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

Monday, Feb. 28, 2022
Key Updates

• Direct Care Worker Initiative webpage now available
  o Includes slide decks from webinars, Eligibility Portal, NPI and Location Code List
    medicaid.ncdhhs.gov/DCW-Initiative

• Olmstead Plan Published
  ncdhhs.gov/about/department-initiatives/nc-olmstead

• Postpartum benefit extension
  o Effective April 1, 2022

• Updates on NC Medicaid clinical flexibilities during the Public Health Emergency
  o Special Bulletin COVID #226 details the permanent changes made
Children & Families Specialty Plan

Plan Features

- Single statewide entity
- December 2023 Launch
- Children in foster care, adoptive placements, formerly in foster care, parents/guardians/siblings of children in foster care are and families receiving CPS In-Home Services
- All services in Standard Plans and majority in Tailored Plans
- Care management for all members
- Leverage SOC approach
- Trauma informed Care
- Close collaboration with DSS

Next Steps

- Policy Paper released Feb. 18, 2022

- Updating populations
- Quality requirements

Commence Operational and Implementation Planning across the Department
Updated Concept Paper Published & Conduct Additional Stakeholder Engagement
Conduct Design Work to Develop Requirements for Additional Populations
Revise and Finalize FC Plan RFP
Issue & Award FC Plan RFP
FC Plan Launch

January – February 2022
March – April 2022
June – November 2022
By December 2023

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

The Department values your input and invites you to submit additional comments and questions

• Policy Paper available medicaid.ncdhhs.gov/media/10893/download?attachment
  o Submit comments, questions and feedback by March 4, 2022 to Medicaid.NCEngagement@dhhs.nc.gov
  o Feb. 17, 2022, webinar “Updates on North Carolina’s Children and Families Plan” slide deck and recording available to view at medicaid.ncdhhs.gov/beneficiaries/children-and-families-specialty-plan#webinars

• Fact Sheets available for Children and Youth Transitioning to Foster Care medicaid.ncdhhs.gov/blog/2022/01/06/fact-sheets

• Regular updates are available at medicaid.ncdhhs.gov/transformation/specialized-foster-care-plan
Standard Plan and Tailored Plan Members

Managed care plans available for beneficiaries will be dependent upon:

- Managed Care status
- Enrollment rules for residential or administrative county

### Standard Plan

**Standard Plans** provide integrated physical health, behavioral health, pharmacy and long-term services and support to most Medicaid beneficiaries, as well as programs and services that address other unmet health-related resource needs.

- Enrollment is based on beneficiary’s **residential county** (county where beneficiary lives).
- Depending on residential county, beneficiaries can choose from either four or five Standard Plans.

### Behavioral Health I/DD Tailored Plan

**Behavioral Health I/DD Tailored Plans** will provide the same services as Standard Plans, as well as additional specialized services for individuals with significant mental health needs, SUDs, I/DDs and traumatic brain injury (TBI Waiver), on the Innovations Waiver, as well as people using state-funded services.

- Enrollment is based on the beneficiary’s **administrative county** (county that manages the beneficiary’s Medicaid case).
- There is only one Tailored Plan per county. If a beneficiary’s administrative county changes to a different service area they will move to the Tailored Plan that offers services in that county.
Tailored Plan Timeline and Key Milestones

- **Tailored Plan Criteria Review**: 8/1/22
- **Tailored Plan Launch**: 8/15/22
- **Choice Period**: 8/15/22 to 10/15/22
- **PCP & TCM Auto-Assignment**: 10/15/22
- **Tailored Plan Auto-Assignment**: 12/1/22

**Choice Period**: 6/15/22 to 8/1/22

**NOTE**: Choice period refers to the time period for members to select a PCP or opt out of their assigned Tailored Plan (if allowed).
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
• **Background**

  − Grant available through FEMA & SAMHSA
  − Response to Hurricane Matthew
  − Crisis Counseling Program
Hope4NC – Response to COVID-19
April 2020 – Jan. 17, 2022

- Statewide service
- Resilience and referral resource
- 24/7 - Free - Confidential
- Crisis counseling, more intensive services
Hope4Healers

• Need for additional support for COVID-19 frontline workers and their families:
  – Health care workers
  – Educators
  – Disaster Responders
  – Childcare professionals
  – First Responders

• 24/7 – Free – Confidential

• 2-4 free counseling sessions with volunteer licensed provider

• Receive a callback within 24-48 hours
Flyers

- www.hope4nc.org
- Hope4Healers Helpline | NCDHHS
## Hope4NC Caller Data

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<tbody>
<tr>
<td>Hope4NC</td>
<td>3,346 calls (370)</td>
<td>7,451 calls (221)</td>
<td>482 calls (5)</td>
<td>11,279 calls (596)</td>
</tr>
<tr>
<td>Hope4Healers</td>
<td>402 calls (74)</td>
<td>232 calls (39)</td>
<td>24 calls (5)</td>
<td>658 calls (118)</td>
</tr>
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### Hope4NC Calls by Month

![Hope4NC Calls by Month](chart.png)
Demographic Data
Hope4NC Demographic Data

AGE RANGES

Utilized Language Line Interpreter

Utilized Language Line Interpreter
Hope4NC Call Problem Areas

Mental Health/Interpersonal:
Depression, Interpersonal, Anxiety, Grief, Suicide

Other:
Financial, Medical, Shelter, Family, Substance Abuse, Job, Daily Support
Hope4NC Now

• DMH will continue to fund the Hope4NC and Hope4Healers lines

• Hope4NC and Helpers call takers are equipped to provide support, resources, community information and referrals

• Will continue to send referrals to LME/MCOs

• Callers needs met by call center staff:
  - Hope4NC – 95%
  - Hope4Healers – 92%
Questions

Christina Bauman
Disaster Integration Coordinator

Christina.Bauman@dhhs.nc.gov
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