

NC Department of Health and Human Services

Joint DMH/DD/SAS & DHB (NC Medicaid) Update Call

BH/IDD Consumers, Family Members and Community Stakeholders

NC Medicaid Managed Care Update

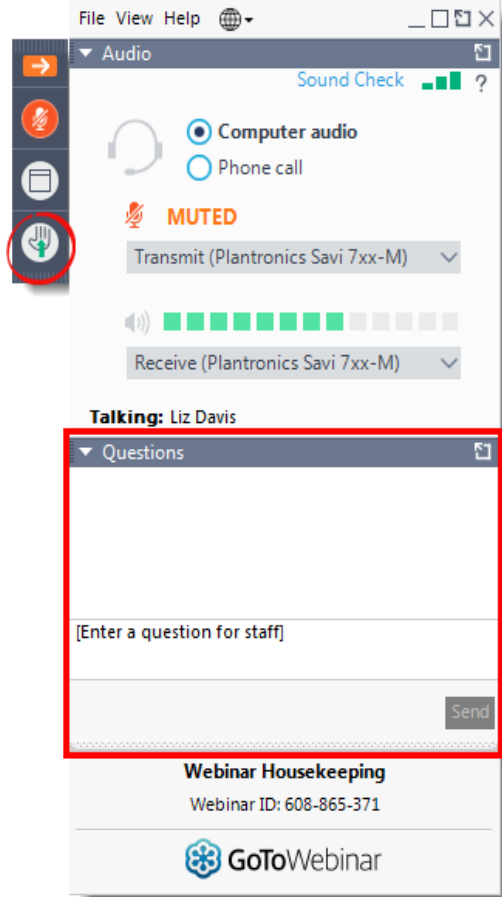
Debra Farrington

Chief of Staff for NC Medicaid

Monday, Jan. 24, 2022

GoToWebinar Housekeeping

If you experience technical difficulties, please contact the organizer



- Audio is set to computer speakers by default. To hear by phone, click on the audio pane and select “Phone Call”. Dial-in information and the audio pin will be provided at that time.
- Questions can be asked any time during this webinar
- To ask a question, use the “Questions” pane or click the hand icon located on your dashboard



Latest on COVID-19

- COVID-19 cases, positivity rates, hospitalizations at an all time high
- DHHS guidance on how to keep yourself, family, friends and the broader community safe
 - **Getting vaccinated and boosted against COVID-19 is the best way to protect yourself from severe disease, hospitalization and death.**
- NC Medicaid pays for at home tests

Which COVID-19 vaccine booster should I receive, and when?

Which vaccine did you get?	Pfizer-BioNTech	Moderna	Johnson & Johnson
You can get your booster if:	It's been 5+ months since you got your 2nd shot AND you are:	It's been 5+ months since you got your 2nd shot AND you are:	It's been 2+ months since you got your vaccine AND you are:
If eligible, you can get a booster if:	Ages 12-17 Pfizer-BioNTech Only	Age 18+ Moderna or Pfizer Recommended, Johnson & Johnson	Age 18+ Moderna or Pfizer Recommended, Johnson & Johnson

Visit MySpot.nc.gov to learn more and locate a provider near you.


 NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
 
 YOU HAVE A SPOT. TAKE YOUR SHOT.

Current Updates

Newly Appointed DHHS Secretary

COVID-19 Surge & Medicaid Response

Olmstead Plan Released

CMS Vaccine Mandate Update

Medicaid Budget

County Transitions –Cardinal counties/Bladen

Lawsuit Dropped Challenging Medicaid Transformation

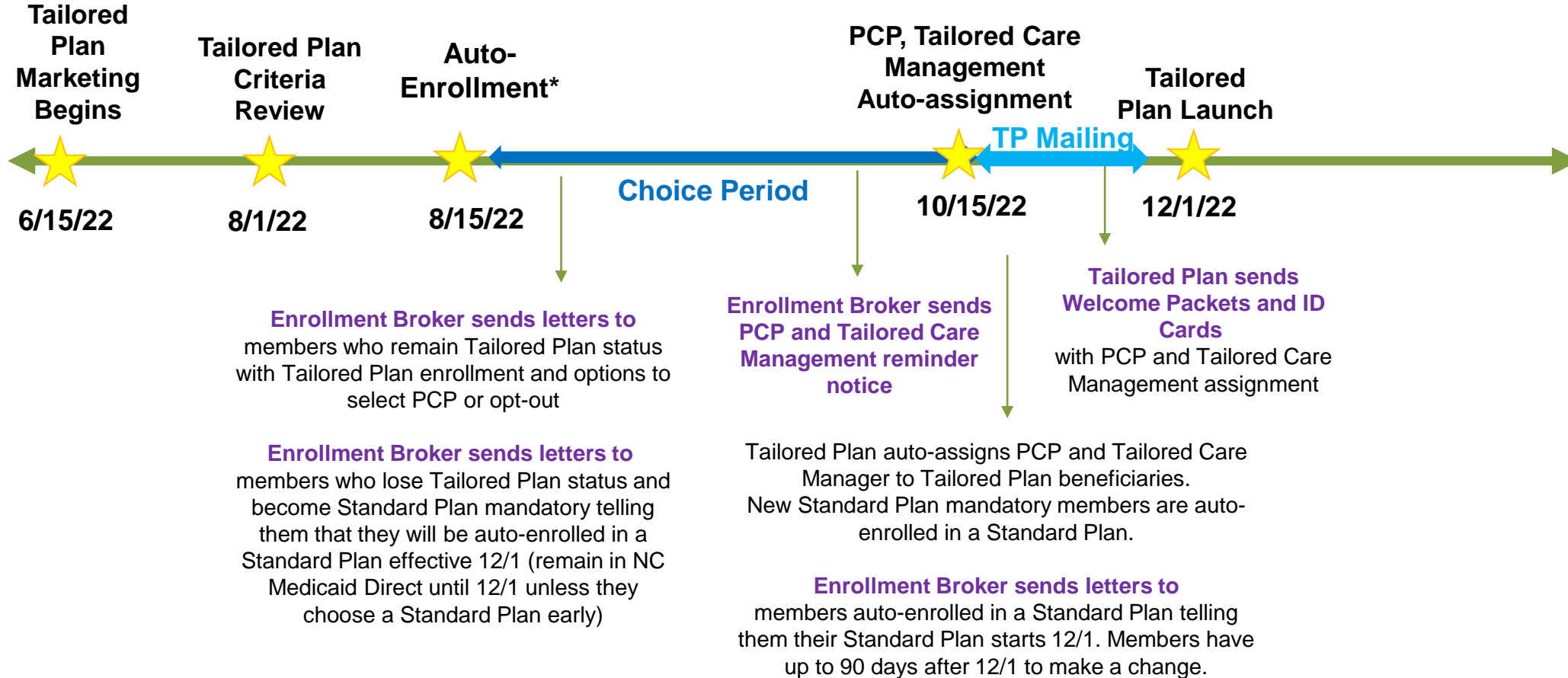
State Budget Update

- **Approved**
 - **1000 Innovations slots**
 - **100+ CAPDA slots**
 - **Increase in copay rates to \$4 – beginning July 1, 2022**
 - **Direct Care worker increases**
 - **Medicaid rebase less than requested**
 - **Did not include full Medicaid Expansion but included**
 - **Postpartum coverage 12 months in regular Medicaid**
 - **Extension of eligibility for parents of children who go into foster care**
 - **Addition of coverage for individuals in in-home living arrangements qualifying for Special Assistance**
 - **Establishment of Joint Oversight Committee on Access to Healthcare**

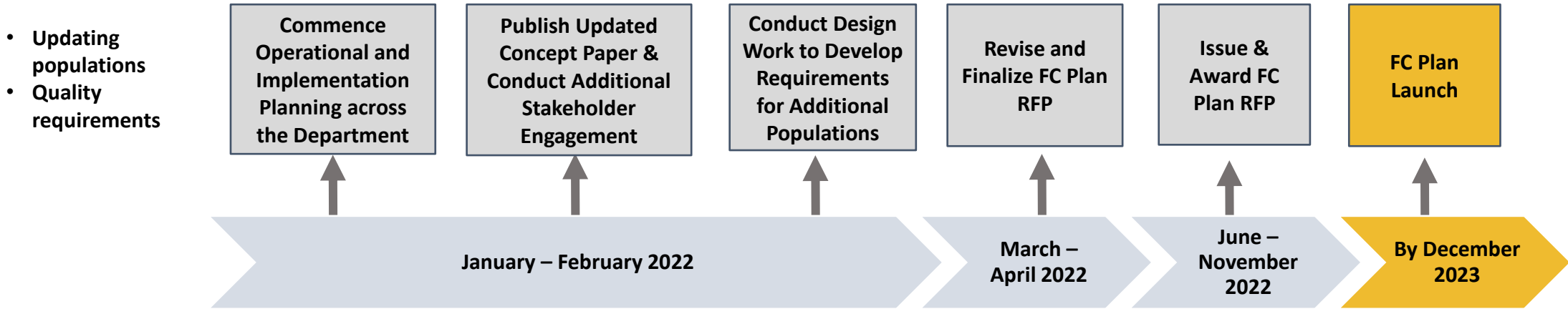
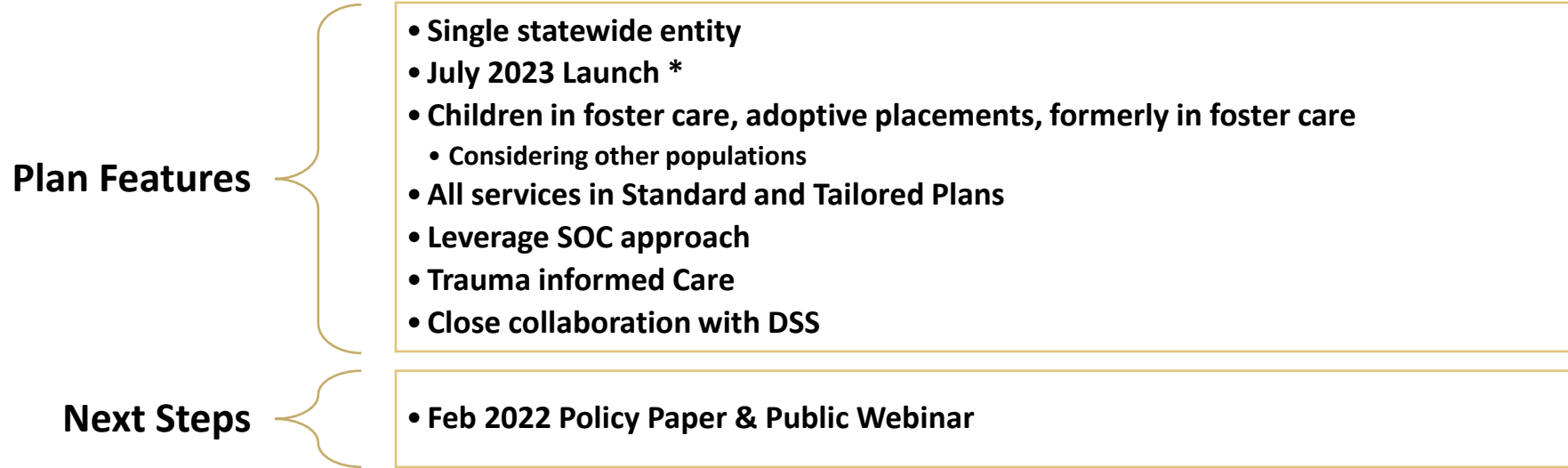
LME-MCO County Transitions

County	Receiving LME-MCO	Date	Status
Cabarrus	Partners	Sept 1, 2021	✓ Complete
Union			
Stanley			
Forsyth	Partners	Nov 1, 2021	
Davie			
Warren	Eastpointe	December 1, 2021	
Halifax	Trillium	December 1, 2021	
Rockingham	Sandhills	December 1, 2021	
Davidson			
Orange	Alliance	December 1, 2021	
Mecklenburg			
Alamance	Vaya	January 1, 2022	
Caswell			
Chatham			
Franklin			
Granville			
Person			
Rowan			
Stokes			
Vance			
Bladen	Trillium	February 1, 2022	In progress

Tailored Plan Overall Milestone & Timeline



Specialized Plan – Children/Youth in Foster Care and their Families



**In 2022, DHHS intends to identify a new name for the FC Plan to better represent the objective of the managed care plan and its target populations.*

Looking Ahead

The Department values input and feedback from stakeholders and welcomes stakeholders to join the upcoming webinar and/or submit additional comments and questions to the Department.

Upcoming FC Plan Public Webinar

February 9, 2022, 1:00 – 2:30 PM

Additional Comments & Questions

Comments, questions, and feedback are welcome at:
Medicaid.NCEngagement@dhhs.nc.gov

The Department will also continue to provide regular updates at:
<https://medicaid.ncdhhs.gov/transformation/specialized-foster-care-plan>



Healthy Opportunities Phased Launch Approach

- **Mar. 15, 2022: Launch food services and 3 CINs**

- Launch service delivery in all three Pilot regions, but only with food services.
- Only enroll members into the Pilot from 3 CINs: Access East, Mission Health Partners, and CCPN.
- PHPs do not have to play “care manager” role of assessing eligibility, enrolling, and recommending services for members assigned to Tier 1 and 2 AMHs or to members assigned to Tier 3 AMHs.
- If needed, the Department could consider setting expectation or limiting the 3 CINs to only enroll 100 - 250 members each in the first 45 days.

- **May 1, 2022: Launch housing and transportation services and additional CINs**

- Launch delivery of housing and transportation services.
- Add any AMH Tier 3s or CINs that can enroll (AMM, Carolina Medical Home Network, etc).
- If needed, the Department could consider limiting liquidated damages to the first 1,000 members enrolled in the Pilot. No enrollment limits will be applied.

- **June 15, 2022: Launch toxic stress cross-domain services**

- Launch delivery of toxic stress and cross-domain services. IPV and certain cross-domain services may not be live.
- PHPs begin “Care Manager” role of assessing eligibility, enrolling and recommending services for members assigned to Tier 1 and 2 AMHs and members assigned to Tier 3 AMHs not conducting Pilot care management

Resources for Beneficiaries

1

Check to see what health plan you are enrolled in

Beneficiaries were mailed a health plan welcome kit that includes their Medicaid ID card

If you still have questions or didn't receive the welcome kit you can call the Enrollment Broker at **833-870-5500**

2

Call your health plan if you have questions about benefits and coverage

The number is listed on your Medicaid ID card, or you can find contact information at [health-plan-contacts-and-resources](#)

3

If you still have questions, reach out to the NC Medicaid Ombudsman

Call **877-201-3750** or visit ncmedicaidombudsman.org

Resources

- NC Medicaid Enrollment Broker website ncmedicaidplans.gov
- NC Medicaid Ombudsman ncmedicaidombudsman.org
- NC Medicaid Transformation medicaid.ncdhhs.gov/transformation
 - Includes County and Provider Playbooks
 - Fact Sheets including:
 - Panel management
 - Managed care claims and prior authorizations
 - Day one provider quick reference guide
- NC Medicaid Help Center medicaid.ncdhhs.gov/helpcenter
- Practice Support ncahec.net/medicaid-managed-care
 - Back Porch Chat Webinar Series
 - Hosted by Dr. Dowler on the first and third Thursday of the month
 - Virtual Office Hours for Providers
- Regular Medicaid Bulletins
medicaid.ncdhhs.gov/providers/medicaid-bulletin



Questions and Answers



Have a question, send it to us. The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is working to centralize questions so we can ensure your questions are answered in a timely manner by the appropriate subject matter experts.

Comments, questions and feedback are welcome at:

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

Requests for presentations or to provide feedback:

Medicaid.NCEngagement@dhhs.nc.gov
