Medicaid Managed Care Update

Department of Health and Human Services
Secretary Mandy Cohen, M.D.

September 4, 2019
Medicaid Transformation Update

- DHHS is extending the period for open enrollment for counties in Phase 1,
- DHHS will move from rolling out managed care in two phases to one statewide transition.
- The target date of February 1, 2020 for statewide implementation remains unchanged.
Open Enrollment Extended through 12/13/19 Statewide

Open Enrollment Began in July

Open Enrollment Will Begin in October
# Medicaid Transformation Milestones

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Regions 2, 4</th>
<th>Regions 1, 3, 5, 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Packets Mailed</td>
<td>6/28/2019</td>
<td>10/1/2019</td>
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<tr>
<td>Open Enrollment Begins</td>
<td>7/15/2019</td>
<td>10/14/2019</td>
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<tr>
<td>Open Enrollment Ends</td>
<td></td>
<td>12/13/19</td>
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<tr>
<td>Auto-Assignment</td>
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<td>12/16/19</td>
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<tr>
<td>Health Plan Effective Date</td>
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<td>2/1/2020</td>
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Dates are approximate and subject to change.
Priorities for Day 1 of Managed Care Remain the Same

- A person with a scheduled appointment is seen by provider
- A person’s prescription is filled by the pharmacist
- A provider enrolled in Medicaid prior to Nov 1, is still enrolled
- A provider is paid for care delivered to members
Moving toward Statewide Go-Live 2/1/20

• Encourage beneficiaries to choose a health plan and primary care provider.
  – NC Medicaid Managed Care call center at 833-870-5500
  – NC Medicaid Manage Care website, ncmedicaidplans.gov

• Finalize contracts between doctors and health systems and managed care companies.
Resources to Support You

- Provider Playbook: https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care
- County Playbook: https://medicaid.ncdhhs.gov/counties/county-playbook-medicaid-managed-care
- Targeted Medicaid bulletins
- Meet and Greets with Health Plans
- AHEC-supported training
- Face-to-face events /Webinars
- Virtual office hours /FAQs
Managing Change - Contact Us

• We want to hear from you. What is working? What is not?

• START HERE FIRST
  – Providers: NCTracks: 800-688-6696
  – Beneficiaries: Medicaid Contact Center: 833-870-5500
  – Counties: NC FAST: 919-813-5400

• Staff can escalate issues to internal SWAT team focused on problem identification and resolution

• When needed, issues can be escalated to our SWAT team by calling (919) 527-7460 or emailing MedicaidSWAT@dhhs.nc.gov
Questions