



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

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**LME-MCO Joint Communication Bulletin # J377**

Date: 10/02/2020

To: Local Management Entities-Managed Care Organizations (LME-MCOs)

From: Deb Goda, Behavioral Health Unit Manager, NC Medicaid  
Lavette Young, AD Appeals

Subject: State-Designed Templates for Notification of Adverse Benefit Determinations (NABDs)

The Division of Health Benefits is releasing to all LME-MCOs updated, state-designed templates for notification of adverse benefit determinations (NABDs). These templates will replace all existing local adverse determination notification letters.

LME-MCOs will receive three items with this bulletin:

- The library of updated NABD templates;
- User Guide/Instruction for the new templates;
- Updated **Due Process Instructions**.

LME-MCOs must:

- begin using these templates within 60 days of release, unless the LME-MCOs shows good cause for an extended period of time to implement;
- review all consumer materials to ensure that language in those materials is consistent with language within the updated NABD templates, user guide/Instruction, and Due Process Instructions.

An introductory webinar and individual meetings with IT/development and user teams will be scheduled to support implementation.

If you have any questions, please email Lavette Young Associate Director, Appeals at [lavette.young@dhhs.nc.gov](mailto:lavette.young@dhhs.nc.gov)

Previous bulletins can be accessed at:

[www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins](http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins)

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