

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

January 23, 2023



NC Department of Health and Human Services Person – Centered Planning Initiative

January 23, 2023

PCP Initiative

- **Updated PCP Guidance:**
 - **New guidelines for Person-Centered Planning (PCP) process**
 - **Values and Principles Underlying Person-Centered Planning:**
 - **Right to live, love, work, learn, play, in community**
 - **Self-determination**
- **Free PCP Training :**
 - **4 hr. Experiential on-line live training sessions**
 - **Meets the requirements for service providers responsible for developing a PCP**
 - **Conducted by world renowned Dr. Tondora**
 - **CEUs available**

Updates

PCP Manual - 2010	PCP Guidance Document/ Training - 2023
<p>Person-Centered thinking / elements of PCP</p>	<p>Person Centered thinking/ elements incorporated in a 4-hr. experiential training</p>
<p>Focus on completing templates in the plan</p>	<p>Guidance Document focused on <i>Golden Thread</i>:</p> <ul style="list-style-type: none"> • Philosophy and principals of PCP • 6 Life Domains • SMART Goals
<p>PCP template - Required</p>	<p>PCP template provided but not required – Focus on Life Domains and SMART Goals</p>
<p>Action Plan:</p> <ul style="list-style-type: none"> • Not individualized • Focus on Service Authorization 	<p>Action Plan:</p> <ul style="list-style-type: none"> • Each intervention has its own frequency and duration. • Living document – Updated when goals change
<p>Indicators of PCP implementation not defined</p>	<p>Indicators of PCP implementation defined:</p> <ul style="list-style-type: none"> • Individual's preferences, choices, culture, and identity are reflective in the plan • Goals written in the individual's language • Goals/ Action plans include Individual's housing/ employment/ education/ community Inclusion desires

Next Steps

- **Information on PCP Guidance, Training Registration, Templates:**

[Person-Centered Planning Training | NCDHHS](#)

- **Training Dates:**

- **Wednesday, February 22, 2023, 9:00-1:00 p.m.**
- **Tuesday, February 28, 2023, 12:30-4:30 p.m.**
- **Wednesday, March 8, 2023, 9:00-1:00 p.m. (ASL Interpreter available)**
- **Tuesday, May 9, 2023, 12:30-4:30 p.m. (ASL Interpreter available)**

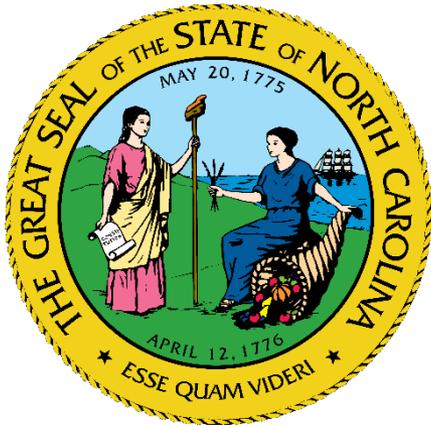
Next Steps

- **Implementation:**

- **Webinars / Meetings with Consumers, Providers, LME/MCOs**
- **Identify Potential Issues and Barriers to Implementation**
- **Finalize Effective Date**

- **Questions/ Feedback:**

Brittany.t.Jones@dhhs.nc.gov



NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Update on the Federal COVID-19 Public Health Emergency

Sonja McLeod

Associate Director, Member Operations

January 23, 2023

Federal COVID-19 Public Health Emergency (PHE)

2023 Consolidated Appropriations Act (Omnibus Bill)

- Signed into law Dec. 29, 2022
- Decouples the continuous coverage requirement from the COVID-19 PHE
 - Effective April 1, 2023, state Medicaid programs are no longer required to maintain continuous coverage for beneficiaries
- Includes a new requirement to contact individuals using more than one modality prior to termination
 - A beneficiary's Medicaid cannot be terminated due to mail being returned as undeliverable. State Medicaid programs are required to make a good-faith effort to find the person.
- Requires one year of continuous coverage for kids on Medicaid and NC Health Choice (no change from NC Medicaid's current policy)
- Permanently extended the 12-month postpartum coverage option.

NC Medicaid's Continuous Coverage Unwinding

NC Medicaid will begin the renewal (redetermination) process for Medicaid beneficiaries April 1, 2023.

- Redeterminations will be completed over the next 12 months, as beneficiaries are up for renewal
 - During renewal, the beneficiary's local Department of Social Services (DSS) will use information they have on file to decide if they or their family member(s) still qualify for NC Medicaid
 - If the local DSS needs more information from a beneficiary to decide on coverage, they will send the beneficiary a renewal letter in the mail
- If a beneficiary is found ineligible for Medicaid, they will receive a letter with the following information:
 - The program being terminated or reduced
 - The decision made by DSS
 - Deadlines for responding
 - How to appeal the decision

If a Beneficiary is Redetermined Ineligible

If a beneficiary loses their NC Medicaid eligibility during redetermination their Medicaid coverage will end.

- **Beneficiaries have the right to:**
 - **Appeal the decision. Beneficiaries have 60 days from the date of the termination letter to appeal.**
 - **Continue to receive benefits pending the fair hearing decision.***
- **If a beneficiary no longer qualifies for Medicaid:**
 - **They may be able to buy a health plan through the Health Insurance Marketplace and get help paying for it.**
 - **Four out of five enrollees can find plans that cost less than \$10 a month**
 - **Plans cover things like prescription drugs, doctor visits, urgent care, hospital visits and more**

* If the resolution upholds the beneficiary's termination; the beneficiary may be required to pay for medical services received while the appeal was pending.

What Beneficiaries Can Do to Get Ready for Redetermination

- **Update their contact information**
 - **Beneficiaries should make sure their local DSS has their current mailing address, phone number, email or other contact information.**
 - **With an enhanced ePASS account, beneficiaries can update their address and other information for Medicaid online without having to call or visit their local DSS**
- **Check their mail**
 - **Local DSS will mail beneficiaries a letter if they need to complete a renewal form to see if they still qualify for Medicaid.**

Complete the renewal form (if they get one)

- **If a beneficiary receives a renewal form, they should fill out the form and return it to their local DSS right away to help avoid a gap in their Medicaid coverage**

ePASS – an Overview

ePASS is a secure, web-based, self-service tool that enables North Carolinians to apply for possible eligibility for several NC benefits and services.

- **For NC residents, ePASS allows them to apply for various benefits, view case details, renew their Medicaid and update their information without having to visit their local Department of Social Services**
- **For local DSS, ePASS aims to improve effectiveness, efficiency and flexibility for caseworkers and agencies by reducing staff workload**
 - **ePASS streamlines the application process so people don't need to wait in line or appear in person at their local DSS.**
- **ePASS is available over the internet. Individuals can use ePASS from the privacy of their home or from any internet location. It can be accessed with a computer, mobile phone or tablet**

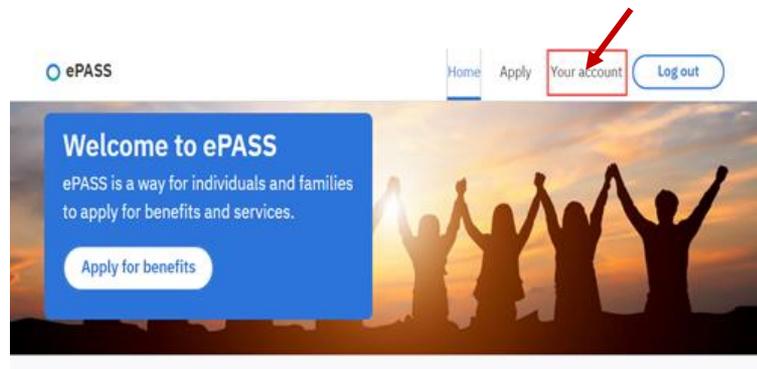
What is an Enhanced ePASS Account?

An enhanced ePASS account allows individuals to go online and:

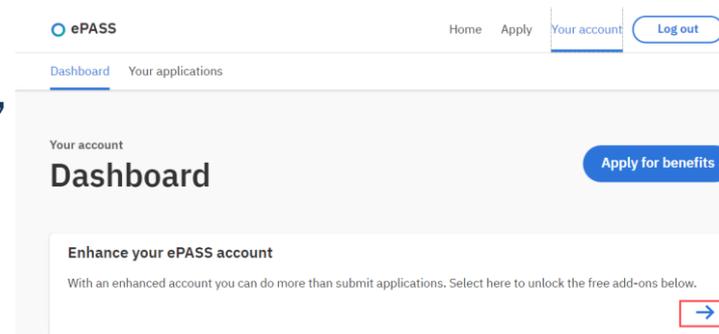
- **Update information without having to contact their local DSS, such as changing their mailing address or completing their Medicaid renewal. It is important to make sure their mailing address is correct, so they receive information from NC Medicaid**
- **View their case details – not only for Medicaid, but for other programs like Food and Nutrition Services (FNS)**
- **If they are signing up for an ePASS account for the first time, they will be prompted to enhance your account**

How to Enhance an existing ePASS Account

- Go to epass.nc.gov
- Click on “Your account”



- Under “Your account”, choose Dashboard
- You will see “Enhance your ePASS account.”
- Click the blue arrow.

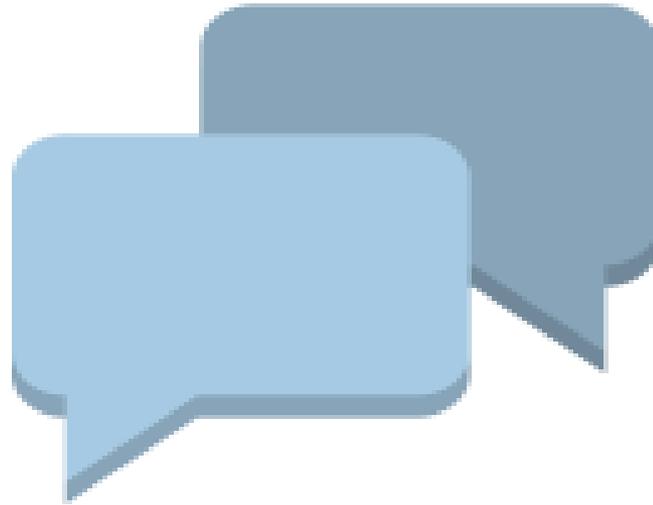


Resources

- ePASS Fact Sheet [English](#) | [Spanish](#)
- [ePASS website](#)
- Local DSS ncdhhs.gov/localdss



Questions and Answers



Comments, questions and feedback are welcome at:

BHIDD.HelpCenter@dhhs.nc.gov

Medicaid.Transformation@dhhs.nc.gov