DHHS has participated in monthly LHD meetings to present updates on managed care (next meeting on 1/21)
  - DHHS has issued guidance to both LHDs and AMHs on data exchange (file formats, content, frequency) for all care management programs. That guidance can be found

here: <https://medicaid.ncdhhs.gov/transformation/advanced-medical-home/advanced-medical-home-data-specification-guidance>

- The LHD care management measures are found in the published Program Guide for High-Risk Pregnancy and At-Risk Children Manuals (see pages 8, 9, 11) [https://files.nc.gov/ncdma/documents/Providers/Programs\\_Services/care\\_management/Program-Guide-High-Risk-Pregnancy-and-At-Risk-Children-11072018.pdf](https://files.nc.gov/ncdma/documents/Providers/Programs_Services/care_management/Program-Guide-High-Risk-Pregnancy-and-At-Risk-Children-11072018.pdf). These should be close to program measures used today.
- These were also shared with LHD staff, DPH staff, and LHD Directors in presentations in 2019 and early in 2020. Currently these guides are being updated. For more information on LHD Care Management in managed care please see this page: <https://medicaid.ncdhhs.gov/transformation/care-management>. The presentation/training on this page also includes the required program measures.
- DHHS is updating the Program Guide with minimal updates. We have not made significant changes to the program since it was developed in 2018-2019 in collaboration with DPH and LHD representatives. DHB will work with DPH to schedule additional trainings with LHDs to ensure that LHDs fully understand the program.
- DHB will contract with CCNC to provide the Virtual Health Platform and be responsible for creating reports for the LHD care management programs. DHB has worked with DPH to develop new contract performance standards for CCNC around VH performance.

Previously there were handouts and flyers for clinics to share with patients. Will these be available this time? When & Where would we find these?

- There will be palm cards and posters available for download through the [County Playbook](#).

Have there been any more details released regarding the AMH Tier 3 Glide Path Payments? (from Jarahnee Burger)

- Information on the glidepath will be released in the next two weeks

#### Concerns:

- Contact information on record may be stale for multiple covid-19 reasons and individuals will not receive mail/packets sent.
  - Thank you for the concern, we have shared this with our Eligibility Team.

#### Requests:

- Webinar on DHHS' outreach efforts, partners would like more specific information so they can coordinate their efforts with DHHS' plans – can this happen this month (January?)
  - We'd be happy to work on this and would like to include the Enrollment Broker. Do you have a time you'd prefer?

#### Comments/Notes:

Certified Application Counselors (CAC) would be in a very good position to be trusted local enrollment brokers.

- CACs can be a great local resource for information and connecting Medicaid eligible consumers to DSS for enrollment and the NC Enrollment Broker for health plan selection and enrollment.

Helpful Links:

NC DHHS January 27, 2021 webinar: [register](#)

For COVID vaccination information: [YourSpotYourShot.nc.gov](https://YourSpotYourShot.nc.gov)