



**NC COLLABORATIVE**  
on Medicaid Transformation

# NC COMeT

## NC DHHS Office of Health Equity

*Promoting Equity in Preparation  
for Medicaid Expansion*

**October 13, 2023**

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## **Logistics for today**

- **The meeting is being recorded**
- **Lines will be muted during the presentation – unmute to ask a question, phone - \*6**
- **Use the chat box for questions**



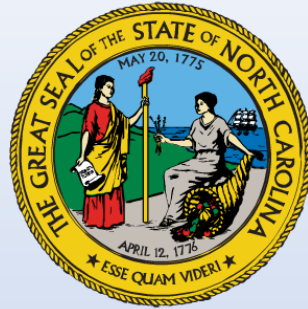


## Care Share's Mission is Collaborating for Health Equity

The purpose of the Collaborative on Medicaid Transformation is to:

- Convene, educate and support diverse organizations interested in or affected by Medicaid transformation
- Elevate the community and consumer voice in the transformation
- Support the implementation of Medicaid Transformation
- Leverage your expertise in the transformation efforts





# NCDHHS



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## NC Department of Health and Human Services – Office of Health Equity

*Promoting Equity in Preparation for  
Medicaid Expansion*

*Debra Farrington  
Deputy Secretary/Chief Health Equity Officer*



**North Carolina is preparing now to get more people covered through expansion---from every corner of every county of the state.**

# North Carolina is preparing to get more people health coverage, improving their well-being and strengthening our state's economy.

- Governor Cooper signed HB 76 into law on March 27, 2023.
- Beginning December 1, 2023, NC Medicaid will cover people ages 19 through 64 with higher incomes.
- Over 600,000 North Carolinians will gain access to health care coverage.
- NCDHHS and its partners will work together on implementation, outreach and engagement, and support our counties in this work to drive equitable access to critical health care services.



# Our strategic goals

## Getting people covered

- New applicants and existing beneficiaries who meet eligibility have coverage for full Medicaid benefits

## Getting people care

- Eligible beneficiaries can successfully receive care
- Providers are prepared to provide services and receive payment

## Supporting our partners

- County and community partners have the tools they need to share key information about expansion and help get people enrolled in coverage



# Guiding Principles

1. Increase awareness of eligibility, reduce barriers to enrollment and support people through the enrollment process with tailored approaches, trusted messengers, and communications across all 100 counties
  - Decrease disparities in enrollment associated with race, ethnicity, geography, and sexual orientation by incorporating that focus into policies, workgroups, operations, and all other aspects of program implementation
  - Engage external stakeholders as partners for outreach and communications
2. Use a data driven approach, from day one, for decision making and to drive rapid cycle improvements
3. Enroll eligible people in a timely manner and with a high degree of accuracy
  - Support counties by understanding their needs, providing clarity, and reducing unnecessary administrative burden
4. Provide timely access and high quality care to address physical and behavioral health; one cannot be at the expense of the other.
  - Support providers by reducing administrative burden, decreasing complexity, and provide clear communications
5. Minimize duplication of work, execution features and tasks are owned by one and only one team

# NCDHHS getting everyone involved to get everyone covered.

- NCDHHS built strong relationships with the community for the COVID response, and we plan to support those partners—because their goals are ours.
- NCDHHS will implement the expansion efforts, working shoulder to shoulder with community partners.
- NCDHHS recognizes that our DSS partners are instrumental in this work and is committed to supporting them.
- Our External Implementation Partners will help us identify and address barriers that keep people from applying for coverage; trusted community partners and people with lived experience can impact our approach and messaging.
- Our team is developing communications and outreach strategies that support community-based efforts: Mass marketing materials to promote expansion using different channels, including trainings, toolkits, Enrollment Ambassador maps, etc.

# Get Engaged

## Help North Carolinians get health coverage through Medicaid.

- Use the forthcoming toolkit to share information with your networks and communities.
- **Help North Carolinians get health coverage through Medicaid.**
- Go to [medicaid.ncdhhs.gov](https://www.medicaid.ncdhhs.gov) and sign up for updates about Medicaid expansion, including new resources.
- Use the Medicaid expansion toolkit to share information with your networks and communities: [medicaid.ncdhhs.gov/north-carolina-expands-Medicaid](https://www.medicaid.ncdhhs.gov/north-carolina-expands-Medicaid).
- Give presentations to help people know if they may be eligible and what to do. The Medicaid expansion toolkit includes a Medicaid Essentials deck with talking points: [medicaid.ncdhhs.gov/medicaid-essentials](https://www.medicaid.ncdhhs.gov/medicaid-essentials).
- Join the Medicaid Essentials Presenter Network by completing this [form](#) and attending training scheduled for Nov 1st.

# QUESTIONS?

## How to apply:



**ePASS**

[epass.nc.gov](http://epass.nc.gov)



**Paper application**

[ncgov.servicenowservice.com](http://ncgov.servicenowservice.com)



**In person at your local  
DSS office**

[ncdhhs.gov/localDSS](http://ncdhhs.gov/localDSS)



**Call DSS office**

[ncdhhs.gov/localDSS](http://ncdhhs.gov/localDSS)



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## The Collaborative Includes

- NC DHHS
- Community based organizations
- Pre-paid health plans
- Providers
- Advocates
- Research & evaluation organizations
- Funders
- Local DSS
- Safety net organizations
- Beneficiaries
- Navigators & assisters
- Other interested stakeholders





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# Medicaid Transformation Updates & Resources

- **NC DHHS Resources**
  - Medicaid Expansion [New Website](#)
  - Medicaid Recertification [Fact Sheet](#) and [Video](#)
- **CMS Resources**
  - Medicaid and CHIP Renewals: Coalition Webinars for Reaching Out to Special Populations – [Link](#)
- **Additional Resources**
  - NC Medicaid Ombudsman [Fact Sheet](#)
  - NC Med Help – [Legal Services](#)
  - NC Legal Aid – [Medicaid Lived Experiences Project](#)





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# Upcoming Opportunities

- **Financial Considerations of Medicaid Contracting: A Virtual Workshop with Nonprofit Finance Fund through Equity+ Network**
  - October 16 at 1:30 pm – [Register](#)
- **NC Medicaid Ombudsman: Interactive Monthly Update**
  - October 18 at 2pm - [Webinar Registration](#)
- **NC Enrollment Broker Virtual Education Series**
  - October 26 at 10 am - [Register](#)





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# Questions & Discussion

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# Next Meeting

**November 17, 2023**

**10:00 – 11:00 am**

Contact Jalah Clayton, [jclayton@caresharehealth.org](mailto:jclayton@caresharehealth.org)

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