Medicaid Transformation Update

Debra Farrington

Department of Health and Human Services

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Agenda

- Medicaid Transformation Update

- Key Milestones in progress

- Transformation Priorities Involving DSS

Medicaid transformation status

Enrollment Broker RFP

In process

Ombudsman RFI released and RFP pending

Key Legislation

HBs 403 and 156 PASSED

Next

Key milestones in progress

Behavioral Health Integration **Achieved in recent legislation**	**PHP Licensure** **(HB 156 passed in July 2018)**	**PHP RFP** **Release within 60 days of passage of HB 403, Est. mid August 2018**	**1115 Waiver Approval by CMS** **In process, anticipated late August**

Medicaid Managed Care goes live within 18 months of CMS approval

Upcoming:

- Medicaid Program Changes
- County Manager Webinars
- Advanced Medical Home Certification

Branding: NC Medicaid

- Session Law 2015-245: Division of Medical Assistance to Division of Health Benefits

- Effective August 1, 2018

- Same positions; 100% of employees chose to move from DMA to DHB

- Referred to as "NC Medicaid"

Transformation Initiatives involving DSS

1 Eligibility and Enrollment

2 Beneficiary Engagement and Outreach

3 Release and award of PHP RFP

Opportunities for DHHS/DSS to work together

- **Refine training for DSS staff incl. approach, schedule**

- **Operationalize implementation of enrollment broker services**
  - Eligibility applications
  - Interface with Enrollment Broker
  - EB DSS Liaisons

- **Opportunities to disseminate information to beneficiaries**
  - Flyers
  - Key messages on monitors

Training Opportunity

- 2018 Social Services Institute

- Oct. 17-19, 2018

- Two part session (90 minutes each)

  - Part I – 1115 waiver status, SL 2018-48, status of Medicaid managed care

  - Part II - addresses specific impacts on DSS eligibility processes, how eligibility processing and timelines are impacted by managed care. How NEMT may change and what will change in NCFAST. Identifies training and additional resources are available to DSS staff.

Future Training topics
All DSS Staff

- Managed care overview and rollout plan

- Roles of DSS, EB, ombudsman, PHPs, LME-MCOs

- Beneficiary outreach plan

- PHP marketing requirements and restrictions

- Medicaid eligibility processing

- NC FAST modifications

- NEMT changes

- Where to find information

DSS Joint State County Relations Meeting   7/10/18

Medicaid Manage Care Key Takeaways

Enrollment Broker

DHHS will select an enrollment broker to support enrollment of beneficiaries into managed care. This third party enrollment broker (EB) will support PHP selection and enrollment for the cross over population and newly eligible beneficiaries.

Once the EB is selected DHHS will host a special meeting with DSS to finalize details on the implementation plan and interface between the EB and DSS.

Beneficiary Engagement

DHHS will initiate beneficiary engagement efforts targeted to reach all Medicaid beneficiaries. The engagement plan for beneficiaries includes information dissemination, outreach and education, beneficiary noticing and choice counseling. Entities with regular beneficiary contact including PHPs, local Departments of Social Services (DSS) offices, EBCI PHHS office(s), local health departments, LME-MCOs, community based organizations, beneficiary call centers will play a pivotal role in providing direction to beneficiaries. Information will be disseminated on "what is managed care", how members can keep their assigned PCP, what happens with their Medicaid card, keeping contact information up to date, etc.

What can you do now?

Update Demographics
During each contact with beneficiaries or potentially eligible beneficiaries we request that eligibility workers ask "What is your current address, phone number or email address?" and subsequently update this information in NCFAST.

Process Returned Mail
As returned mail is received, please work with other agencies or sources to verify current addresses to ensure the most up to date demographic information is maintained in NCFAST so that recipients receive mailed items in a timely way.

OPEN DISCUSSION

NC Medicaid Transformation website:
www.ncdhhs.gov/medicaid-transformation