

**State Consumer and Family Advisory Committee (SCFAC)  
C/O Community Engagement and Empowerment Team**

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Benita Purcell  
Chair

Mark Fuhrmann  
Vice-Chair

Dear Secretary Cohen, Deputy Secretary Kinsley and Members of the North Carolina General Assembly,

At the most recent meeting of the NC State Consumer and Family Advisory Committee (SCFAC) on July 10, 2019, there was considerable discussion concerning Medicaid Transformation. The upcoming Phase 1 rollout of the Standard Plans, and issues related to the design and enrollment process of these plans still have issues to be resolved.

First, SCFAC wants to recognize the extraordinary efforts of the DHHS administration and staff in making certain that Medicaid Transformation will be of great benefit to the consumers who receive services in this state and to the family members who are involved in the care process. The desire of DHHS personnel to ensure that SCFAC, local CFAC's, and many consumers and community groups are both involved in the process, and kept advised of developments, is clear.

Second, although the current timeline for Standard Plan roll out may be achievable, SCFAC would support any proposed changes to scheduling the Standard Plan rollout that DHHS believed necessary to make certain that the following elements of the overall plan were adequately in place.

- Standard Plan enrollees have meaningful information regarding the provider network each PHP offered and the array of services available to them with each provider option (Networks are not yet identified, so it's hard to make an informed decision)
- All county DSS offices are able to provide an effective level of direction and assistance to consumers and families seeking their help
- Consumers needing services offered by a Tailored Plan are identified and given adequate direction to make certain they will be receiving services necessary to their particular situation ("Raise Your Hand" letter- not yet finalized)
- The proposed Ombudsman program is available to all consumers and families (position not filled)

While SCFAC recognizes the possible budgetary and statutory restraints that are currently being discussed with the NCGA, and hopefully finalized soon, SCFAC continues its strong belief that the upcoming changes will ultimately be of great benefit to the people of North Carolina who most need our support.

Thank you.

Sincerely,



Benita Purcell, Chairman  
State Consumer & Family Advisory Committee

Sincerely,



Mark Fuhrmann, Vice-Chairman  
State Consumer & Family Advisory Committee