

# Medicaid Managed Care Update

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

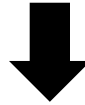
September 4, 2019

# 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

<b>Milestone</b>	<b>Regions 2, 4</b>	<b>Regions 1, 3, 5, 6</b>
<b>Enrollment Packets Mailed</b>	<b>6/28/2019</b>	<b>10/1/2019</b>
<b>Open Enrollment Begins</b>	<b>7/15/2019</b>	<b>10/14/2019</b>
<b>Open Enrollment Ends</b>	<b>12/13/19</b>	
<b>Auto-Assignment</b>	<b>12/16/19</b>	
<b>Health Plan Effective Date</b>	<b>2/1/2020</b>	

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](http://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](mailto:MedicaidSWAT@dhhs.nc.gov)



# Questions