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LME-MCO Joint Communication Bulletin # J384

Date: December 22, 2020

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

From: Deb Goda, Behavioral Health Unit Manager, NC Medicaid
Renee Rader, Assistant Director for Policy and Programs, DMH/DD/SAS

Subject: The Centers for Medicare and Medicaid Services – Medicaid Managed Care
Regulations Revisions

On Nov. 13, 2020, The Centers for Medicare and Medicaid Services (CMS) [finalized revisions to the Medicaid Managed Care Regulations](#) originally proposed in 2018. The November 2020 final rule eliminates the requirement for enrollees to submit a written appeal after requesting an oral appeal. This change is effective Dec. 14, 2020.

The state is updating the previously issued [Notification of Adverse Benefit Determinations \(NABDs\) templates](#) and Due Process instructions to reflect this change. All member facing material should be updated to reflect this change.

If you have any additional questions, please contact Lavette Young at lavette.young@dhhs.nc.gov and Cc Erin Elsworth, erin.elsworth@dhhs.nc.gov.

Previous bulletins can be accessed at: www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins.

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