

**JOINT APPROPRIATIONS COMMITTEE  
ON HEALTH AND HUMAN SERVICES**



# **Medicaid Transformation**

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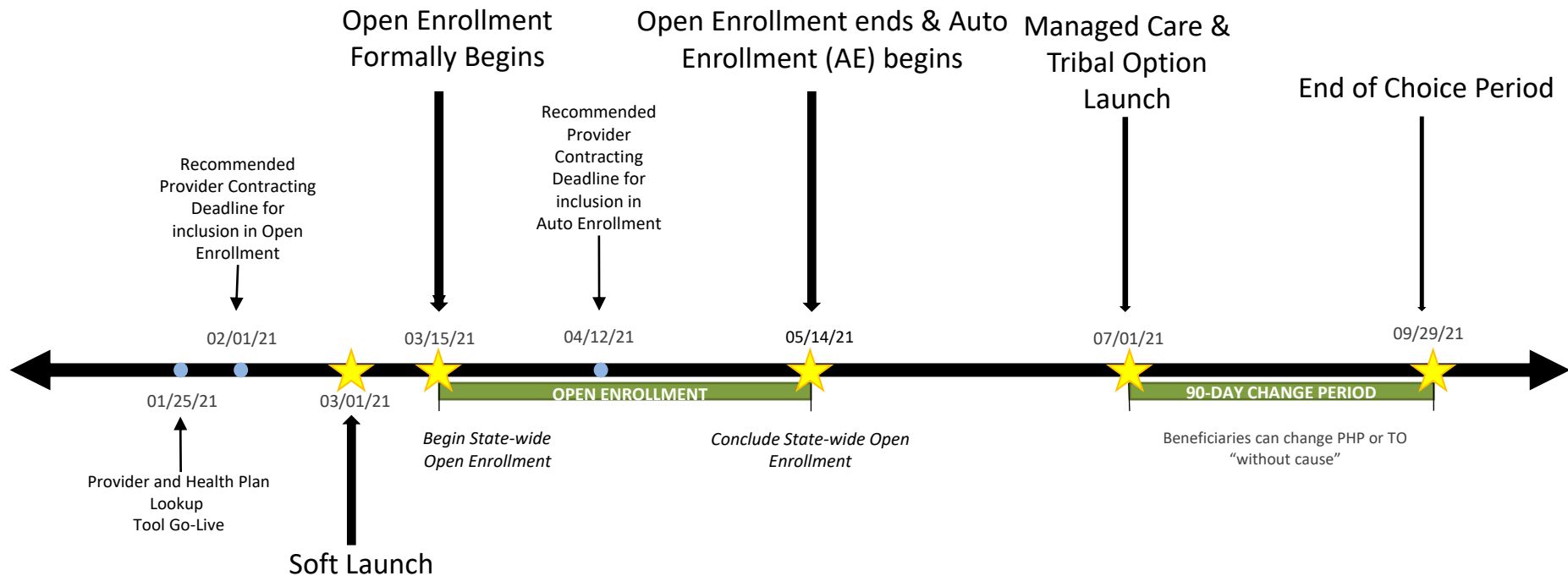
**March 3, 2021**



## **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.”**

# Managed Care Standard Plan & Tribal Option Timeline



# Enrollment Broker

ncmedicaidplans.gov



**NCDHHS**  
NC Medicaid  
Division of Health Benefits

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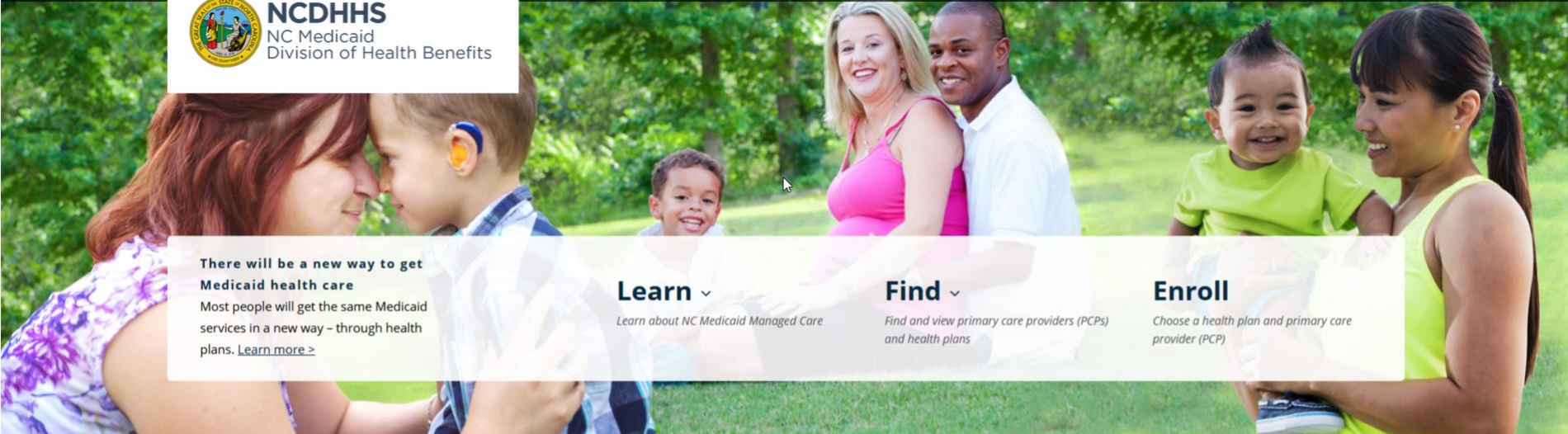
» ENGLISH ESPAÑOL

Contacts and links

Get answers

Words to know

Member resources



There will be a new way to get Medicaid health care

Most people will get the same Medicaid services in a new way – through health plans. [Learn more >](#)

Learn ▾

Learn about NC Medicaid Managed Care

Find ▾

Find and view primary care providers (PCPs) and health plans

Enroll

Choose a health plan and primary care provider (PCP)

NC Medicaid Managed Care restart

NC Medicaid Managed Care will start **July 1, 2021**. We will share more information soon, including when and how to choose a health plan.

For now, keep getting Medicaid and NC Health Choice services the way you do

Get the free mobile app

You can get the free mobile app starting **March 1, 2021** on Google Play or the App Store. We will share links to the app on this website when it is ready.

Use the app to find and view primary care providers (PCPs) and health plans for you and your family. Learn more about the free

Find and view providers and health plans

This website has new tools to help you find and view primary care providers (PCPs) and health plans.

**Medicaid and NC Health Choice Provider and Health Plan Lookup Tool**

You can use the Medicaid and NC Health

Questions?

We can help. Our call center opens **March 1, 2021**.

Until then, you can get answers to common questions

Chat with us...

833-870-5500 (TTY 833-870-5588)

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# Key Challenges

- Preventing Disruption to Providers
- Contracting & Network Adequacy
- PHP Readiness/CMS Approval

# Finance

## • Rate Setting Goals

- Support public health response to pandemic by ensuring no barriers / disincentives on coverage of COVID-19 vaccines and tests
- Alleviate undue pressure on providers in transition to managed care
- Promote program stability by mitigating potential for large gains/losses for PHPs resulting from rate setting uncertainty due to pandemic impacts
- Support primary care and behavioral health provider stabilization in transition to managed care
- Provide budget predictability and cash flow flexibility for SFY 2022 to the extent feasible
- Incentivize healthy opportunities/health equity initiatives to extent feasible

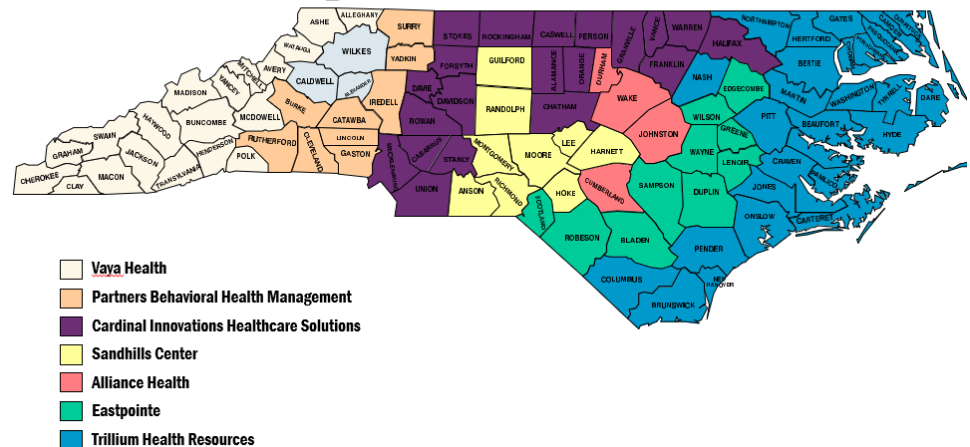
## • Next steps

- Final capitation rates and documentation shared/discussed with PHPs
- Actuarial rate certification submitted to CMS (targeting March 31, 2021)

## Tailored Plans

- RFA released 11.2.20
- Received responses 2.2.21
- Award anticipated early summer 2021
- Beneficiaries will be able to choose from 5-7 Plans:
- Focus on individuals with highest level of need
- State Funds
- TCLI
- Care Management in community
- CFACs & State CFAC continues

**Local Management Entities/Managed Care Organizations**  
**July 2019**



## Tailored Plans go live on July 1, 2022

# Legislative Changes Needed

- Hospital Provider Assessment
- Changes in eligibility process
- Other changes needed to implement Managed Care



# Resources for Legislators

- Training Session for Legislative Assistants
- Medicaid Transformation Website
  - <https://medicaid.ncdhhs.gov/transformation>
  - Includes County and Provider Playbooks
- Provider Ombudsman
  - [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)
  - 919-527-6666
- NC Medicaid Help Center
  - [https://ncgov.servicenowservices.com/sp\\_ncmedicaid?id=kb\\_view\\_helpcenter](https://ncgov.servicenowservices.com/sp_ncmedicaid?id=kb_view_helpcenter)
- March 10th Webinar for Community Partners

# Questions

**Visit the NC Medicaid Transformation Website**  
**[ncdhhs.gov/medicaid-transformation](https://ncdhhs.gov/medicaid-transformation)**