

NC MEDICAID TRANSFORMATION UPDATE

Michael Leighs

NC Medicaid

Jan. 8, 2021

COVID-19 Prevention Messages



Wear a mask at all times and maintain physical distance (at least 6 feet) from people when you leave your home.



Stay home. Only go out for essential activities like work, school, health care or caring for family or buying food.



Avoid gathering with people that you do not live with. If you cannot avoid being with other people, stay outside and keep it very small. Do not do things where you need to take off your mask, like eating or drinking.



If you were with people that you do not live with, you should assume you may have become infected and get tested.

COVID-19 Vaccinations in North Carolina: January 2021

Who is being vaccinated now?

Health care workers at highest risk for COVID-19 exposure: Such as doctors, nurses and those caring for and cleaning areas used by COVID-19 patients

Long-term care staff and residents: People living and working in places like skilled nursing facilities or group homes

North Carolinians age 75+: Limited supplies mean those age 75 and over may have to wait, but they have one of the first spots to take their shot

Where are they being vaccinated?

Health care workers at highest risk for COVID-19 exposure: In hospitals or local health departments that have received early shipments of the vaccine

Long-term care staff and residents: The federal government manages vaccinations for most long-term care facilities. Most will be vaccinated at their facilities under the Pharmacy Partnership for Long-Term Care Program with CVS and Walgreens

North Carolinians Age 75+: Call the COVID-19 line at 1-877-490-6642, visit YourSpotYourShot.nc.gov, or contact their local health department or hospital

**Let's work together to share information.
Help distribute information and materials:
YourSpotYourShot.nc.gov**

- **Help direct people to “their spot” for reliable information about the vaccine:** Maybe it's you, now that you have new vaccine knowledge
- **Show people that you trust the safety and effectiveness of the vaccines:** Share your positive experience when you have your shot against COVID-19—use our tip sheet to create and share your own video to promote vaccination:
files.nc.gov/covid/documents/vaccines/NC-Vaccine-Selfie-Video-Tip-Sheet.pdf
- **Use and share the COVID-19 vaccine communications materials to make sure more North Carolinians have accurate and up-to-date information on the vaccines:** Find them at YourSpotYourShot.nc.gov



North Carolina's Vision for Medicaid Transformation

“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”

Moving to NC Medicaid Managed Care

- **1.6 - 1.8 million Medicaid beneficiaries will enroll in Standard Plans.**
- **Beneficiaries will be able to choose from 5 Prepaid Health Plans (PHPs).**
 - **AmeriHealth Caritas, HealthyBlue, United HealthCare, WellCare, Carolina Complete Health (Regions 3, 4, 5)**
- **All health plans and regions will go live on July 1, 2021.**
- **Some beneficiaries will stay in fee-for-service because it provides services that meet specific needs, or they have limited benefits. This will be called NC Medicaid Direct.**
- **The Eastern Band of Cherokee Indians (EBCI) Tribal Option, a managed care option for federally recognized tribal members and other individuals eligible to receive Indian Health Services, will go live on July 1, 2021.**
- **Behavioral Health I/DD Tailored Plans will go live on July 1, 2022.**

NC Medicaid Transformation Programs

NEW

NC Medicaid Managed Care

- Name for new Medicaid program
- Offered by “health plans”
- There will be multiple types of health plans
- One health plan for most health services, including physical health, behavioral health, and pharmacy and addressing unmet health related resource needs

NC Medicaid Direct

- New name for current Medicaid fee-for-service program
- Provides many of the same health services as health plans
- People who do not get their Medicaid services through a health plan will continue to receive health care through NC Medicaid Direct and LME/MCOs

Every person who is eligible to get Medicaid will still get Medicaid.

Medicaid Managed Care Eligibility

Status of Medicaid Managed Care Enrollment, Per Legislation	Populations
Mandatory (Must enroll)	<ul style="list-style-type: none">▪ Most Family & Children's Medicaid, NC Health Choice, Pregnant Women, Non-Medicare Aged, Blind, Disabled.
Excluded (Cannot enroll, stay in NC Medicaid Direct)	<ul style="list-style-type: none">▪ Family Planning Program, Medically Needy, Health insurance premium payment (HIPPP), Program of all-inclusive care for the elderly (PACE), Refugee Medicaid▪ Some beneficiaries are temporarily excluded and become Mandatory later. This includes dually-eligible Medicaid/Medicare, Foster Care/Adoption, & Community Alternatives Program for Children (CAP-C).
Exempt (May enroll)	<ul style="list-style-type: none">▪ Federally recognized tribal members, beneficiaries who would be eligible for behavioral health tailored plans (until they become available). Target launch date for Tailored Plans is July 1, 2022.

Plans Launching 7/1/21

Standard Plan

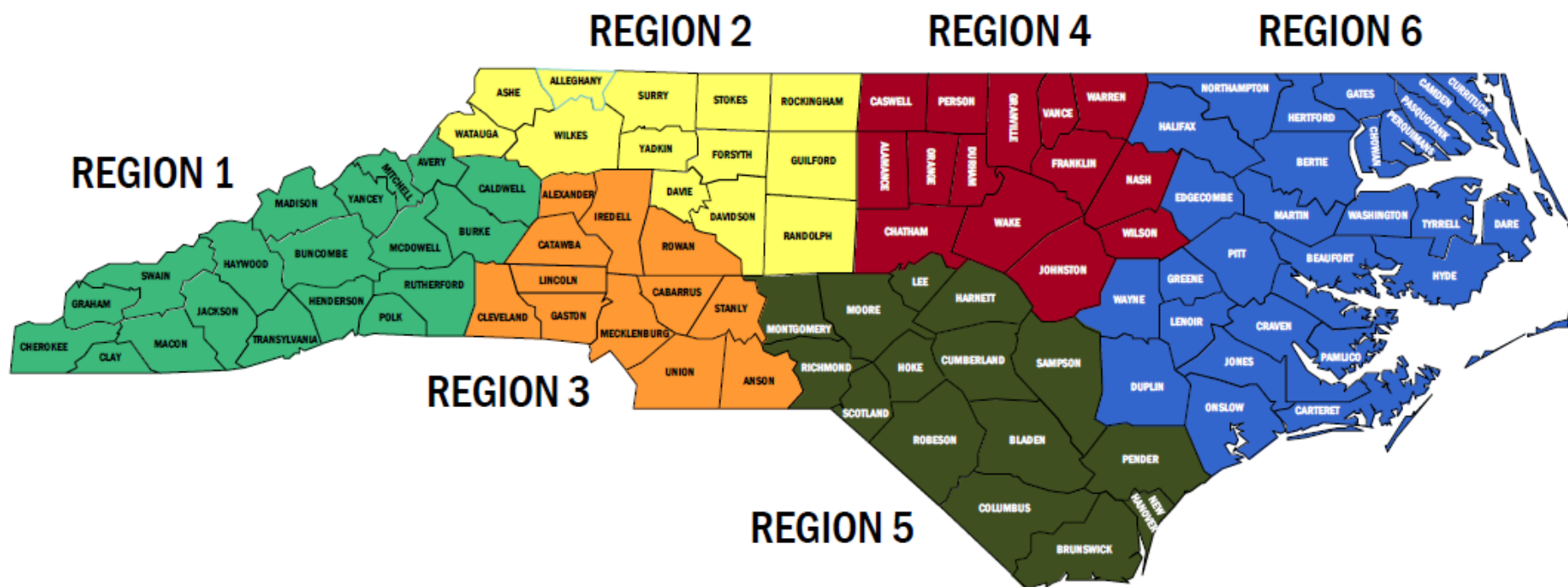
Standard Plans will provide integrated physical health, behavioral health, pharmacy and long-term services and support to most Medicaid beneficiaries, as well as programs and services that address other unmet health-related resource needs.

EBCI Tribal Option

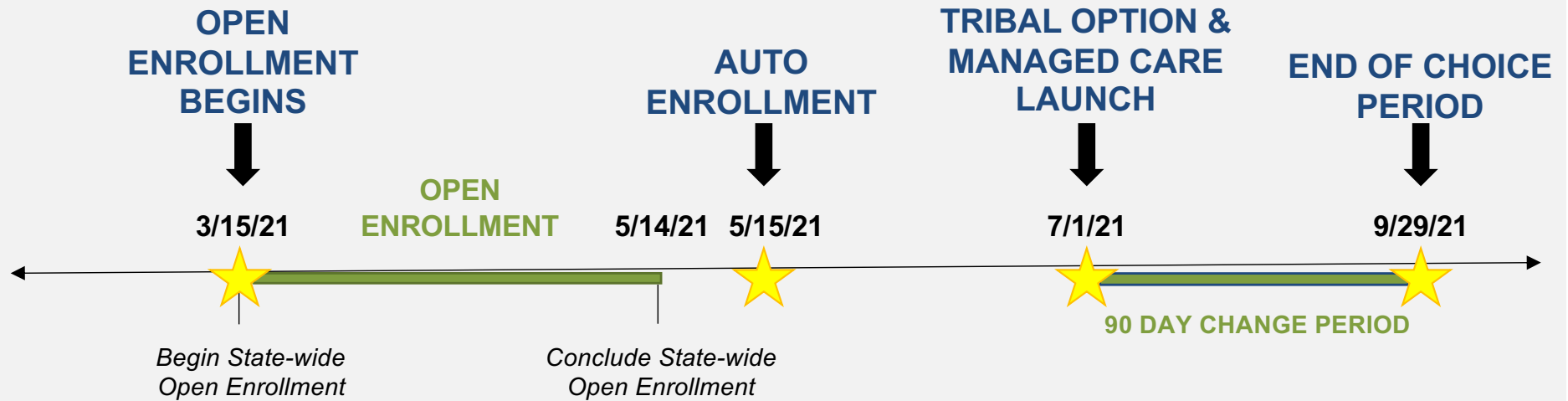
The Eastern Band of Cherokee Indians (EBCI) Tribal Option is available to tribal members and their families and will be managed by the Cherokee Indian Hospital Authority (CIHA).

NC Medicaid Managed Care Regions

- These health plans are available in all regions: AmeriHealth Caritas, HealthyBlue, UnitedHealthCare Community Plan, and WellCare.
- Carolina Complete Health is only available in Regions 3, 4 and 5.
- All health plans and regions go live on July 1, 2021.



NC Medicaid Transformation Timeline



Restart Activities

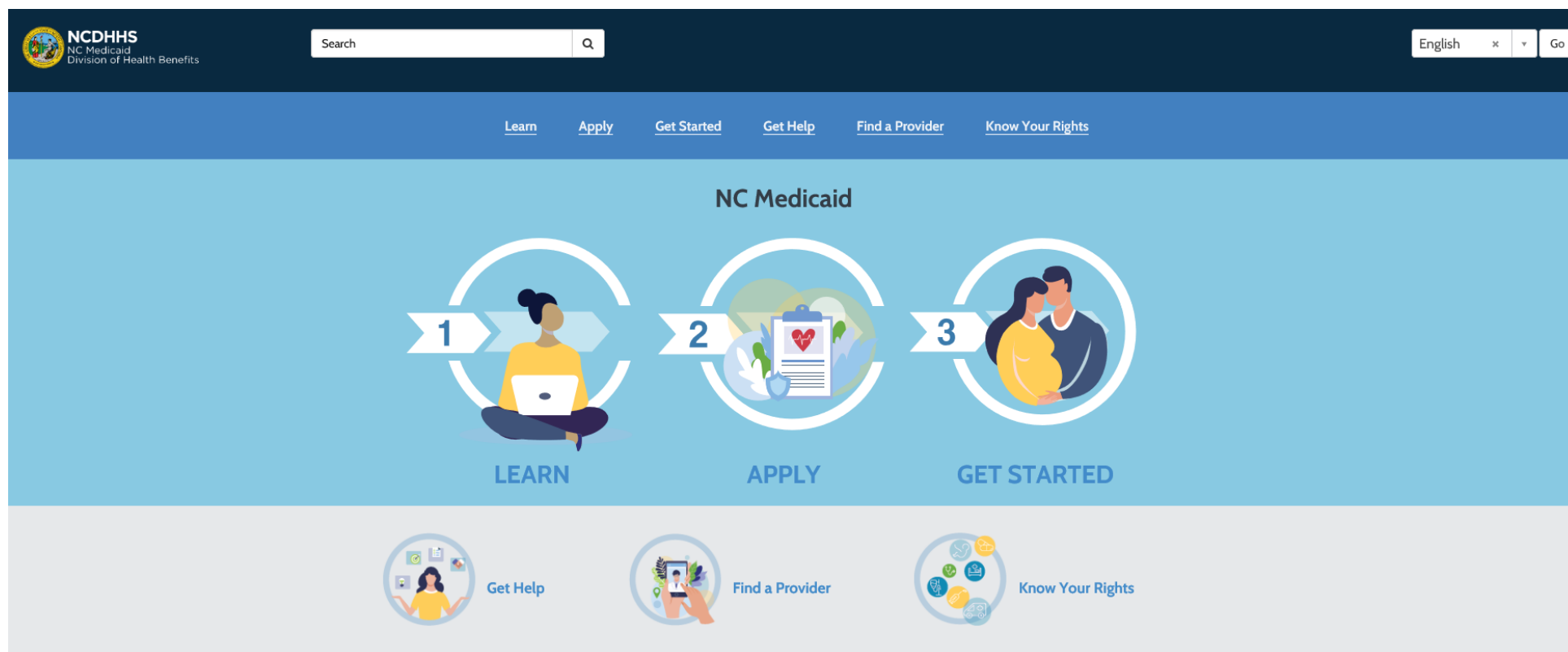
- **Update all stakeholder materials**, websites, smart phone apps and technical systems across multiple platforms (Enrollment Broker, health plans, NCTRACKS)
- **Formulate capitation rates** beginning in Nov '20 and submit to CMS for approval
- **Re-review and resubmit to CMS for approval** several health plans' contractual policies and procedures deliverables (annual compliance plans, call scripts, member marketing, value added service materials, and clinical coverage policies)
- **Update the Consolidated Provider Directory** (NC DHHS, Enrollment Broker, health plans)
- **Test Primary Care Provider Auto Assignment**
- **Complete key testing activities** to finalize data, analytics, reporting functionality including Transition of Care (NC FAST, Enrollment Broker, NC TRACKS, health plans, LME-MCOs, UM Vendors & CCNC) and Data Warehouse
- **Re-validate Enrollment Broker readiness** including call center staff and scripting once rehired
- **Re-evaluate internal Division of Health Benefit staff readiness**
- **For network adequacy** – monitor progress of **provider contracting** (health plans and providers)
- **Moving forward with managed care related procurements** including Member Ombudsman, Health Opportunities Pilots



Beneficiary Engagement

Beneficiary Portal

NCDHHS has launched an online Beneficiary Portal that will serve as a centralized information resource center for North Carolinians receiving or looking to apply for Medicaid.



Beneficiary Portal Features



Provides Medicaid resources in an easy-to-use web platform



Includes Medicaid Managed Care information



Includes a collection of FAQs and Help Center Assistant



Offers telehealth services educational materials to help beneficiaries with accessing health care virtually



Available in English and Spanish



Will expand to offer real-time assistance via bi-lingual live agent chat capability

Ombudsman Program

The Ombudsman program will provide education and advocacy to all Medicaid Beneficiaries as well as Issue Resolution for individuals with Medicaid Managed Care. This program is separate and distinct from the Long-Term Care Ombudsman Program.

Key Services



Information and Education to inform beneficiaries of their rights and to help answer questions over the phone, website, email, by mail and in person



Issue Resolution and Management as the central resource to resolve issues within the Medicaid Managed Care delivery system



Referrals to support beneficiaries' access to care in collaboration with other resources including State agencies, Department partners, community-based advocacy, and legal service organizations



Trend Monitoring to identify trends or systemic issues in delivery system performance

The Enrollment Broker will provide choice counseling, enrollment assistance and education to beneficiaries as they select from a variety of health plans.

Key Services



Outreach – Provide outreach via smaller engagements and larger, virtual outreach events



Call Center – Direct beneficiaries to the Enrollment Broker Call Center to resolve questions, serve as the primary source of enrollment assistance for beneficiaries



Outreach Materials – Develop and provide counties with outreach materials to include laminated documents that can be reused and cleaned as well as QR codes for people to download the documents



Medicaid Managed Care Website – Maintain the website to inform beneficiaries of updates and allow beneficiaries to search for and select a primary care provider and health plan



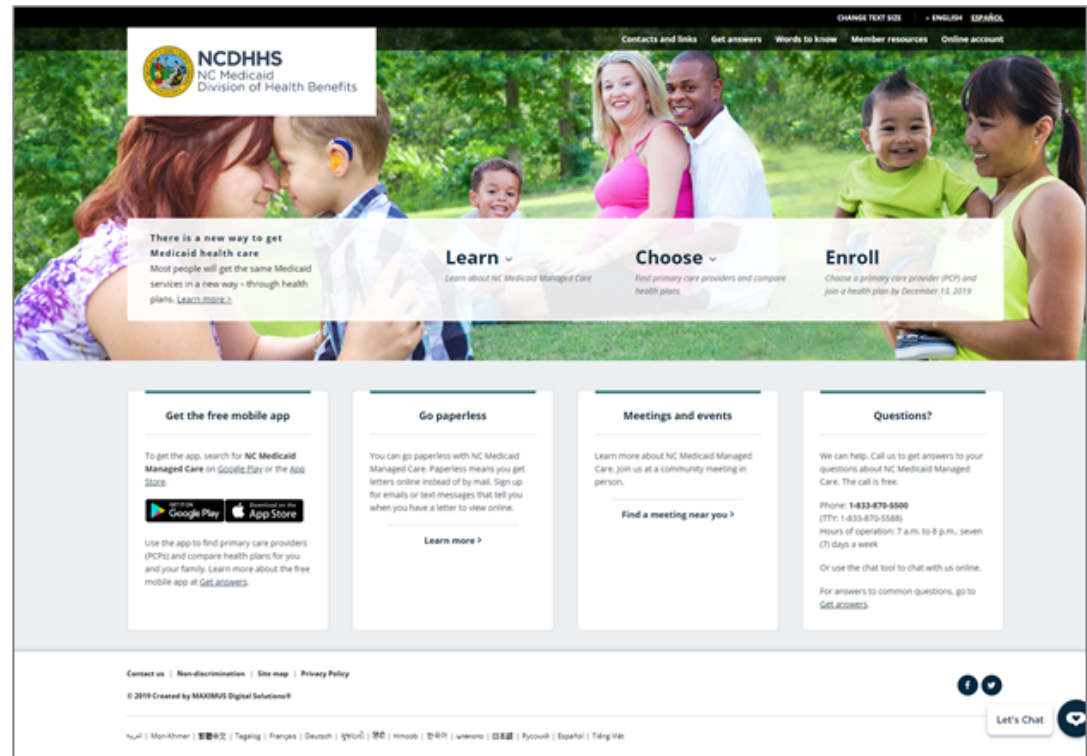
Enrollment Materials – Develop and provide beneficiary enrollment materials to include Enrollment Notices, Health Plan Choice Guide, and Information Sheet

Enrollment Broker Public Website

ncmedicaidplans.gov

The purpose of the NCEB public website is to enable members to:

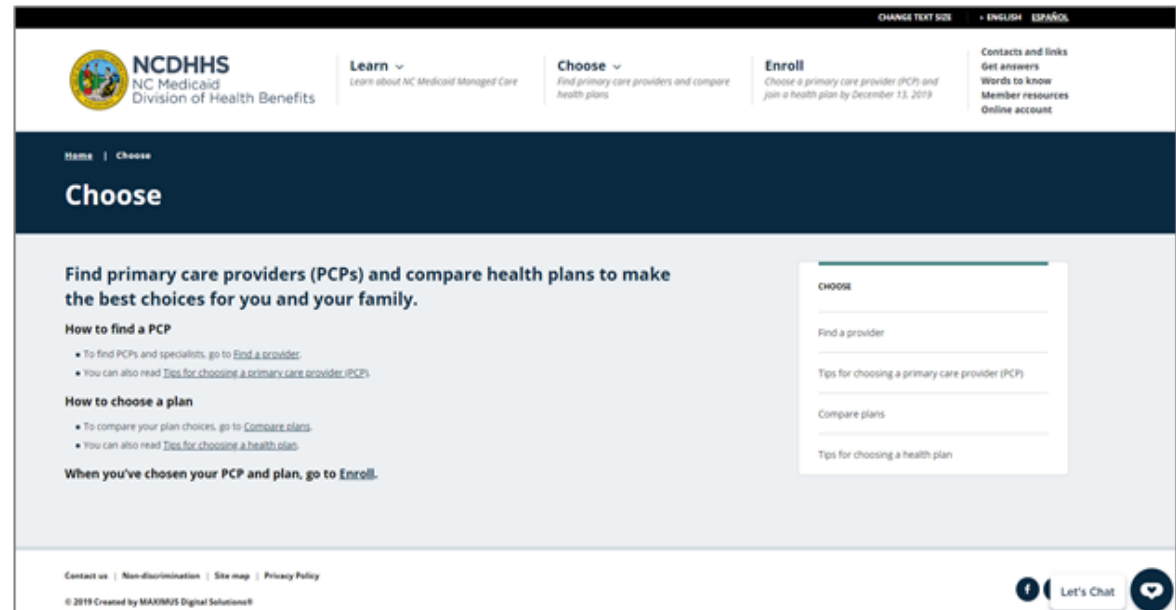
- Learn about the program
- Find out what plans are available to them
- Answer questions
- Understand any complex terminology
- Gain information on how to contact the Enrollment Broker, health plans, or other resources
- Launched 11/1/20



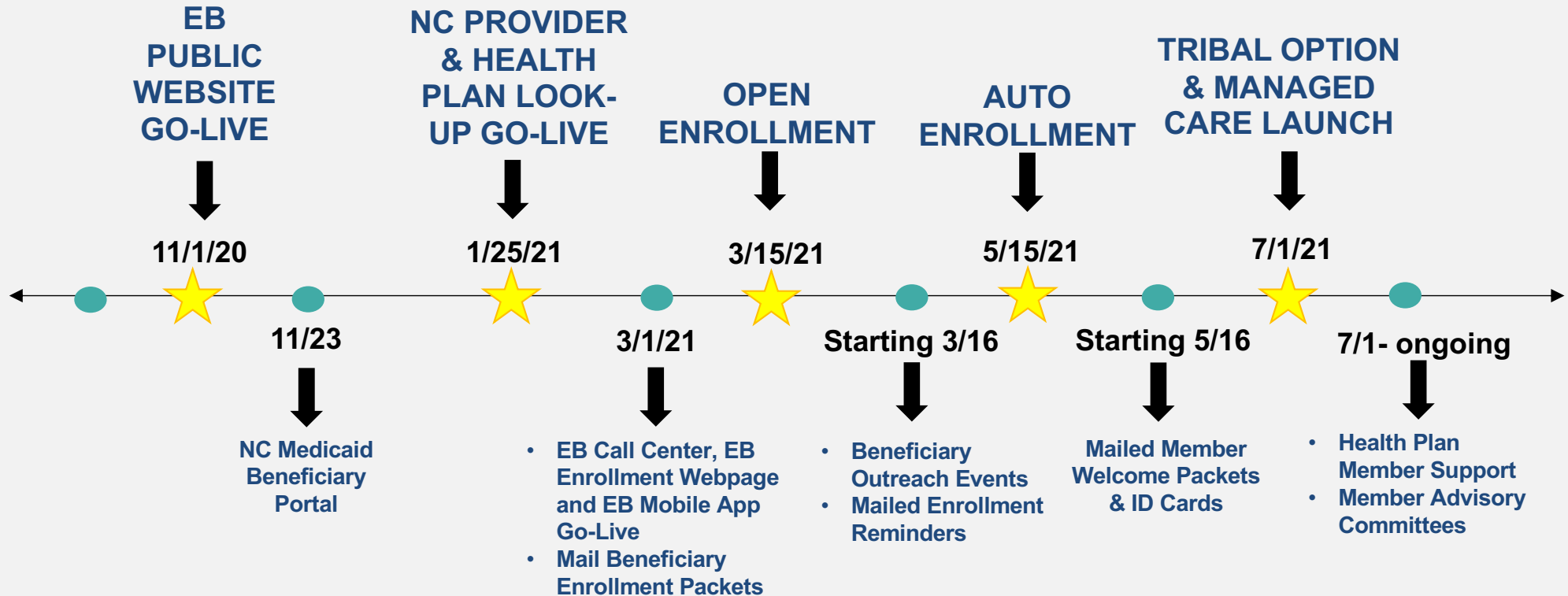
NC Enrollment Broker Public Website

The NCEB public website will include:

- **The Medicaid and NC Health Choice Provider and Health Plan Lookup Tool**
 - Search tool enabling beneficiaries to find and select Pre-paid Health Plans (PHPs) and Primary Care Providers (PCPs).
- **Choice Guide**
 - Tool that allows beneficiaries to view health plans and choose the best plan to meet their health care needs.



Beneficiary Engagement Milestone Timeline





Provider Engagement

Provider Webinar Trainings

- **NCDHHS and North Carolina Area Health Education Centers (AHEC) have partnered to host a series of webinars to increase engagement with providers, practice managers, and quality managers.**

Webinar Series	Schedule
Medicaid Managed Care Fireside Chat	First Thursday of each month
Advanced Medical Home	Second Thursday of each month
Clinical Quality	Third Thursday of each month

For the full schedule of webinars and to access recordings, slides and transcripts of previous webinars, please visit the [Medicaid Managed Care Webinar Series for Providers web page](#).


Ongoing Provider Engagement

- Re-launched Provider Playbook
 - New fact sheets posted January 4
- Provider Bulletins to share updates
- Contracting Reminder:

For inclusion in open enrollment and auto-enrollment, provider contracts must be signed and mailed to health plan by:

- **Feb. 1, 2021, for inclusion in open enrollment, and**
- **April 12, 2021, for inclusion in auto-enrollment.**

Provider Ombudsman



Division of Health Benefits (DHB) has created a Provider Ombudsman who will represent the interests of the provider community by receiving and responding to inquiries and complaints regarding PHPs.

The Ombudsman will provide resources and assist providers with issues through resolution.

The Ombudsman will assist providers with Health Information Exchange (HIE) inquiries related to NC HealthConnex connectivity compliance and the HIE Hardship Extension process.

Provider Ombudsman Contact

Email: Medicaid.ProviderOmbudsman@dhhs.nc.gov

Phone: 919-527-6666



Questions?

Michael.leighs@dhhs.nc.gov

919-627-0945 (mobile)

Medicaid Managed Care Webinar

January 27th 3:00PM

Please use this link to [Register](#)