

NC Department of Health and Human Services Joint DMH/DD/SAS & DHB Consumer Webinar

February 27, 2023

Tailored Plan Launch Update

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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

February 27, 2023

TAILORED PLAN (TP) LAUNCH DELAYED

- **To make sure that people can seamlessly receive care on day 1, we are delaying the launch of Tailored Plans until October 1.**
- **Our highest priority is making sure that the transition to Tailored Plans is as smooth as possible for the beneficiaries they will serve.**
- **While the LME/MCOs have made progress towards this goal, we aren't consistently where we need to be statewide. Our latest data projects that, if we launched now, 20,000 to 30,000 of the approximately 143,000 people who will be in Tailored Plans wouldn't have their current primary care provider in network.**
- **We understand that uncertainty is challenging for beneficiaries, especially those with complex medical needs. We will continue to work closely with LME/MCOs to launch Tailored Plans on the fastest possible timeline that can guarantee a smooth transition.**

TAILORED PLAN (TP) LAUNCH DELAYED

- **Tailored Care Management, which launched on December 1, 2022, will continue. DHHS is working with LME-MCOs and providers to support successful implementation.**
- **DHHS is still very committed to rolling-out the 1915i services. We are still working with CMS on the exact roll-out date, and we will share that soon.**
- **As a reminder, LME-MCOs will keep providing the same services they are today that includes our b3 services; so, no members will lose those services.**
- **DMHDDSUS is committed to working with our SCFAC on a ‘plain language’ communication campaign to help members understand Tailored Plans, tailored care management and the 1915i option services.**

Healthy Opportunities Pilot Update

The Healthy Opportunities Pilot has delivered over 36,000 non-medical services to over 3,800 enrollees since March 2022.

What Services Can I Get?

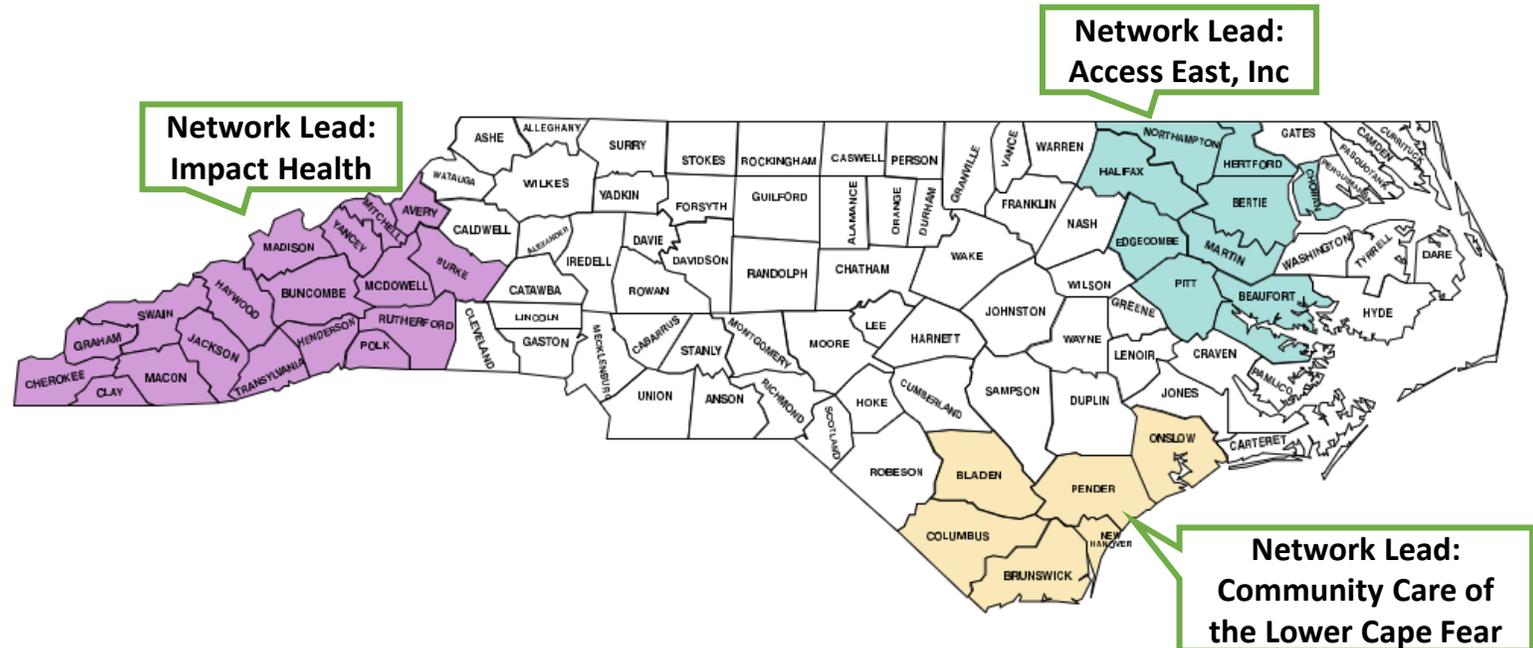
- **Food** (Ex. Healthy Food Boxes/Meals, Prepaid Cards for Fruits and Vegetables)
- **Housing** (Ex. Mold Remediation, Air Filters, Wheelchair Ramps, Move-In Support)
- **Transportation** (Ex. Reimbursement for Private Transportation to grocery stores and gyms)
- **Toxic Stress** (Ex. Evidence-Based Parenting Curriculum and Home Visiting Services)

All HOP services are no cost to the member!

How Do I Qualify?

- Be enrolled in Medicaid Managed Care Standard Plan or Tailored Plan (once live)
- Live in a Pilot Region
- Have at least one qualifying physical/behavioral condition and one qualifying social risk factor
- Note: There are no age restrictions for eligibility!

Remember: A whole family can access HOP services through one Medicaid member!



Healthy Opportunities Pilot Update - Continued

Recent and Upcoming Engagements

- VOH Webinar presented by Stakeholder Relations – March 2
- Community Partners Webinar – TBD (March)

Where to learn more

- Members can visit their health plan's website or DHHS' [Healthy Opportunities Pilots](#) website for more information.
- Like and share our posts on the DHHS Twitter ([@ncdhhs](#)), Facebook ([NC Department of Health and Human Services](#)), and Instagram ([ncdhhs](#)) accounts!

How Do I Get HOP Services?

- Call your Health Plan at the Member Services line on your Health Plan ID card (see Health Plans' Member Services numbers below) and ask if you are eligible for Healthy Opportunities Pilot services.
- Ask your care manager if you're eligible for HOP services.
- Ask your provider if they can refer you. Providers connected to NCCARE360 can make a direct referral for Pilot services using the platform.

For more information, please visit the [Healthy Opportunities Pilots webpage](#) or the [Healthy Opportunities Frequently Asked Questions](#).

Contact:

For more information, call the NC Medicaid Contact Center: 888-245-0179

Health Plans' Member Services Numbers:

AmeriHealth Caritas: 855-375-8811 (TTY 1-866-209-6421)

Carolina Complete Health: 833-552-3876

Healthy Blue: 844-594-5070 (TTY 711)

United Healthcare: 800-349-1855

WellCare: 866-799-5318

"The Healthy Opportunities Pilots have literally changed my life."

Healthy Opportunities Pilot Program

Health begins long before we need medical care



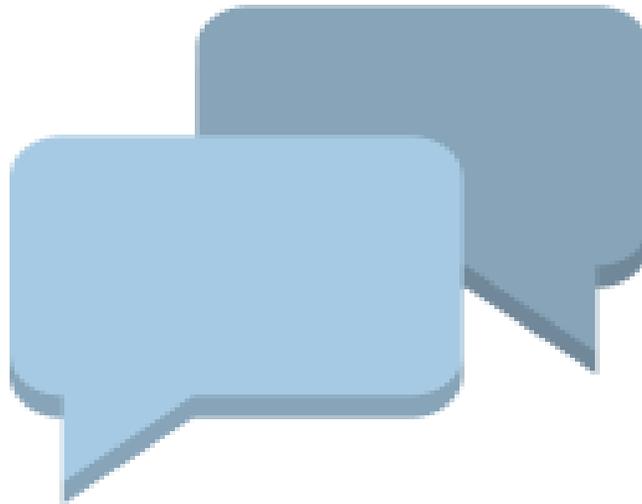
The new Healthy Opportunities Pilot Program will cover the cost of 29 important services



Member Resources

- **NC Medicaid Enrollment Broker**
 - Website ncmedicaidplans.gov
 - Call Center 1-833-870-5500 TTY: 711 or RelayNC.com
(Monday–Friday, 7 a.m. to 8 p.m., Saturday, 7 a.m. to 5 p.m.)
 - Tailored Plan webpage ncmedicaidplans.gov/learn/get-answers/tailored-plan-services
- **NC Medicaid Behavioral Health I/DD Tailored Plan webpage**
medicaid.ncdhhs.gov/Behavioral-Health-IDD-Tailored-Plans
- **NC Medicaid Ombudsman**
 - Website ncmedicaidombudsman.org
 - Phone 877-201-3750 (Monday–Friday, 8 a.m. to 5 p.m.)
- **NC Medicaid Website** medicaid.ncdhhs.gov

Questions and Answers



Comments, questions and feedback are welcome at:

- BHIDD.HelpCenter@dhhs.nc.gov
- Medicaid.Transformation@dhhs.nc.gov

Previous recordings and presentation slides for this webinar series can be found on the Community Engagement and Training webpage: <https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/councils-and-committees/community-engagement-and-training>