NC Department of Health and Human Services

Joint DMH/DD/SUS & DHB (NC Medicaid) Update Call
BH/IDD Consumers, Family Members and Community Stakeholders

NC Medicaid Managed Care Update

Monday, March 28, 2022
Vaccine Incentives and Value-added Services

• COVID Vaccine Incentive
  – To encourage more beneficiaries to get COVID-19 vaccinations, NC Medicaid has worked with managed care Standard Plans to offer incentives to members when they get vaccinated.
  – COVID-19 Vaccine Incentive Program Fact Sheet

• Additional Value-added Services
  – In addition to regular health benefits, Standard Plans and the EBCI Tribal Option also provide extra benefits at no cost to members
  – Enrollment Broker Health Plan webpage
Effective March 15, 2022, qualifying Medicaid Standard Plan members in 33 North Carolina counties may receive food services.

• Examples of food services include:
  - Food and nutrition access case management
  - Group nutrition classes
  - Fruit and vegetable prescriptions and healthy food boxes/meals
  - Medically-tailored meal delivery

• Additional service launches are planned as follows:
  - May 1 – Housing and transportation services
  - June 15 – Toxic stress and cross-domain services
To be eligible for and receive Pilot services, NC Medicaid Managed Care members must:

• Live in a Pilot region
• Have at least one qualifying physical or behavioral health condition
• Have one qualifying social risk factor, as defined by the Department
  o Those interested in pilot services should contact their health plan or care manager. For more information, visit the [Healthy Opportunities Pilots webpage](#)
Healthy Opportunities Pilot Regions

Awarded Healthy Opportunities Network Leads

Access East, Inc.
Beaufort, Bertie, Chowan, Edgecombe, Halifax, Hertford, Martin, Northampton, Pitt

Community Care of the Lower Cape Fear
Bladen, Brunswick, Columbus, New Hanover, Onslow, Pender

Impact Health
Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey
Summary

• The American Rescue Plan Act of 2021 (ARPA) offered states the option to extend postpartum coverage to 12 months
  – NC General Assembly approved the option in Session Law 2021-180 (SB 105)

• Pregnant beneficiaries receive 12 months of postpartum coverage, regardless of Medicaid eligibility group
  – The postpartum coverage begins the date the beneficiary’s pregnancy ends and will end on the last day of the month of their 12-month postpartum period.
  – Medicaid for Pregnant Women (MPW) is now a full-benefit Medicaid program during pregnancy and postpartum (after childbirth)

• Begins **April 1, 2022**

• Eligible Populations:
  – Pregnant women receiving Medicaid under any program that covers pregnancy and childbirth
Extended Postpartum Medicaid Coverage

Key Messages

• NC Medicaid will send a letter to eligible beneficiaries telling them about the change. If they do not get a letter, call the NC Medicaid Contact Center at 888-245-0179

• If a woman becomes pregnant while on Medicaid, she needs to call her local Department of Social Services (DSS) to tell her caseworker about the pregnancy and anticipated due date! *
  – If her due date changes, she should notify her DSS caseworker when the pregnancy ends.*

• Encourage women to apply for coverage as early as they can.

• Fact sheets for beneficiaries and providers will be available on the NC Medicaid website.

* Regardless of what Medicaid program / category they have.
Public Health Emergency (PHE) Unwinding

• Federal PHE currently ends mid-April; expected to be extended through mid-July

• CMS plans to provide a 60-day notice to NC Medicaid prior to the end of the PHE to begin unwinding activities
  o NC Medicaid has established a workgroup to determine overall operational approach

• Medicaid priorities
  o Communications strategy/plan
  o Beneficiary redetermination approach
  o State benefit flexibility continuation
  o Provider recredentialing resumption
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 have questions or didn’t receive the welcome kit, 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

• Medicaid Managed Care website
  medicaid.ncdhhs.gov

• NC Medicaid Help Center
  medicaid.ncdhhs.gov/helpcenter

• Provider Ombudsman
  Medicaid.ProviderOmbudsman@dhhs.nc.gov
  866-304-7062

• Practice Support
  ncahec.net/medicaid-managed-care
  o NC Managed Care Hot Topics Webinar Series
    Hosted by Dr. Dowler on the first and third Thursday of the month

• 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