

Medicaid Managed Care Phase 1 Open Enrollment

Department of Health and Human Services
Secretary Mandy Cohen, M.D.

July 15, 2019

Medicaid Transformation Hits New Milestones

✓ **ON**

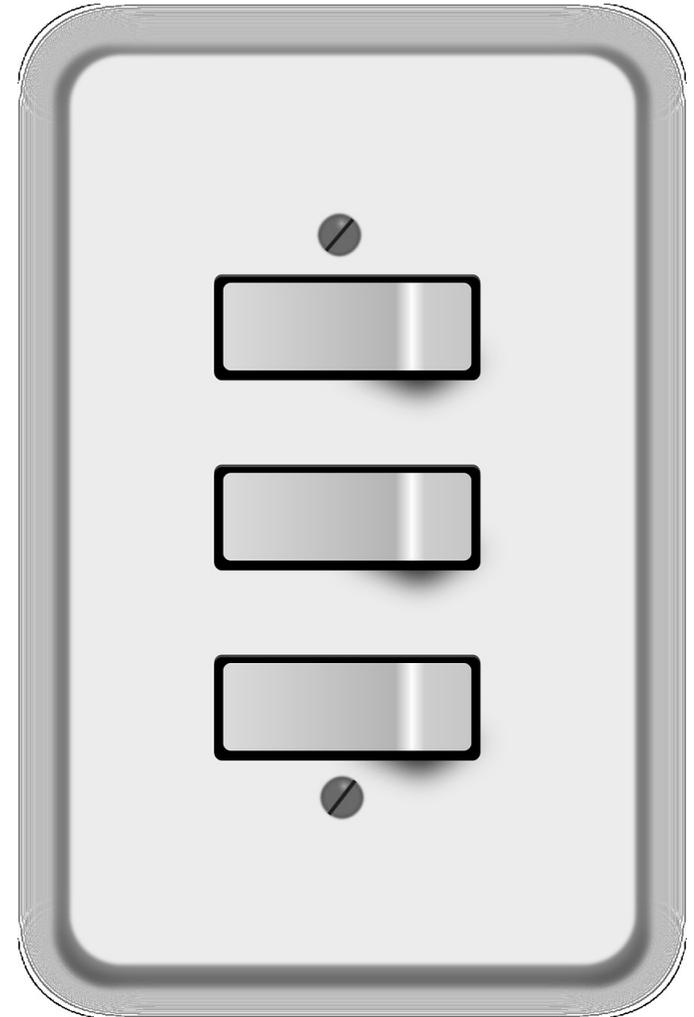
NC Medicaid Managed Care
call center (833-870-5500)

✓ **ON**

NC Medicaid Manage Care
website, ncmedicaidplans.gov

✓ **ON**

Enrollment packets mailed in
Phase 1 counties



Medicaid Transformation

In 2015, the NC General Assembly enacted Session Law 2015-245, which directed the Department of Health and Human Services to transition North Carolina Medicaid and NC Health Choice from fee-for-service to managed care

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2015

SESSION LAW 2015-245
HOUSE BILL 372

AN ACT TO TRANSFORM AND REORGANIZE NORTH CAROLINA'S MEDICAID AND NC HEALTH CHOICE PROGRAMS.

The General Assembly of North Carolina enacts:

PART 1. TRANSFORMATION OF MEDICAID AND NC HEALTH CHOICE PROGRAMS

SECTION 1. Intent and Goals. – It is the intent of the General Assembly to transform the State's current Medicaid and NC Health Choice programs to programs that provide budget predictability for the taxpayers of this State while ensuring quality care to those in need. The new Medicaid and NC Health Choice programs shall be designed to achieve the following goals:

- (1) Ensure budget predictability through shared risk and accountability.
- (2) Ensure balanced quality, patient satisfaction, and financial measures.
- (3) Ensure efficient and cost-effective administrative systems and structures.
- (4) Ensure a sustainable delivery system.

SECTION 2. Role of the General Assembly. – The General Assembly shall have the following roles and responsibilities in Medicaid and NC Health Choice transformation and governance:

- (1) Define the overall goals of transformation and the structure of the delivery system for the programs.
- (2) Monitor the development of transformation plans and implementation through the Joint Legislative Oversight Committee on Medicaid and NC Health Choice.
- (3) Define and approve eligibility and income standards for the programs, including which populations will be covered by Prepaid Health Plans (PHPs).
- (4) Appropriate the annual budget for the Medicaid and NC Health Choice programs.
- (5) Confirm the Director of the Division of Health Benefits, as required by G.S. 143B-216.85, enacted by Section 12 of this act.

SECTION 3. Time Line for Medicaid Transformation. – The following milestones for Medicaid transformation shall occur no later than the following dates:

- (1) When this act becomes law. –
 - a. The Division of Health Benefits of the Department of Health and Human Services (DHHS) is created pursuant to Section 10 of this act.
 - b. The Joint Legislative Oversight Committee on Medicaid and NC Health Choice is created pursuant to Section 15 of this act to oversee the Medicaid and NC Health Choice programs.
 - c. The Division of Health Benefits shall begin development of the 1115 waiver and any other State Plan amendments and waiver amendments necessary to effectuate the Medicaid transformation required by this act.
- (2) March 1, 2016. – The DHHS, through the Division of Health Benefits, shall report its plans and progress on Medicaid transformation, including recommended statutory changes, to the Joint Legislative Oversight





North Carolina's Vision for Medicaid Transformation

“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”

Features of Managed Care

- **Medicaid services paid for differently**
 - DHHS contracts with insurance companies (Health Plans)
 - DHHS pays predetermined set rate per person (capitated rate)
 - Minimum rate floors are set for certain providers
 - Health Plans accountable for managing care
- **Beneficiaries choose a health plan**
 - Enrollment Broker helps beneficiaries choose

Medicaid Transformation Milestones

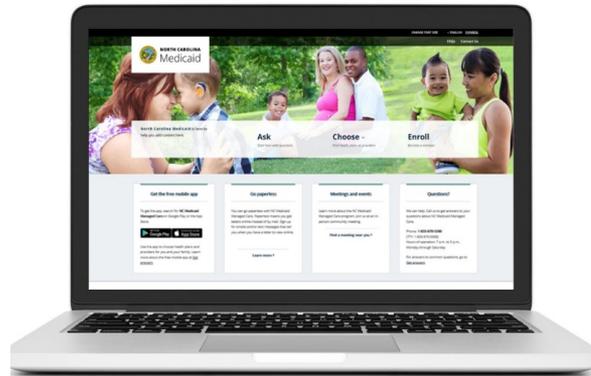
Milestone	Phase 1*	Phase 2*
Enrollment Packets mailed; Enrollment Broker phone, chat, website and mobile app go live	Began 6/28/2019	Begins 9/2/2019
Open Enrollment (postcard reminders will be sent)	TODAY! 7/15/2019 - 9/13/2019	10/14/2019 – 12/13/2019
Auto-Assignment (for beneficiaries who have not selected a plan)	9/16/2019	12/16/2019
Day 1 – Health Plan effective date	11/1/2019	2/1/2020

*Dates are approximate and subject to change.

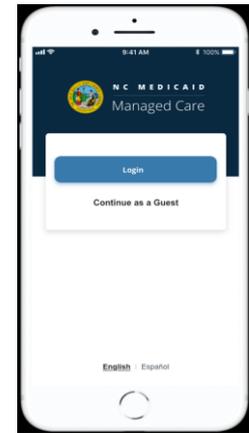
Successes To-Date



**Enrollment Broker
Call Center**
1,120 Calls Handled



NCmedicaidplans.gov
2,754 Website Visits



**NC Medicaid Managed
Care Mobile App**
160 Downloads
296 Sessions

All information for the period of June 28, 2019 to July 9, 2019

Managing Change

- **Transitioning to managed care is most significant change that NC Medicaid has ever undertaken.**
- **With any rollout of this magnitude, there will be issues and questions that arise.**
- **We are committed to doing everything possible to resolve problems quickly**

Managing Change - Contact Us

- We want to hear from you. What is working? What is not?
- **START HERE FIRST**
 - Providers: NCTracks: 800-688-6696
 - Beneficiaries: Medicaid Contact Center: 833-870-5500
 - Counties: NC FAST: 919-813-5400
- Staff can escalate issues to internal SWAT team focused on problem identification and resolution
- When needed, issues can be escalated to our SWAT team by calling (919) 527-7460 or emailing MedicaidSWAT@dhhs.nc.gov

We Are Supporting Beneficiaries




NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
 Division of Health Benefits

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

WHAT YOU NEED TO DO

- 1 Choose a primary care provider (PCP):**
To keep your doctor, clinic or other health care provider as your PCP, find out which health plans they work with. You can also choose a new PCP.
- 2 Choose a health plan in NC Medicaid Managed Care:**
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Learn more: ncmedicaidplans.gov/choose/compareplans
- 3 Enroll in one of these ways:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588)
 - When you receive an enrollment form, fill it out and mail or fax it back

IF YOU HAVE MORE QUESTIONS

- About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: ncdhs.gov/localdss
- About choosing or enrolling in a health plan:** Go to ncmedicaidplans.gov

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- 1 Choose a primary care provider (PCP):**
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IF YOU HAVE MORE QUESTIONS

- About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: ncdhs.gov/localdss
- About choosing or enrolling in a health plan:** Go to ncmedicaidplans.gov (chat features available), use the NC Medicaid Managed Care mobile app or call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588)
- About your health plan or benefits:** Call your health plan.

WellCare	1-866-799-5318 (TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1855 (TTY: 711)
HealthyBlue	1-844-594-5070 (TTY: 711)
AmeriHealth Caritas	1-855-375-8811 (TTY: 1-866-209-6421)
Carolina Complete Health*	1-833-552-3876 (TTY: 711 or 1-800-735-2962)

*Only offered to people who live in these counties: Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Hoke, Iredell, Lenoir, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Perdue, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union

MEDICAID BY TRANS FIRST

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WHAT YOU NEED TO DO

- 1 Choose a primary care provider (PCP):**
To keep your doctor, clinic or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP. For a list of doctors for each health plan, visit the website, use the mobile app or call us toll free.
- 2 Choose a health plan in NC Medicaid Managed Care:**
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. There are several health plans to choose from. Learn more: ncmedicaidplans.gov/choose/compareplans
- 3 Enroll in one of these ways:**
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- About choosing or enrolling in a health plan:** Go to ncmedicaidplans.gov

GET ANSWERS

We're here to help you understand your primary care provider (PCP) and health plan choices. Here are answers to questions you may have.

If you have other questions, call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

What is NC Medicaid Managed Care?

NC Medicaid Managed Care helps you get the most out of your Medicaid benefits. Instead of one Medicaid program there are many health plans to choose from.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. Health plans also have added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy. Health plans work with different doctors and health care professionals. Each plan has its own network of qualified doctors and health care professionals. To keep your doctor, clinic or other provider, find out which plans they work with. Then choose one of those plans.

What is NC Medicaid Direct?

Some people will be in NC Medicaid Direct because it provides services that meet specific needs. For example, it provides the same services currently covered for developmental disability, mental illness, traumatic brain injury and substance use disorder. To learn more about NC Medicaid Direct, call **1-888-245-0179**.

Is Medicaid eligibility changing?

No. Medicaid eligibility rules are not changing. If you have questions about your eligibility, contact your local Department of Social Services (DSS) office. Find contact information at ncdhs.gov/localdss

What is a primary care provider (PCP)?

Your primary care provider (PCP) is your family doctor, clinic or health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

What is a health plan?

A health plan is a group of doctors, hospitals and other health care professionals. They work together to give you the health care you need.

Do I have to choose a health plan?

It depends. Most people in NC Medicaid must choose a health plan. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan.

To find out if you must enroll, go to [Who must enroll in NC Medicaid Managed Care?](http://ncmedicaidplans.gov/learn/who-must-enroll-in-nc-medicaid-managed-care) at ncmedicaidplans.gov/learn/who-must-enroll-in-nc-medicaid-managed-care. If you still have questions, call us toll free at **1-833-870-5500** (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

We Are Supporting Providers

- **Information**
 - Releasing a Provider Playbook Training
 - AHEC-supported training /Face-to-face events /Webinars
- **Connections to PHPs**
 - Ensuring providers are paid
 - Meet and Greets with Health Plans
- **Connection to DHHS**
 - Virtual office hours /FAQs
 - Engagement with providers, practices and associations
 - Targeted Medicaid bulletins

We Are Supporting Counties

- **Managed Care on-boarding sessions (Feb-Mar 2019)**
- **Health Plan cross functional training (April 2019)**
- **Monthly webinars (ongoing)**
- **Virtual office hours (ongoing)**
- **Enrollment Broker onsite for in-person support (begins July 2019)**
- **DHHS staff onsite for in-person support (begins July 2019)**
- **County Playbook**
- **1,504 DSS staff in ALL 27 Phase 1 counties trained as of June 14**

We Are Supporting Counties

NC MEDICAID COUNTY PLAYBOOK



The playbook is a resource for learning about Medicaid Transformation.

Medicaid Transformation is changing the way most people receive Medicaid services. In 2015, the NC General Assembly enacted Session Law 2015-245, which directed the Department of Health and Human Services (DHHS) to transition Medicaid and NC Health Choice from fee-for-service to managed care.

The NC Medicaid 2019 County Playbook provides resources for county leaders to prepare for the local impact of Medicaid Transformation. It is designed to support local Departments of Social Services, Local Health Departments, county commissioners and managers, and community organizations.

The Playbook will be released in phases and existing materials will be updated as needed. Topics and content addressed are informed by county leaders. DHHS will continue to provide updates and support through the transformation.

All materials are posted online at <https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care>

The table of contents will be updated with each release. Please note:

- The materials posted in the most recent release of the playbook will be marked "NEW."
- Any materials that are updated (e.g. corrections made or information added) will be marked "UPDATED."

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- Introduction to Medicaid Transformation Part 1: Overview
- Introduction to Medicaid Transformation Part 2: Enrollment and Timelines
- Increase in Beneficiary Contact
- Non-Emergency Medical Transportation (NEMT): Part 1
- Warm Transfers and Referrals
- Managed Care Populations and Enrollment Notices
 - Electronic copies of the notices are posted in the Playbook
- Instructional Guide for Managed Care Status Estimates by County Report
 - This report is posted for DSS staff on FAST Help
- Instructional Guide for Beneficiary Outreach Materials
 - Electronic versions of all outreach materials are posted in the Playbook
- **NEW:** Medicaid Transformation County DSS Readiness Considerations Workbook
- **NEW:** Reference Guide for NC Medicaid Contacts

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We Are Supporting Legislators

- **SWAT team to address questions rapidly**
- **Conference call during open enrollment**
- **DHHS presentations to priority stakeholders for legislators**
- **Calls with legislators during “Go Live”**
- **Resources on transformation**
 - **County Playbook Fact Sheets**

DHHS' Priorities for Day 1 of Managed Care

- **A person with a scheduled appointment is seen by provider**
- **A person's prescription is filled by the pharmacist**
- **A provider enrolled in Medicaid prior to Nov 1, is still enrolled**
- **A provider is paid for care delivered to members**

Enrollment Broker

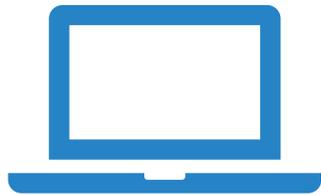
About the Enrollment Broker

The Enrollment Broker is responsible for choice counseling for Health Plan and PCP selection; as part of this, the Enrollment Broker is also responsible for mailing all notices and handling enrollment.

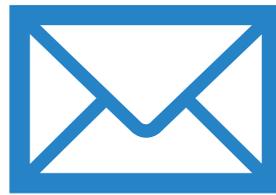
“An Enrollment Broker is an entity that performs choice counseling or enrollment activities, or both. Eligibility services are completed by NC Medicaid, not by the Enrollment Broker. Enrollment Brokers and subcontractors must not have direct or indirect financial ties to any Health Plan or healthcare provider that furnishes services in the same state where the Enrollment Broker work is performed.”

Source: The Centers for Medicare & Medicaid Services (CMS) Code of Federal Regulations 42 CFR § 438.810 - Expenditures for enrollment broker services

Mailing of Notices



**DSS updates
beneficiary
information in
NC Fast**



**Enrollment
Broker mails
notices based
on information
in NC FAST**

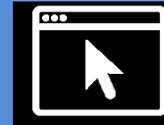


**Beneficiaries
receive notice and
can begin choice
counseling and
enrollment**

Options for Beneficiaries

1. Direct them to ncmedicaidplans.gov to learn more
2. Direct them to ncmedicaidplans.gov to chat with an Enrollment Specialist
3. Direct them to download and use the NC Medicaid Managed Care mobile app
4. Tell them to call 1-833-870-5500 to speak with an Enrollment Specialist. The call is free.
5. Individuals with hearing impairments may contact an Enrollment Specialist via the TTY line 1-833-870-5588.
6. Beneficiaries can also enroll by mailing or faxing their completed enrollment form

CHANNELS FOR ENROLLMENT



Enrollment
Services
Website



Mobile App



Web Chat



Enrollment
Specialist



TTY



Mail/Fax

Enrollment Packet: Sample Transition Notice

 NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Health Benefits

Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. We can speak with you in other languages.

Patricia A. Jones June 28, 2019
17 Main Street
Raleigh, NC 27603

Dear Patricia A. Jones:

There will be a new way to get Medicaid health care
Starting **November 1, 2019**, most people will get the same Medicaid services in a new way – through health insurance plans.

A **health plan** is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same plan. This includes physical health, mental health, and medicine. Some health plans provide added services like programs to help you quit smoking.

Some things will stay the same
Medicaid eligibility rules are not changing.

The people below should choose a primary care provider and health plan by September 13, 2019

Patricia A. Jones	Medicaid ID: XXX-XX-XXXX
Rodney M. Jones	Medicaid ID: XXX-XX-XXXX

More on back ►

MEDICAID TRANS ENG 190508

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

1

There are 3 steps to enroll:

1 Choose a primary care provider (PCP) for these members

- Your **PCP** could be your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. You can choose a new PCP.
- You can choose a different PCP for each member.
- Remember, health plans work with different PCPs. To keep your doctor, clinic or other provider as your PCP, find out which plans they work with. Then choose one of those plans.
- You can ask your provider which plans they work with. Or you can call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- You can also find a list of doctors and other specialists for each plan at ncmedicaidplans.gov.

2 Choose a health plan in NC Medicaid Managed Care

- If you want to keep your provider as your PCP, choose a health plan your primary care provider works with.
- Read the Health Plan Comparison Chart that came with this letter. It tells you about the plans and added services they offer.
- Compare the plans and choose the best one for you.

3 Enroll in one of these ways

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Mail the enrollment form in the envelope that came with this letter. Or fax it to 1-833-898-9655.

More on next page ►

ncmedicaidplans.gov | **1-833-870-5500** (TTY: 1-833-870-5588)

2

We will choose a health plan for you if you don't choose by September 13, 2019
It's better if you choose because you know your health care needs best.

If you decide later that you want to change your health plan
You will be able to change your health plan until **January 31, 2020**.
After that, unless you have a special reason, you cannot change your health plan until your Medicaid recertification date.

If you think you should not be enrolled in a health plan because you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder, you can request a reconsideration. This is a review of the decision. To ask for a reconsideration call us at 1-833-870-5500 (TTY: 1-833-870-5588).

What happens next
After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan's member services number on your ID card.

You can start using your new health plan on November 1, 2019. Until then, get care and services the way you do now.

Questions?
We can help. Go to ncmedicaidplans.gov. You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 8 p.m., 7 days a week. After September 13, 2019 we are open from 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,
NC Medicaid Team

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

3

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Sample Mandatory Notice



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Health Benefits

Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. We can speak with you in other languages.

Patricia A. Jones June 28, 2019
17 Main Street
Raleigh, NC 27603

Dear Patricia A. Jones:

Your health plan

You chose a plan, or we chose one for you. The people listed below can start getting services from the plan on the start dates below. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones 123-45-6789	Wellcare November 1, 2019 1-866-799-5138	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 918-855-6200
Paul A. Jones 254-32-8291	HealthyBlue November 1, 2019 1-844-594-5070	No PCP chosen. Please choose a PCP.

If you want to keep your health plan

You can stay in the plan listed above. You do not have to do anything.

If you want to change your health plan, choose a new plan by January 31, 2020

All plans are required to have the same Medicaid services. Some plans provide added services like programs to help you quit smoking. To learn more about the plans and the services they offer:

- Go to ncmedicaidplans.gov
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
- Read the Health Plan Comparison Chart in the welcome packet mailed to you.

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

To change your plan, go to ncmedicaidplans.gov or use the NC Medicaid mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588)

If you change your health plan before October 31, 2019, the new plan will start on November 1, 2019

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

If you don't change your health plan by January 31, 2020

You will stay in your health plan until your Medicaid recertification date, unless you have a special reason. Reasons are listed on the Health Plan Change Request form. For a copy of the form, go to www.ncmedicaidplans.gov.

We will send you another letter telling you when you can choose a new health plan without a special reason.

Choose your primary care provider

You need to choose a primary care provider (PCP). Your PCP is your family doctor, clinic or other health care provider. To choose the PCP you want, call your health plan at the number on your ID card. If you don't choose a PCP, your health plan will choose one for you.

If you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder

You may have more choices. To learn more about your choices, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

Questions?

We can help. Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,

NC Medicaid Team

ncmedicaidplans.gov | **1-833-870-5500** (TTY: 1-833-870-5588) 2

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Sample Excluded Notice

 NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

Questions? Go to ncmedicaidplans.gov.
Or call us at **1-833-870-5500** (TTY: 1-833-870-5588),
7 a.m. to 5 p.m., Monday through Saturday.
We can speak with you in other languages.

Patricia A. Jones
17 Main Street
Raleigh, NC 27603

June 28, 2019

Dear Patricia A. Jones:

You are now in NC Medicaid Direct

The people below will get health care services through NC Medicaid Direct starting ~~on the date listed. The change to services will be effective on the Family Planning Program.~~

Name / ID Number	Health Care Services / Start Date
Patricia A. Jones 123-45-6789	NC Medicaid Direct December 1, 2019

Due to this change, you cannot choose a health plan through NC Medicaid Managed Care.

What happens next?
You will get a new ID card and details in the mail. Use the plan you are in now until your NC Medicaid Direct starts. If you need to see a doctor before you get your new ID card, bring this letter with you to your visit.

What may change?
You will get your same Medicaid services through NC Medicaid Direct. But, you cannot choose an NC Medicaid Managed Care plan. To learn more, call **1-888-245-0179**. We can also tell you about community services you may be able to get.

Questions?
We can help. Go to ncmedicaidplans.gov. You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,

NC Medicaid Team

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Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Sample Exempt Notice

Patricia A. Jones
17 Main Street
Raleigh, NC 27603

June 28, 2019

Dear Patricia A. Jones:

You now have more choices

The people below are in the NC Medicaid Managed Care health plans listed. You can choose a new plan at any time. If you chose a primary care provider (PCP), your PCP is listed below. There are more choices for Patricia A. Jones because of the services they need.

Name / ID Number	Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones 123-45-6789	Wellcare November 1, 2019 1-866-799-5318	Dr. Betty Phillips 101 Blair Street Raleigh NC 27699 919-855-6200

Do you want to change to NC Medicaid Direct?

- If you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder you may want to change to NC Medicaid Direct.
- To learn more or to change to NC Medicaid Direct, call us at **1-833-870-5500** (TTY: 1-833-870-5588). You do not need to send an enrollment form.

ncmedicaidplans.gov | **1-833-870-5500** (TTY: 1-833-870-5588)

1

If you want to keep your NC Medicaid Managed Care health plan

You do not have to do anything if you want to keep the health plan listed above.

If you want to stay in NC Medicaid Managed Care, but want to change your health plan

You can choose a new plan at any time. To learn about the plans and the services they offer:

- Go to ncmedicaidplans.gov
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
- Read the Health Plan Comparison Chart in the welcome packet mailed to you.

To change your plan, go to ncmedicaidplans.gov or use the NC Medicaid Managed Care mobile app. Or call us at **1-833-870-5600** (TTY: 1-833-870-5588). You can change your plan at any time.

If you change your health plan before October 31, 2019, the new plan will start on November 1, 2019

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team

ncmedicaidplans.gov | **1-833-870-5500** (TTY: 1-833-870-5588)

2

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Enrollment Packet: Informational Flyer



In NC Medicaid Managed Care, you choose a doctor for most of your Medicaid-covered services. You also choose a health plan that is right for you. All plans offer the same Medicaid services you have today. Each plan offers added services.

Here are steps to help you choose a primary care provider and health plan

Step 1: Choose a primary care provider (PCP)

Health plans work with different PCPs. To keep your family doctor, clinic or other health care provider as your PCP, first find out which plans they work with. Then choose one of those plans.

Here are three ways you can find out which plans your PCP works with:

- Ask your PCP
- Call us at **1-833-870-5500** (TTY: 1-833-870-5558)
- Find a list of doctors and other specialists for each plan at ncmedicaidplans.gov or on the mobile app. To get the free app, search for **NC Medicaid Managed Care** on Google Play or the App Store.

To help you choose a new PCP, think about your answers to these questions:

- Is there a doctor you already like?
- How far are you willing to travel to see a doctor? To find providers near you, go to ncmedicaidplans.gov or use the mobile app.
- Do you need a PCP who speaks a certain language? To find PCPs who speak languages other than English, go to ncmedicaidplans.gov or use the mobile app.

Step 2: Choose a health plan in NC Medicaid Managed Care

Choose a plan your PCP is in. Use these questions to help you choose the best plan for you:

- Do you want to keep your current doctor or clinic? Or do you want a new one?
- Does the health plan have the doctors, hospitals and specialists you use? To find out, go to ncmedicaidplans.gov or use the mobile app.
- Does anyone in your family have special health needs?
- What added services does the plan have? To see each plan's added services, go to ncmedicaidplans.gov or use the mobile app. Or read the Health Plan Comparison Chart that came with this welcome packet.

Step 3: Enroll in one of these ways

- Go to ncmedicaidplans.gov
- Use the NC Medicaid Managed Care mobile app
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
- Fill out the enrollment form and mail it in the envelope that came with this welcome packet. Or fax it to 1-833-898-9655.

MEDICAID IS NOT COVERED UNDER SOCIAL SECURITY

Questions and answers

Who must choose a health plan?

Most people in NC Medicaid must choose a health plan in the NC Medicaid Managed Care program. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan. To find out which group you are in, read the letter that came with this welcome packet. To learn more about NC Medicaid Direct, go to ncmedicaidplans.gov/learn/get-answers.

What is a health plan?

A health plan is a group of doctors, hospitals and other providers. They work together to give you the health services you need.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. To see the full list of NC Medicaid covered services provided by the plans, go to ncmedicaidplans.gov.

Health plans also have added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy.

What is a primary care provider (PCP)?

Your PCP is your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

Can I keep my doctor as my PCP?

Yes, if your doctor is in the health plan you choose. Ask your doctor what health plans they are in. Or, go to ncmedicaidplans.gov or use the mobile app.

Will I lose any services?

No. You will not lose any services. Some plans have added services.

To get this information in other languages or formats such as large print or audio call 1-833-870-5500.

ATTENTION: For free interpreter services, call 1-833-870-5500 (TTY: 1-833-870-5588).	Español (Spanish) ATENCIÓN: Para servicios gratuitos de intérprete, llame al 1-833-870-5500 (Número de TTY: 1-833-870-5588).	繁體中文 (Chinese) 注意：如需免費的譯員服務，請撥打 1-833-870-5500 (TTY: 1-833-870-5588)。
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NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.

What if I have more questions?

We can help! Call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. We can speak with you in other languages.

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Enrollment Packet: Enrollment Form

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Health Benefits

Enrollment Form

You can use this form to choose or change a health plan and PCP for each person listed. Or enroll online, using the mobile app, or by phone.

Choose or change your health plan in one of these ways:

1. Online at ncmedicaidplans.gov
2. Use the NC Medicaid Managed Care mobile app
3. Call us at **1-833-870-5500** (TTY: 1-833-870-5588)
4. Fill out this form and mail it to us in the envelope provided. Or fax it to 1-833-898-9655.

★ If you are enrolled in NC Medicaid Direct, you do not have to choose a health plan.

Person 1 ID Number: _____

► Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name _____ PCP's phone number (optional) { _____ }

PCP's address (street, city, state, ZIP Code) _____

Do you want this PCP for everyone listed on this form? Yes No

► Choose one health plan (put an X in the box).

_____ _____

Person 2 ID Number: _____

► Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name _____ PCP's phone number (optional) { _____ }

PCP's address (street, city, state, ZIP Code) _____

► Choose one health plan (put an X in the box).

_____ _____

Person 3 ID Number: _____

► Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name _____ PCP's phone number (optional) { _____ }

PCP's address (street, city, state, ZIP Code) _____

► Choose one health plan (put an X in the box).

_____ _____

Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. We can speak with you in other languages.

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

MEDICAID ENROLLMENT FORM (PERSON) ENR100208

Person 4 ID Number: _____

► Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name _____ PCP's phone number (optional) { _____ }

PCP's address (street, city, state, ZIP Code) _____

► Choose one health plan (put an X in the box).

_____ _____

Person 5 ID Number: _____

► Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name _____ PCP's phone number (optional) { _____ }

PCP's address (street, city, state, ZIP Code) _____

► Choose one health plan (put an X in the box).

_____ _____

Person 6 ID Number: _____

► Choose a primary care provider (PCP). Make sure the PCP is in the plan you choose.

PCP's first and last name _____ PCP's phone number (optional) { _____ }

PCP's address (street, city, state, ZIP Code) _____

► Choose one health plan (put an X in the box).

_____ _____

Sign and date

► Head of household or guardian sign here _____ Date _____

► Authorized representative If you are an authorized representative for this household, fill out this section and sign below.

Name of authorized representative _____ Phone number { _____ }

Address (street, city, state, ZIP Code) _____

► Authorized representative sign here _____ Date _____

2

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Enrollment Packet: Comparison Chart

PHASE 1



Health Plan Comparison Chart

All plans are required to have the same type of Medicaid services you get now. These include:

- Doctor visits ▪ Hospital visits ▪ Behavioral health care ▪ Prescriptions ▪ Eye care
- Medical supplies ▪ Lab tests and X-rays ▪ Therapies ▪ Hospice

To see the full list of NC Medicaid covered services provided by the plans, go to ncmedicaidplans.gov. Use this chart to learn more about your plan choices.

WellCare <small>Beyond Healthcare. A Better You.</small>	UnitedHealthcare <small>Community Plan</small>	HealthyBlue	AmeriHealth Caritas <small>North Carolina</small>
<p>1-866-799-5318 TTY 711 wellcare.com/nc</p> <p>7 a.m. to 6 p.m., Monday through Saturday</p> <p>Statewide (all 100 counties)</p>	<p>1-800-349-1855 TTY 711 uhcommunityplan.com/nc.html</p> <p>7 a.m. to 6 p.m., Monday through Saturday</p> <p>Statewide (all 100 counties)</p>	<p>1-844-594-5070 TTY 711 HealthyBlueNC.com</p> <p>7 a.m. to 6 p.m., Monday through Saturday</p> <p>Statewide (all 100 counties)</p>	<p>1-855-375-8811 TTY 1-866-209-6421 amerihealthcaritasnc.com</p> <p>24 hours a day, 7 days a week</p> <p>Statewide (all 100 counties)</p>
			

Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). We can speak with you in other languages. You can get this information in other languages or formats, such as large print or audio.

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Enrollment Packet: Comparison Chart

PHASE 2



Health Plan Comparison Chart (Phase 2)

All plans are required to have the same type of Medicaid services you get now. These include:

- Doctor visits ▪ Hospital visits ▪ Behavioral health care ▪ Prescriptions ▪ Eye care
- Medical supplies ▪ Lab tests and X-rays ▪ Therapies ▪ Hospice

To see the full list of NC Medicaid covered services provided by the health plans, go to ncmedicaidplans.gov. Use this chart to learn more about your health plan choices.

 Beyond Healthcare. A Better You.	 Community Plan		 North Carolina	
<p>1-866-799-5318 TTY 711 wellcare.com/nc 7 a.m. to 6 p.m., Monday through Saturday</p>	<p>1-800-349-1855 TTY 711 uhcommunityplan.com/nc 7 a.m. to 6 p.m., Monday through Saturday</p>	<p>1-844-594-5070 TTY 711 healthybluenc.com 7 a.m. to 6 p.m., Monday through Saturday</p>	<p>1-855-375-8811 TTY 1-866-209-6421 amerihealthcaritasnc.com 24 hours a day, 7 days a week</p>	<p>1-833-552-3876 TTY 711 or 1-800-735-2962 carolinacompletehealth.com 7 a.m. to 6 p.m., Monday through Saturday</p>
 <p>Statewide (all 100 counties)</p>	 <p>Statewide (all 100 counties)</p>	 <p>Statewide (all 100 counties)</p>	 <p>Statewide (all 100 counties)</p>	 <p>Only available in these counties: Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Hammett, Hoke, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Pender, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union</p>

Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

You can get this information in other languages or formats, such as large print or audio.

Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Enrollment Packet: Additional Information

Notice of Non-Discrimination

NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. NC Medicaid does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

NC Medicaid provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

NC Medicaid provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact NC Medicaid at **1-833-870-5500** (TTY: 1-833-870-5588)

If you believe that NC Medicaid has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

DHHS ADA/RA Complaints
Office of Legal Affairs
2001 Mail Service Center
Raleigh, NC 27699-2001

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Office of Legal Affairs is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **electronically** through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **by mail** at:
U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HH-Building
Washington, DC 20201; or
- **by phone** at **1-800-868-1019** (TDD: 1-800-537-7697)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

MEDICAID 888-NON-DISCRIM 416 00228

Help in Other Languages

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-833-870-5500 (TTY: 1-833-870-5588).

SPANISH ESPAÑOL ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-870-5500 (TTY: 1-833-870-5588).

繁体中文 | SIMPLIFIED CHINESE 注意: 如果您不会讲英语, 可免费获得语言协助服务。请致电 1-833-870-5500 (TTY 用户: 1-833-870-5588)。

VIETNAMESE CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-833-870-5500 (TTY: 1-833-870-5588).

KOREAN 주의: 한국어를 사용하지는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-833-870-5500 (TTY: 1-833-870-5588). 번으로 전화해 주십시오.

FRENCH FRANÇAIS ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-833-870-5500 (TTY: 1-833-870-5588).

ARABIC تنبيه: إذا كنت لا تتحدث اللغة الإنجليزية، يمكنك الحصول على خدمات المساعدة اللغوية، بالجان. اتصل على الرقم 1-833-870-5500 (لضعاف السمع: 1-833-870-5588).

HMONG LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-833-870-5500 (TTY: 1-833-870-5588).

RUSSIAN ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-833-870-5500 (TTY: 1-833-870-5588).

TAGALOG PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-833-870-5500 (TTY: 1-833-870-5588).

ગુજરાતી | GUJARATI સુચના: જો તમે ગુજરાતી બોલતા છે, તો ભી શુદ્ધ ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-833-870-5500 (TTY: 1-833-870-5588).

ខ្មែរ | CAMBODIAN ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភាសាខ្មែរឥតគិតថ្លៃសម្រាប់អ្នកគ្រប់គ្រងអាសយដ្ឋានរបស់អ្នក។ ចូរទូរស័ព្ទ 1-833-870-5500 (TTY: 1-833-870-5588)។

GERMAN DEUTSCH ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-833-870-5500 (TTY: 1-833-870-5588).

HINDI ध्यान दें: यदि आप हदी बोलते हैं तो आपके लिए मुफ्त म भाषा सहायता सेवाएं उपलब्ध हैं। 1-833-870-5500 (TTY: 1-833-870-5588), पर कॉल करें।

LAOTIAN ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໃດອາດຈະມີຢູ່, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໃຫສ 1-833-870-5500 (TTY: 1-833-870-5588).

JAPANESE 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-833-870-5500 (TTY: 1-833-870-5588) まで、お電話にてご連絡ください。

Reminder Postcard



Choose a health plan by [Date]

In the new way to get Medicaid, you need to choose a health plan. We sent you a packet in the mail. If you don't choose a plan, we will choose one for you.

Choose a plan in one of these ways:

1. Online at ncmedicaidplans.gov
2. Use the NC Medicaid Managed Care mobile app
3. Call us at **1-833-870-5500**
(TTY: 1-833-870-5588)
4. Mail the Enrollment Form we sent you

Questions?

Call us at **1-833-870-5500**
(TTY: 1-833-870-5588).



MEDICAID EEP REMIND ENG 19/05/16

Outreach and Education

Partner Engagement & Member Outreach

Partner Engagement Events



Types of Events

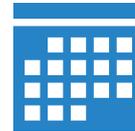
- Onboarding sessions
- Cross-functional trainings
- Monthly webinars
- Readiness



Types of Materials

- Managed care toolkit
- Presentations
- Recordings
- Systems training

Member Outreach Events



Types of Events

- Member education:
 - Enrollment events
- Community events
 - Meet & greet
 - Informational booth



Types of Materials

- Media campaigns
- Marketing materials
- Flyers, fact sheets, etc.

Outreach Materials

POSTER

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

WHAT YOU NEED TO DO

- Choose a primary care provider (PCP):** To keep your doctor, clinic or other health care provider as your PCP, find out which health plans they work with. You can also choose a new PCP.
- Choose a health plan in NC Medicaid Managed Care:** A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Learn more: ncmedicaidplans.gov/choose/comparplans
- Enroll in one of these ways:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
 - When you receive an enrollment form, fill it out and mail or fax it back.

IF YOU HAVE MORE QUESTIONS

- About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: ncdhhs.gov/localdss
- About choosing or enrolling in a health plan: Go to ncmedicaidplans.gov (link features available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
- About your health plan or benefits: Call your health plan.

WellCare	1-866-799-5318	(TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1855	(TTY: 711)
HealthyBlue	1-844-594-5070	(TTY: 711)
AmeriHealth Caritas	1-855-375-8811	(TTY: 1-844-209-4201)
Carolina Complete Health*	1-833-552-3876	(TTY: 711 or 1-800-735-2962)

*Only offered to people who live in three counties: Alamance, Orange, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Wayne, Wake, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Perdue, Richmond, Robeson, Rowan, Sampson, Scotland, Surry, Union.

MEDICAID TRANS ENG 19017

FACT SHEET

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything – physical health, mental health and medication – will come from the same health plan.

You will also choose a primary care provider (PCP). A PCP could be your family doctor, clinic or other health care provider. They will help you with your health care needs.

Most people wanting Medicaid must choose a health plan. A small number of people will not need to choose a health plan because of the type of health services they need. They will stay enrolled in NC Medicaid Direct.

WHAT YOU NEED TO DO

- Choose a primary care provider (PCP)** Health plans work with different PCPs. To keep your doctor, clinic or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP. For a list of doctors for each health plan, go to ncmedicaidplans.gov or the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). If you do not choose a PCP, your health plan will choose one for you.
- Choose a health plan in NC Medicaid Managed Care** Compare the health plans and choose the best one for you. There are the health plans available in NC Medicaid Managed Care:
 - WellCare
 - UnitedHealthcare Community Plan
 - HealthyBlue
 - AmeriHealth Caritas
 - Carolina Complete Health*

*Only offered to people who live in three counties: Alamance, Orange, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Harnett, Wayne, Wake, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Perdue, Richmond, Robeson, Rowan, Sampson, Scotland, Surry, Union.
- Enroll in one of these ways:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
 - When you receive an enrollment form, fill it out and mail or fax it back.

After you enroll, your health plan will mail you an enrollment packet and Medicaid card. You will use your Medicaid card to get health services.

IF YOU HAVE MORE QUESTIONS

- About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: ncdhhs.gov/localdss
- About choosing or enrolling in a health plan: Go to ncmedicaidplans.gov (link features available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). The call is free. The website also has a chat feature where you can get answers to your questions.
- About your health plan or benefits: Call your health plan.

WellCare	1-866-799-5318	(TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1855	(TTY: 711)
HealthyBlue	1-844-594-5070	(TTY: 711)
AmeriHealth Caritas	1-855-375-8811	(TTY: 1-844-209-4201)
Carolina Complete Health	1-833-552-3876	(TTY: 711 or 1-800-735-2962)

You can view more information for the health plans at ncmedicaidplans.gov/choose/comparplans.

MEDICAID TRANS ENG 19017

Q&A

GET ANSWERS

We're here to help you understand your primary care provider (PCP) and health plan choices. Here are answers to questions you may have.

If you have other questions, call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

What is NC Medicaid Managed Care?
NC Medicaid Managed Care helps you get the most out of your Medicaid benefits. Instead of one Medicaid program there are many health plans to choose from.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. Health plans may also offer added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy. Health plans work with different doctors and health care providers. Each plan has its own network of qualified doctors and health care providers. To keep your doctor, clinic or other provider, find out which plans they work with. Then choose one of those plans.

What is NC Medicaid Direct?
Some people will be in NC Medicaid Direct because it provides services that meet specific needs. No Medicaid eligibility rules are not changing. If you have questions about your eligibility, contact your local Department of Social Services (DSS) office. Find contact information at ncdhhs.gov/localdss.

Is Medicaid eligibility changing?
No. Medicaid eligibility rules are not changing. If you have questions about your eligibility, contact your local Department of Social Services (DSS) office. Find contact information at ncdhhs.gov/localdss.

What is a primary care provider (PCP)?
Your PCP is your family doctor, clinic or health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

What is a health plan?
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need.

Do I have to choose a health plan?
It depends. Most people in NC Medicaid must choose a health plan. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan.

To find out if you must enroll, go to ncmedicaidplans.gov/choose/comparplans. If you still have questions, call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

PALM CARD

NC MEDICAID IS CHANGING

You have a choice of health plans

WHAT YOU NEED TO DO

- Choose a primary care provider (PCP)
 - Go to nmc
 - Call toll free
 - Fill out and
- Choose a health plan
- Enroll:
 - Go to nmc
 - Use the NC
 - Call toll free
 - Fill out and

QUESTIONS?

THIS IS NOT YOUR MEDICAID CARD

- About eligibility: Contact your local Department of Social Services (DSS) office: ncdhhs.gov/localdss
- About choosing or enrolling in a health plan: Go to ncmedicaidplans.gov or call 1-833-870-5500 (TTY: 1-833-870-5588). The call is free.
- About your benefits: Call your health plan.

WellCare	1-866-799-5318
UnitedHealthcare Community Plan	1-800-349-1855
HealthyBlue	1-844-594-5070
AmeriHealth Caritas	1-855-375-8811
Carolina Complete Health*	1-833-552-3876

*Not offered in all counties

MEDICAID TRANS ENG 19017

FLYER

THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

WHAT YOU NEED TO DO

- Choose a primary care provider (PCP):** To keep your doctor, clinic or other health care provider as your PCP, find out which health plans they work with. You can also choose a new PCP. For a list of doctors for each health plan, visit the website, use the mobile app or call us toll free.
- Choose a health plan in NC Medicaid Managed Care:** A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Learn more: ncmedicaidplans.gov/choose/comparplans
- Enroll in one of these ways:**
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
 - When you receive an enrollment form, fill it out and mail or fax it back.

IF YOU HAVE MORE QUESTIONS

- About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: ncdhhs.gov/localdss
- About choosing or enrolling in a health plan: Go to ncmedicaidplans.gov (link features available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588).
- About your health plan or benefits: Call your health plan. Find contact information here: ncmedicaidplans.gov/choose/comparplans

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Download at medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Introductory Video

The NC Medicaid Managed Care Introductory Video addresses:

- What is a primary care provider (PCP)
- What is a Health Plan
- The Health Plans available
- What beneficiaries need to do
- What happens after beneficiaries enroll
- The phases for enrollment and key dates
- How to get answers to additional questions



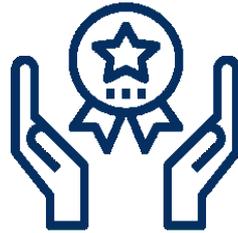
Answering Questions



ABOUT ELIGIBILITY

Contact their
local DSS

Find contact
information at
ncdhhs.gov/localdss



ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS

Call the Medicaid
Contact Center
toll free:

1-888-245-0179



ABOUT CHOOSING A PLAN OR PCP AND ENROLLING

Go to
ncmedicaidplans.gov
(chat available)

Use the
NC Medicaid
Managed Care
mobile app

Call **1-833-870-5500**
(the call is free)

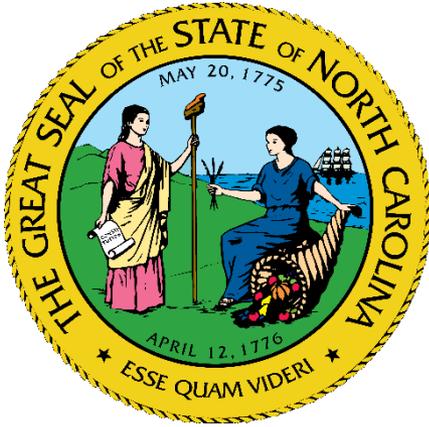
TTY: 1-833-870-5588



ABOUT NC MEDICAID MANAGED CARE PLAN OR BENEFITS

Call their
Health Plan

Questions



Medicaid Managed Care Phase 1 Open Enrollment

Department of Health and Human Services
Secretary Mandy Cohen, M.D.

July 15, 2019

NC Medicaid Managed Care call center: 833-870-5500

NC Medicaid Managed Care website: ncmedicaidplans.gov

Enrollment materials: medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care

Webinar recordings and presentations: ncdhhs.gov/medicaid-transformation