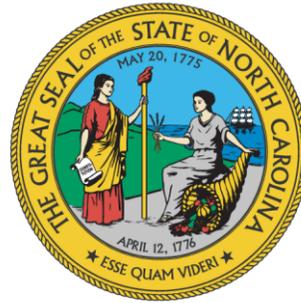


NC Medicaid DSS Training



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

Learning Objectives

By the end of this training, you will:

- Have increased awareness of how NC Medicaid, the Enrollment Broker and DSS will work together
- Be able to identify ways to work with the Enrollment Broker
- Be able to help beneficiaries who come to you with different situations or questions
- Be able to identify the correct parties to contact with questions

Agenda

1. NC Medicaid Transformation Overview
2. Impacts to the Local County DSS
3. Integration of the Enrollment Broker
4. Scenarios
5. DSS Resources
6. Knowledge Check

Overview



Medicaid Transformation Focus

The Department's focus for Medicaid Transformation is that on Day 1:

- A person with a scheduled appointment will be seen by their provider
- A person's prescription will be filled by the pharmacist
- Calls made to call centers are answered promptly
- Individuals know their chosen or assigned Health Plan
- Individuals have timely access to information and are directed to the right resource
- Health Plans have sufficient networks to ensure member choice
- A provider enrolled in Medicaid prior to Nov. 1, 2019 will still be enrolled
- A provider is paid for care delivered to members

Common Managed Care Terminology

- **NC MEDICAID DIRECT:** the current fee-for-service model where the Department of Health and Human Services reimburses physicians and healthcare providers based on the number of services they provide, or the number of procedures they order.
- **NC MEDICAID MANAGED CARE:** State will contract with insurance companies, called Prepaid Health Plans or PHPs (Health Plans). These insurance companies will be paid a pre-determined set rate per person to provide all services, known as a capitated rate
- **ELIGIBILITY:** refers to whether a person qualifies for Medicaid or NC Health Choice (NCHC). Eligible individuals may need to enroll in a health plan.
- **ENROLLMENT:** the process of joining a health plan that is responsible for that person's Medicaid health coverage.
- **BENEFICIARY:** a person who is eligible for Medicaid or NCHC.
- **MEMBER:** once a beneficiary enrolls in a health plan.
- **STANDARD PLAN:** integrated physical & behavioral health services under NC Medicaid Managed Care.
- **TAILORED PLANS:** specialized plans for members with significant behavioral health needs and intellectual/developmental disabilities. Tailored plans will be coming in 2021.

NC Medicaid 2019 County Playbook

There will be multiple releases of the NC Medicaid 2019 County Playbook to assist with the Medicaid Transformation.

- Ensure the NC Medicaid 2019 County Playbook is easily accessible for all DSS Staff

The NC Medicaid 2019 County Playbook information can be found on the DHB site under the County Tab:

<https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care>

What is Medicaid Transformation?

Medicaid Transformation is changing the way most people receive Medicaid services through Managed Care.

What is Managed Care?

Under NC Medicaid Managed Care, the insurance companies assume all of the risk for the individuals they cover, rather than the state. This also means that beneficiaries can choose a Health Plan.

Who is impacted?

Approximately 1.6 million of the current 2.1 million Medicaid beneficiaries will transition to NC Medicaid Managed Care. These beneficiaries are referred to as the “crossover population.”

Who is Enrolled in Managed Care?

NC Medicaid determines the Managed Care regarding who will enroll in a health plan; and these are categorized as Mandatory, Excluded, and Exempt.

MANDATORY	EXCLUDED*	EXEMPT
Required to enroll in a health plan	Cannot enroll in a health plan; stays in NC Medicaid Direct	May enroll in a health plan or stay in Medicaid Direct
Most Family & Children's Medicaid, Pregnant Women, Non-Medicare Aged, Blind, Disabled, NC Health Choice	Family Planning Program, Medically Needy, Health insurance premium payment (HIPPP), Program of all-inclusive care for the elderly (PACE), Refugee Medicaid	Federally recognized tribal members, beneficiaries who would be eligible for behavioral health tailored plans (until they become available)**

*** Some beneficiaries are temporarily excluded and become Mandatory later. This includes dually-eligible Medicaid/Medicare, Foster Care/Adoption, & Community Alternatives Program for Children (CAP-C)*

Note: Target launch date for Tailored Plans is mid-2021.

How to Identify who is in Managed Care?

The local DSS will be able to determine who is enrolled in Managed Care based on the Managed Care Status evidence field within NC FAST. All beneficiaries have a Managed Care Status in NC FAST, regardless of their region.

Managed Care Status in NC FAST:

- Mandatory Standard Plan: Required to enroll in a health plan.
- Exempt: May enroll in a health plan or stay in Medicaid Direct.
- Excluded: Cannot enroll in a health plan. Stay in NC Medicaid Direct.

In preparation for the transition, a report will be provided to help identify the forecasted beneficiaries within each Managed Care status during the Medicaid Transformation transition.

Mandatory Standard Plan
Exempt - Tribal
Temporarily Exempt - Tailored Plan
Excluded – Family Planning
Excluded - HIPP
Excluded - Incarcerated
Excluded – Medically Needy
Excluded - PACE
Excluded – Partial Dual Eligible
Temporarily Excluded – CAP C
Temporarily Excluded – CAP DA
Temporarily Excluded - Dual Eligible
Temporarily Excluded - Facility
Temporarily Excluded - FosterCare/Adoption
Temporarily Excluded - FosterCare/Adoption - Tailored Plan
Temporarily Excluded - Tailored Plan - Dual Eligible
Temporarily Excluded - Tailored Plan - TBI /Innovation Dual Eligible
Temporarily Excluded - Tailored Plan-TBI/Innovation

Viewing Managed Care Status in NC FAST

Managed Care Status is located on the Person Page → Benefit History tab. Toggling an IE segment displays the details for each segment. **Managed Care Status** will display automatically at NC FAST Soft Launch. Managed Care Status will be displayed at case activation moving forward. Health Plan and PCP details display automatically once the Health Plan and PCP evidences have been added.

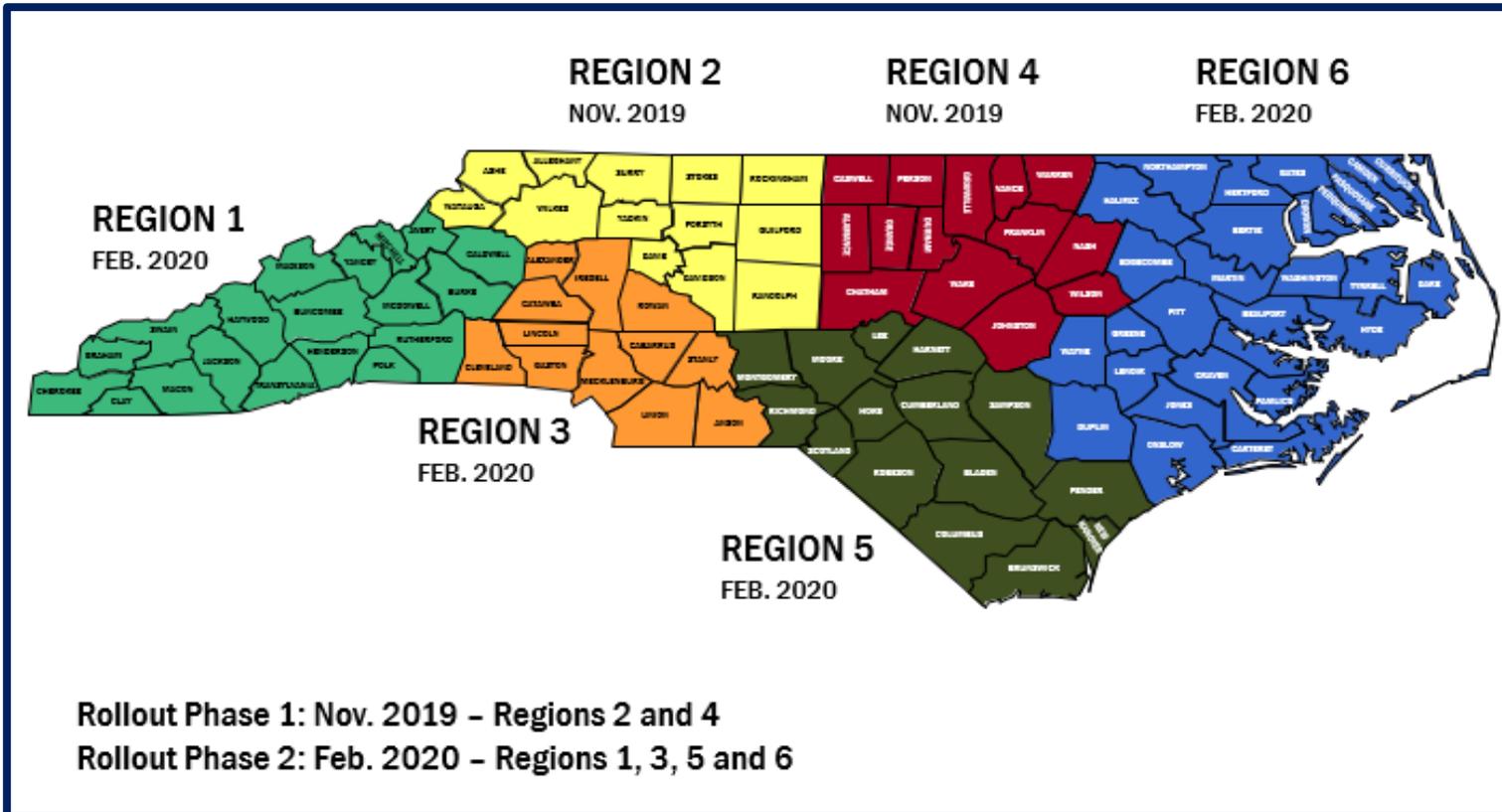
The screenshot displays the NC FAST Eligibility Worker interface. The user is logged in as 'Welcome NCFAS USER12775'. The main navigation bar includes 'Home', 'Clients and Outcomes', 'Inbox', 'Calendar', and 'Reports'. The client profile for 'Mina R. Taylor' is shown, including her name, address (123 main st, cary, North Carolina, 97006), gender (Female), and birth date (Born 1/1/1950, Age 69). The 'Benefit History' tab is active, showing a table of individual eligibility segments. The second segment is expanded to show details, with the 'Managed Care Status' field highlighted in a green box.

Segment ID	Product	Effective Date	Expiration Date	Start Date	Rate	Amount
051	MAANN	2019/03/01 - 2019/10/31		3/1/2019	10	\$0.0
051	MAANN	2019/11/01 - 2019/11/30		11/1/2019	10	\$0.0

Details	
Medicaid ID Number	962411097M
Integrated Case ID	100094479
Product Delivery case ID	100094483
Sub-Program	
Poverty Level	0
Deductible/PML	
Special Needs	
FFS PCP/Exemption Code	
Special Coverage Code	
Ambulation Capacity	
LME-MCO	
Payment Type	9
Tribe	
Residential County	092
Managed Care Status	Temporarily Exempt - Tailored Plan
Managed Care PHP-NPI	1414114401
Managed Care PHP Location Code	003
Managed Care PCP/AMH-NPI	140000008
Managed Care PCP/AMH Location Code	003

*Information in image is subject to change

NC Medicaid Managed Care Overview



Managed Care Phase 1 (Regions 2 and 4)

- Enrollment Packets Mailed: 7/8/2019
- Open Enrollment: 7/15/19 – 9/13/19
- Reminder Postcard: 8/13/19
- Auto-Assignment: 9/16/19
- Health Plan Coverage Starts: 11/1/19

Managed Care Phase 2 (Regions 1, 3, 5, 6)

- Enrollment Packets Mailed: 9/2/2019
- Open Enrollment: 10/14/19 – 12/13/19
- Reminder Postcard: 11/13/19
- Auto-Assignment: 12/16/19
- Health Plan Coverage Starts: 2/1/20

How are Beneficiaries Enrolled?

Beneficiaries are enrolled in health plans in various ways. They can:

1. Select a health plan through the Enrollment Broker. More information will be shared in this presentation.
2. Indicate health plan preference in NC FAST (via ePASS application or caseworker entry).
3. Auto-Assigned to a health plan if they do not choose one by the deadline.

Auto-Assignment

Beneficiaries who do not select a health plan will be auto-assigned to one. The auto-assignment algorithm is based on the following criteria.*

- 1 Beneficiary's geographic location
- 2 Whether beneficiary is member of a special population
- 3 Historic provider-beneficiary relationship
- 4 Health plan assignments for other family members
- 5 Previous health plan enrollment during previous twelve (12) months
- 6 Equitable plan distribution with enrollment subject to:
 - Increases in a health plan base formula
 - Intermediate sanctions or other considerations

*Subject to Change

When are Beneficiaries Enrolled?

- During the transition/rollout period,
 - beneficiaries may change health plans at any time during Open Enrollment.
- After Day 1 of Managed Care:
 - New Applicants –
 - Enrollment is effective the month the application is dispositioned. (This may mean a portion of their eligibility period will be NC Medicaid Direct.)
 - Beneficiaries with Change of Circumstance Impacting Enrollment -
 - Enrolled or disenrolled effective the month following the change.
 - At Redetermination:
 - Beneficiaries may choose to remain with current health plan or make a change.
- Beneficiaries have a 90-DAY CHOICE PERIOD in which to change health plans for any reason. The 90 days starts as of the effective date of enrollment.

When will mailings begin?

Managed Care Mailings Begin

Regions 2 & 4	Regions 1, 3, 5, & 6
Began July 8, 2019	Begins September 2, 2019
Enrollment Broker will begin sending Enrollment Packets to existing beneficiaries with eligibility through at least November 30, 2019.	Enrollment Broker will begin sending Enrollment Packets to existing beneficiaries with eligibility through at least February 28, 2020.

- Existing and Newly Eligible Beneficiaries may contact the Enrollment Broker for choice counseling
- Existing and Newly Eligible Beneficiaries may select a health plan
- Current Medicaid coverage remains NC Medicaid Direct (fee-for-service)

What is Open Enrollment?

Open Enrollment

Open Enrollment	
Regions 2 & 4	Regions 1, 3, 5, & 6
From July 15 – September 13, 2019	From October 14 – December 13, 2019

- Existing and Newly Eligible Beneficiaries may contact the Enrollment Broker for choice counseling
- Existing and Newly Eligible Beneficiaries may select a health plan
- Auto-Assignment occurs at the end of the open enrollment period for any existing beneficiaries who did not select a plan
- Current Medicaid coverage remains NC Medicaid Direct (fee-for-service) during open enrollment

When will the Health Plans begin providing services?

Health Plan Coverage Starts

Regions 2 & 4	Regions 1, 3, 5, & 6
November 1, 2019	February 1, 2020

- Beneficiary coverage starts in a Managed Care Health Plan
- ONLY launches Standard plans
 - Tailored Plans targeted for 2021
- Health Plan begins to provide Medicaid and NEMT services to its Members
 - Health plans will start accepting Managed Care NEMT requests on October 1, 2019

Health Plan NEMT Contact Information

- NEMT information will be included in upcoming County Champion Calls, Part 2 of the DSS Training, and in the NC Medicaid 2019 County Playbook
- Please note the contact information for the Health Plan NEMT Vendors below:

Health Plan	NEMT Broker	Contact information
WellCare	One Call	Amanda Fields Phone: (779) 302-0325 Email: Amanda_fields@onecallcm.com Website: www.onecallcm.com
UnitedHealthcare Community Health	National MedTrans	Patrick Sullenger Email: psullenger@natmedtrans.com OR netdev@natmedtrans.com Phone: 844-885-2696 ext. 3 Website: https://nationalmedtrans.com/providers/
HealthyBlue	LogistiCare	Email: network@logisticare.com Phone: (866)-431-4635 Website: https://www.logisticare.com/drive-with-logisticare/
AmeriHealth Caritas	LogistiCare	John Bryer Email: jbryer@amerihealthcaritas.com Phone: 484-496-7663
Carolina Complete Health	LogisitiCare	Website: https://www.circulation.com/network/signup

Key Partners and Their Roles

- **Beneficiaries** are at the center of this process. Partners need to work together to support beneficiaries through this transformation and ongoing.
- **NC Medicaid:** provide Medicaid supervision, oversight of health plans and other partners
- **Local DSS:** determine Medicaid eligibility, update beneficiary information, Medicaid case management
- **NC FAST & NC Tracks:** these systems will continue to transmit beneficiary information; NC FAST will remain the system of record.
- **Health Plans:** provide health care and related services to their members
- **Providers:** will contract with the health plans; must continue to enroll as an NC Medicaid or NC Health Choice provider
- **Ombudsman:** (*this program is pending) group that provides information and education for beneficiaries; assist with issue resolution and referrals
- **Community-based Agencies:** disseminate information to help educate the public on changes to Medicaid; provide feedback to DHHS from clients they serve
- **Enrollment Broker:** unbiased, third party entity to provide enrollment assistance and help choosing a health plan; outreach & education to beneficiaries.

Impact on DSS Offices



County DSS will CONTINUE:

- Processing Medicaid applications, changes of circumstance and redeterminations
- Generating replacement cards for NC Medicaid Direct
- NEMT for NC Medicaid Direct beneficiaries
- Updating primary care provider (PCP) choices for NC Medicaid Direct beneficiaries



County DSS will START:

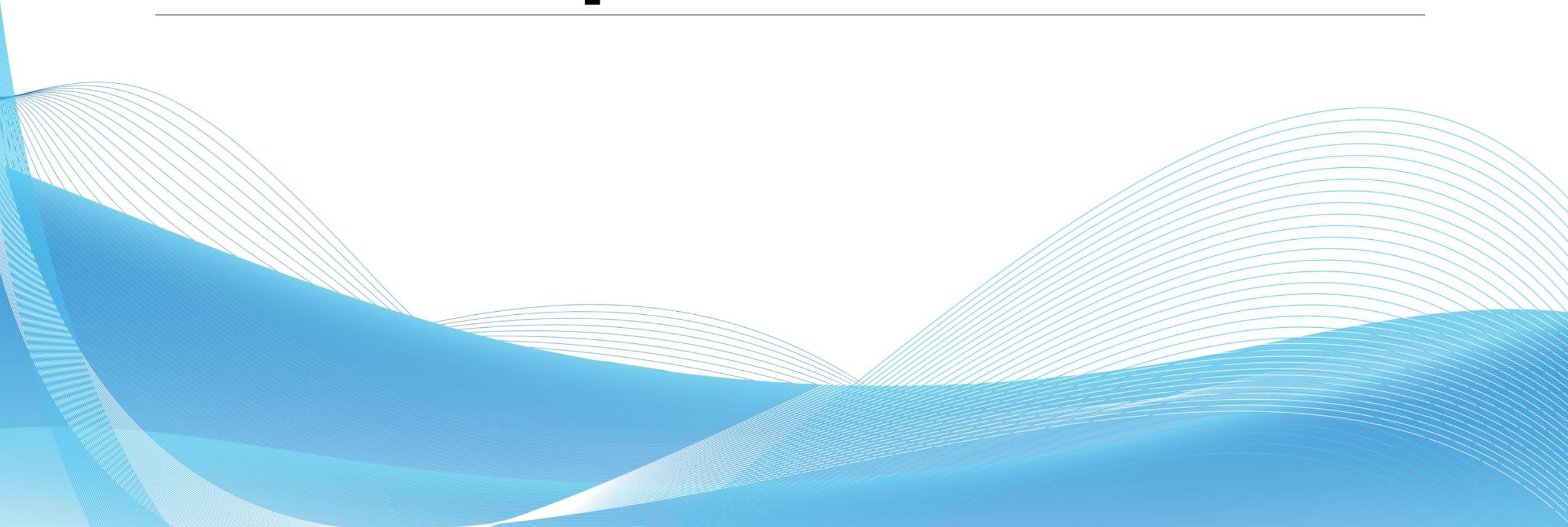
- Referring beneficiaries to the Enrollment Broker for choice counseling and health plan assignments
- Referring beneficiaries to their health plan for PCP selection/changes and NEMT



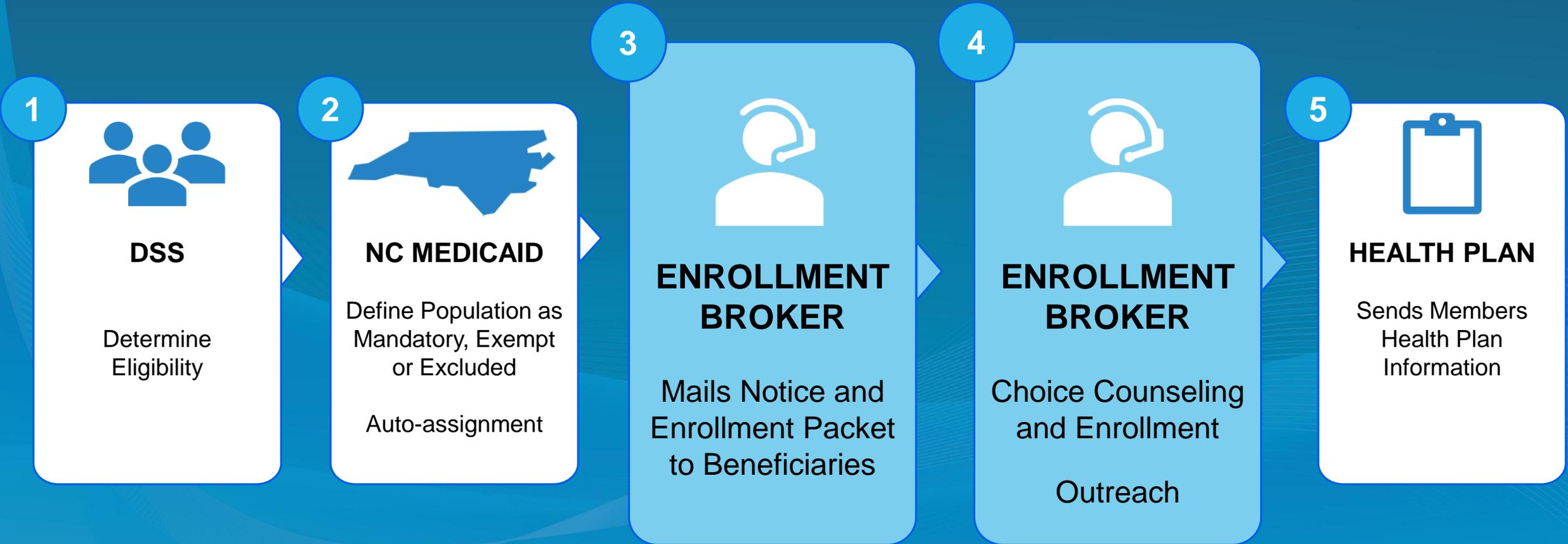
County DSS will NOT be responsible for:

- Choice counseling
- Enrolling members in health plans
- NEMT for NC Medicaid Managed Care Plan members
- Updating health plans and PCPs for NC Medicaid Managed Care Plan members
- Generating replacement Medicaid cards for NC Medicaid Managed Care members

Roles and Responsibilities



Roles and Process



STEP 1: Determine Eligibility

Responsible Party: **DSS Staff**

This process **has not** changed, and NC Medicaid continues to depend on your sharing timely and accurate information to the beneficiary to determine eligibility. You will:

- Determine eligibility for Medicaid and notify individuals of their status
- Field questions related to eligibility (all questions related to eligibility will be directed to beneficiaries' local DSS office)
- Connect beneficiaries to the Enrollment Broker to select a health plan and enroll
- Direct them to contact the Enrollment Broker online (ncmedicaidplans.gov) or via a toll-free phone call (1-833-870-5500; TTY: 1-833-870-5588)
- Direct beneficiaries to the health plan if they have benefit questions or request a replacement Medicaid card

STEP 2: Determine Population

Responsible Party: **NC Medicaid**

NC Medicaid will determine which population beneficiaries fall into and if it is mandatory, exempt or excluded. This determination if beneficiaries must enroll in NC Medicaid Managed Care, should stay in NC Medicaid Direct or can choose. NC Medicaid will also be responsible for auto-assignment.



MANDATORY

A majority of beneficiaries will be considered mandatory and must enroll in NC Medicaid Managed Care.



EXEMPT

Those who have the option to remain in NC Medicaid Direct or transition to NC Managed Care.



EXCLUDED

Some will remain in NC Medicaid Direct because of the type of medical services they need. This small number will be excluded from obtaining a health plan through NC Medicaid Managed Care.

STEP 3: Mail Enrollment Packet

Responsible Party: **Enrollment Broker**

Beneficiaries will receive a enrollment packet that informs them of their population determination and additional supporting resources. The enrollment packet sent to beneficiaries by the Enrollment Broker will include:

- Notice (e.g., Transition, Mandatory, Exempt)
- Informational flyer
- Health plan comparison chart
- Enrollment form
- Need assistance in other languages

STEP 4: Choice Counseling and Enrollment

Responsible Party: **Enrollment Broker**

The goal of the NC Enrollment Broker program is to provide accurate, unbiased, personalized customer service. The Enrollment Broker program is staffed by knowledgeable Enrollment Specialists who provide information to beneficiaries as they navigate the NC Medicaid Managed Care transformation.

The Enrollment Broker will:

- Educate Medicaid beneficiaries about their health plan selection options
- Encourage eligible Medicaid beneficiaries to participate in NC Medicaid Managed Care and encourage voluntary enrollment into a health plan
- Help Medicaid beneficiaries make informed decisions on selecting a health plan
- Enroll Medicaid beneficiaries in a health plan with their preferred PCP

STEP 5: Mail Health Plan Information

Responsible Party: Health Plan

After the beneficiary enrolls in NC Medicaid Managed Care, their health plan will mail a welcome packet, member handbook and Medicaid card. They will use this new Medicaid card to get health care services.



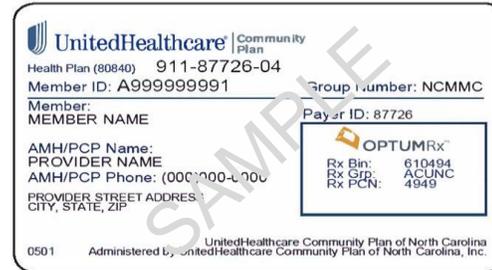
WellCare
Beyond Healthcare. A Better You.

Member: **SAMPLE E SAMPLE**
Member ID: **9999999**
Plan Name: **Sample Plan**

Medicaid #: **1234567**

Primary Care Provider (PCP):
Sally Smith
WATSON CLINIC
1234 MAIN ST
STE ABC
MOORESVILLE, NC 33618
PCP Phone: 1-555-555-1235

RxBIN: **004336**
RxPCN: **MCAIDADV**
RxGRP: **RX8775**



UnitedHealthcare | Community Plan

Health Plan (80840) 911-87726-04
Member ID: **A999999991** Group Number: **NCMMC**

Member: **MEMBER NAME** Payer ID: **87726**

AMH/PCP Name: **PROVIDER NAME**
AMH/PCP Phone: (000)000-0000

PROVIDER STREET ADDRESS:
CITY, STATE, ZIP

OPTUMRx
Rx Bin: 810494
Rx Grp: ACLUNC
Rx PCN: 4949

UnitedHealthcare Community Plan of North Carolina
0501 Administered by UnitedHealthcare Community Plan of North Carolina, Inc.



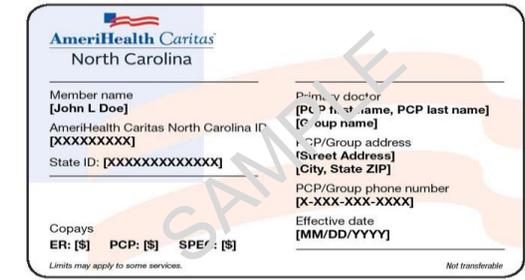
HealthyBlue

Member Name: _____
Member ID: _____

Primary Care Provider (PCP):
PCP Telephone #: _____
PCP Address: _____

Effective Date: _____
Date of Birth: _____

RxBIN: XXXXXX
RxPCN: XX
RxGRP: XXXX



AmeriHealth Caritas
North Carolina

Member name
[John L Doe]

AmeriHealth Caritas North Carolina ID
[XXXXXXXXXX]

State ID: **[XXXXXXXXXXXXXXXXXX]**

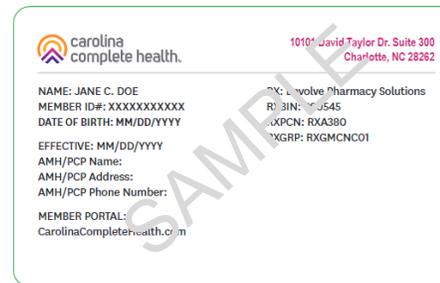
Primary doctor
[PCP first name, PCP last name]
[Group name]
PCP/Group address
[Street Address]
[City, State ZIP]

PCP/Group phone number
[X-XXX-XXX-XXXX]

Effective date
[MM/DD/YYYY]

Copays
ER: [\$] PCP: [\$] SPE: [\$]

Limits may apply to some services. Not transferable.



carolina complete health.

1010 Javid Taylor Dr. Suite 300
Charlotte, NC 28262

NAME: **JANE C. DOE**
MEMBER ID#: **XXXXXXXXXXXX**
DATE OF BIRTH: **MM/DD/YYYY**

EFFECTIVE: **MM/DD/YYYY**

AMH/PCP Name:
AMH/PCP Address:
AMH/PCP Phone Number:

MEMBER PORTAL:
CarolinaCompleteHealth.com

Pharmacy Solutions
RxBIN: 0545
RXPCN: RXA380
RXGRP: RXGMCN01

Working with the 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

Phase 1 Timing – Regions 2 and 4

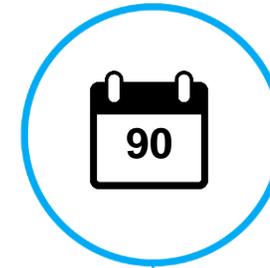
JULY 8, 2019
Mailings Start



AUG. 13, 2019
Reminder Postcard

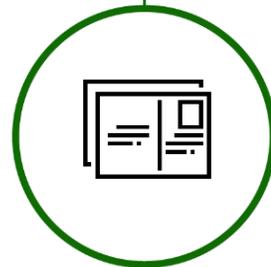


NOV. 1, 2019
Health Plan Coverage Starts

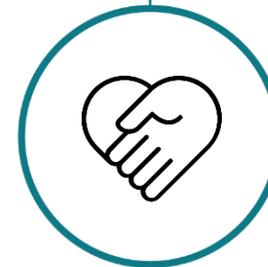


FEB. 1, 2020
Lock-in Period Starts

JULY 15 – SEPT. 13, 2019
Open Enrollment



SEPT. 16, 2019
Auto-Assignment



NOV. 1, 2019 – JAN. 31, 2020
90 Day Choice Period



Phase 2 Counties

Region 1

Avery
 Buncombe
 Burke
 Caldwell
 Cherokee
 Clay
 Graham
 Haywood
 Henderson
 Jackson
 Macon
 Madison
 McDowell
 Mitchell
 Polk
 Rutherford
 Swain
 Transylvania
 Yancey

Region 3

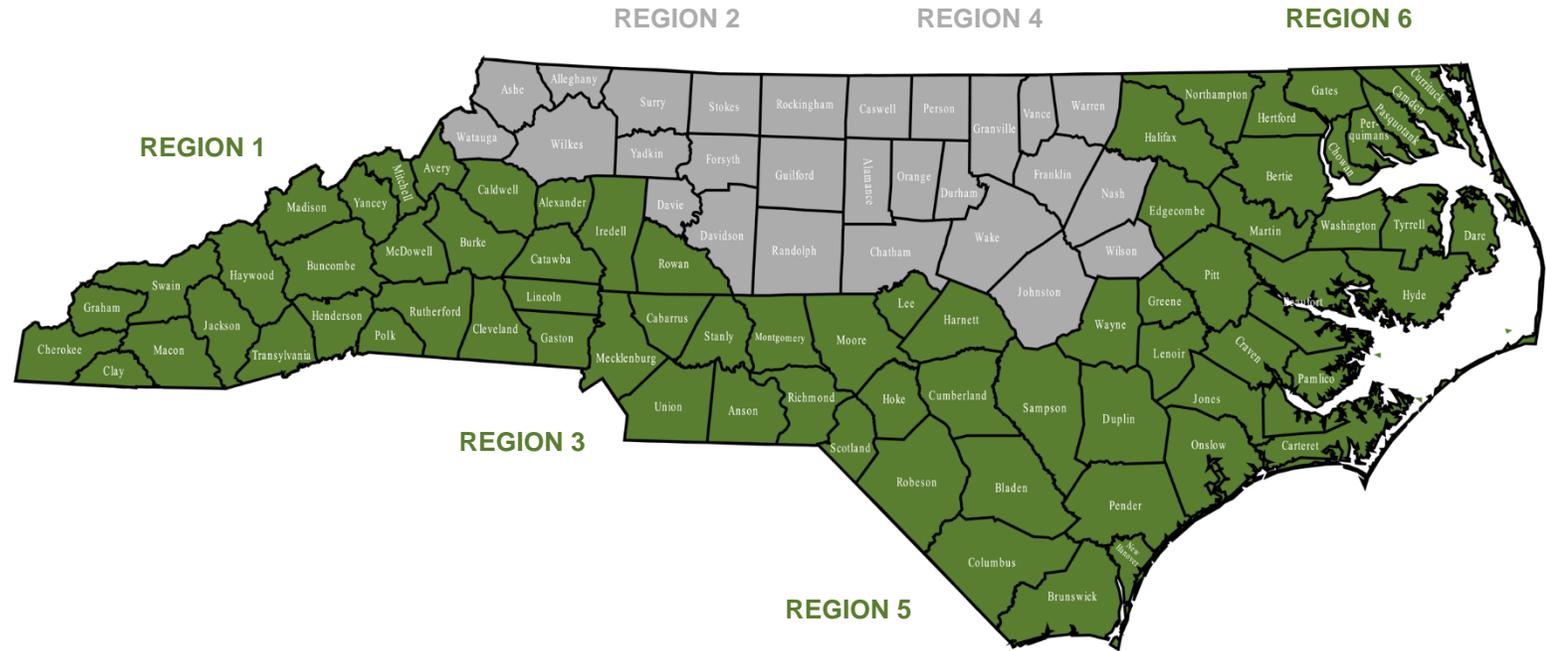
Alexander
 Anson
 Cabarrus
 Catawba
 Cleveland
 Gaston
 Iredell
 Lincoln
 Mecklenburg
 Rowan
 Stanly
 Union

Region 5

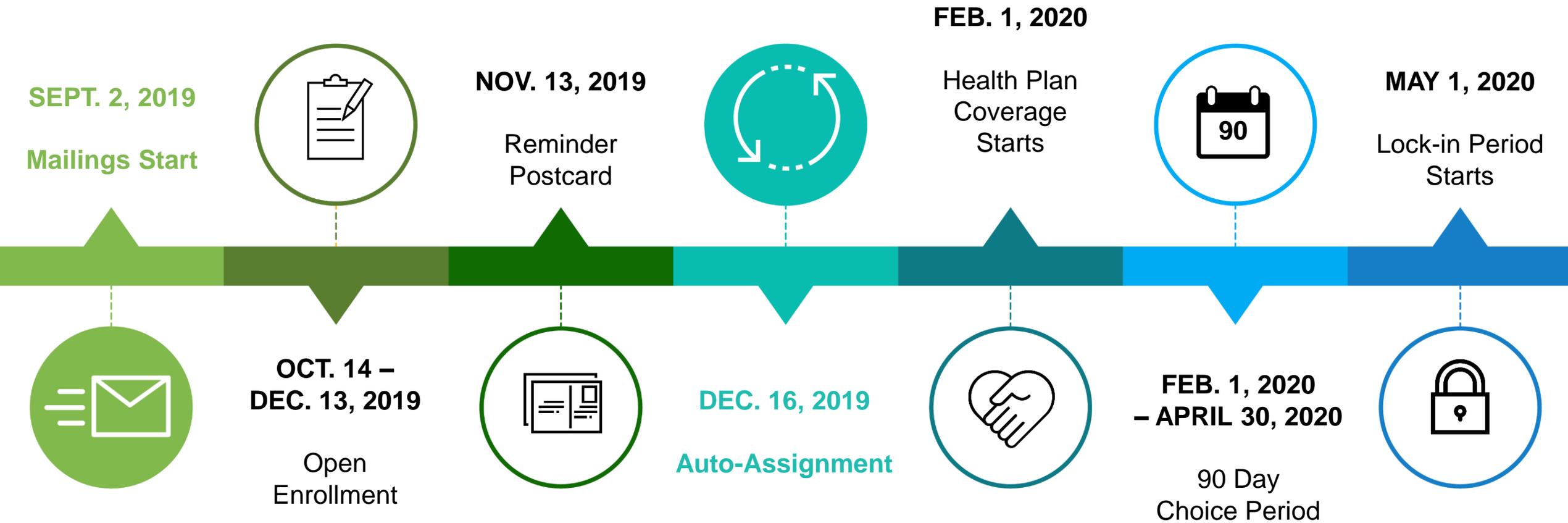
Bladen
 Brunswick
 Columbus
 Cumberland
 Harnett
 Hoke
 Lee
 Montgomery
 Moore
 New Hanover
 Pender
 Richmond
 Robeson
 Sampson
 Scotland

Region 6

Beaufort
 Bertie
 Camden
 Carteret
 Chowan
 Craven
 Currituck
 Dare
 Duplin
 Edgecombe
 Gates
 Greene
 Halifax
 Hertford
 Hyde
 Jones
 Lenoir
 Martin
 Northampton
 Onslow
 Pamlico
 Pasquotank
 Perquimans
 Pitt
 Tyrrell
 Washington
 Wayne



Phase 2 Timing: Regions 1, 3, 5 and 6



Mailing of Notices



ENROLLMENT BROKER

2 Sends notices to beneficiaries

3 Captures returned (undeliverable) notices information

4 Sends county data of returned notices to NC Medicaid



NC MEDICAID

1 Sends information to the Enrollment Broker via NC FAST

5 Cross-references returned notice data from Enrollment Broker with data from health plans

6 Uploads data to NC FAST



DSS

7 Pulls county reports from NC FAST and contacts the member for an updated address

8 Updates the addresses for beneficiaries in NC FAST

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
17 Main Street
Raleigh, NC 27603

June 28, 2019

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: 123-45-6789
Rodney M. Jones	Medicaid ID: 987-65-4321
Sally A. Jones	Medicaid ID: 254-32-8291

More on back ►

MEDICAID EB TRANS ENG 190508

There are 3 steps to enroll

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

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** 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 ►

We will choose a health plan for you if you don't choose by

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

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

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

Sample Mandatory Notice



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

Patricia A. Jones
17 Main Street
Raleigh, NC 27603

June 28, 2019

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
Sally 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**.

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 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

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. This change is because Patricia A. Jones is in 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

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

1

Sample Exempt Notice



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

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 1-866-799-5138	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 918 -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.

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:

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

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.

- 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 that came with this letter

To change your plan, go to ncmedicaidplans.gov or use the NC Medicaid Managed Care mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Or send the enrollment form that came with this letter. 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)

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 DE INFO FLYER ENB 10/2018

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.

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.

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).

NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.

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? <input type="checkbox"/> Yes <input type="checkbox"/> No	
▶ Choose one health plan (put an X in the box).	
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
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).	
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
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).	
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

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 EB ENROLL FORM 16 PERSON ENC 19/05/08

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).	
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
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).	
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
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).	
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

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

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Enrollment Packet: Comparison Chart



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Health Benefits

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.

<p>WellCare Beyond Healthcare. A Better You.</p>	<p>UnitedHealthcare Community Plan</p>	<p>HealthyBlue</p>	<p>AmeriHealth Caritas North Carolina</p>	<p>carolina complete health</p>
<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 uhccommunityplan.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, Harnett, Hoke, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Pender, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union</p>

MEDICAID EB COMP CHART ENG 190530

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.

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, HHH 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 EB NON DISCRIM ENG 190228

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

简体中文 | SIMPLIFIED CHINESE 注意: 如果您不会说英语, 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 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-833-870-5500 (TTY: 1-833-870-5588). 번으로 전화해 주십시오.

FRENCH FRANCAIS 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، بالمجان. 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 હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-833-870-5500 (TTY: 1-833-870-5588).

ខ្មែរ | CAMBODIAN ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភ្នែកភាសាសោយជិនគឺឥតគិតថ្លៃសេវាជំនួយសំរាប់បំណើអ្នក។ ចូរ ទូរស័ព្ទ 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 द: यदि आप हदी बोलते ह तो आपके लिए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-833-870-5500 (TTY: 1-833-870-5588). पर कॉल कर।

LAOTIAN ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຈະມີພ້ອມໃຫ້ທ່ານ. ໂທ 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



**It's time to choose
a health plan!**



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

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).



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

MEDICAID EB REMIND ENG 190516

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. Beneficiaries can also enroll by mailing or faxing their completed enrollment form

CHANNELS FOR ENROLLMENT



Enrollment
Services
Website



Mobile App



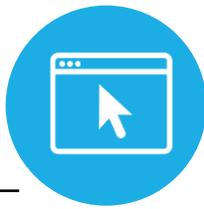
Web Chat



Enrollment
Specialist



Mail/Fax



Website: ncmedicaidplans.gov

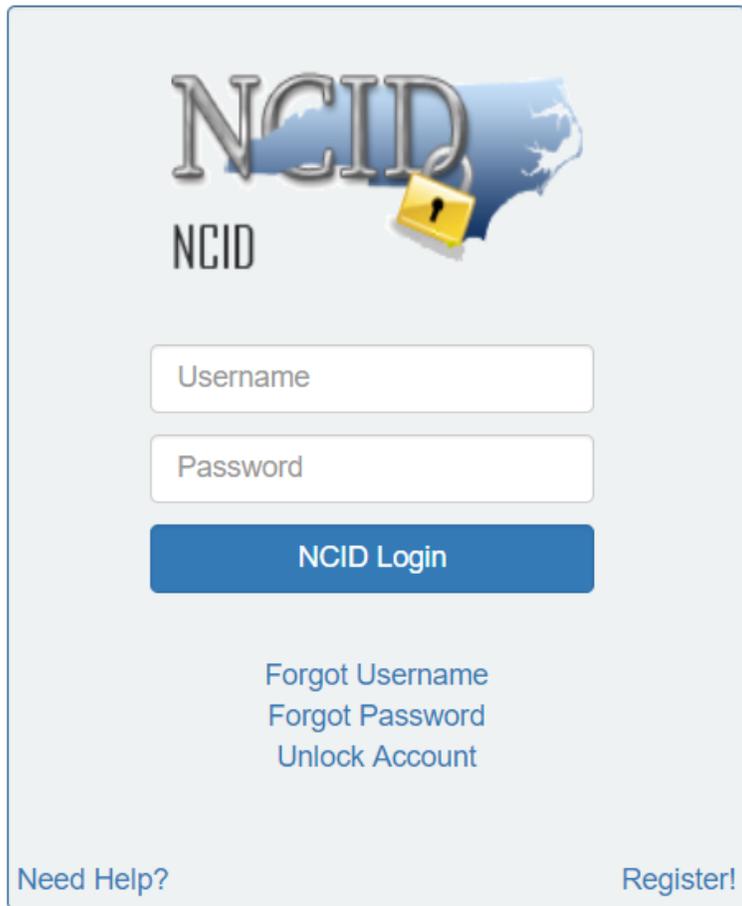
The NC Medicaid Managed Care website provides an integrated experience for beneficiaries to manage their enrollment needs. This is a great resource to direct beneficiaries to for questions about enrollment. The website includes the following tools and information:

- Health plan comparison charts and lists of benefits
- Provider network search capability
- Program information, brochures and enrollment forms (as downloadable PDFs)
- Questions and answers
- List of events in their county

Available in English and Spanish, it can be accessed at ncmedicaidplans.gov.

Enrollment Specialists are available via a chat tool to answer questions.





The image shows a screenshot of the NCID login page. At the top, the text "NCID" is displayed in a large, stylized font with a map of North Carolina behind it. Below this, the text "NCID" appears again in a smaller font. There are two input fields: "Username" and "Password". Below the input fields is a blue button labeled "NCID Login". Underneath the button are three links: "Forgot Username", "Forgot Password", and "Unlock Account". At the bottom left, there is a link "Need Help?" and at the bottom right, a link "Register!".

[Privacy and Other Policies](#)

[Contact Us](#)



WARNING: This is a government computer system, which may be accessed and used only for authorized business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.



NCC676

NCID Login



- Beneficiaries must log into the NC Medicaid website using their North Carolina Identity (NCID) username and password
- Beneficiaries can register for an NCID from the NC Medicaid website

Log in to your account

Register

You must register to log in to your account. To register, fill in the information below.

Name

Date of birth ?

 ▾

/

 ▾

/

 ▾

Login using my:

 Last 4 digits of Social Security Number ? Medicaid ID ?

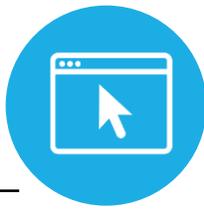
Last four digits of Social Security Number (SSN)

Show

Secure Web Portal



- Any website visitor can browse for information and search for a PCP
- The secure web portal is only accessible to beneficiaries who create an account and have a valid login
- Here, beneficiaries can:
 - Access case-specific information
 - Manage their online account
 - Complete choice counseling
 - Enroll in their selected health plan
 - Choose a PCP



Provider Search Tool

A comprehensive Provider Directory streamlines health plan selection to support beneficiaries who wish to maintain their existing provider relationships.

[← Back](#) **Choose a primary care provider (PCP)** [View letters](#) [Log out](#)

Make sure your provider and health plan work with each other.
You do not have to choose a PCP. You may [skip this step](#).

Search by location

City ZIP Code County

Located within **City**

5 miles of Enter a city

Select a provider specialty *(Optional)*

Select a provider specialty

Provider last name or clinic name *(Optional)*

Enter a provider's last name or clinic name

Find providers

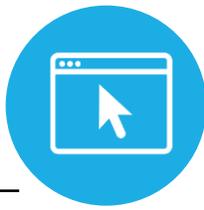
Your enrollment choices

[Start over](#)

Member
EMILY S HAYES

Health plan
Choose a health plan [Select](#)

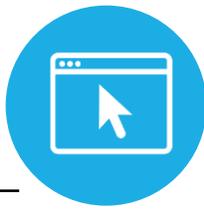
Primary care provider (PCP)
Choose a PCP [Select](#)



Provider Search Map View

The map view allows beneficiaries to search for a provider near a specific location.

The screenshot shows a web interface for selecting a primary care provider. At the top, a dark blue header contains a '< Back' button, the title 'Choose a primary care provider (PCP)', and links for 'View letters' and 'Log out'. Below the header, a message states: 'Make sure your provider and health plan work with each other. You do not have to choose a PCP. You may [skip this step](#).' The main content area is split into two columns. The left column features search filters: radio buttons for 'City' (selected), 'ZIP Code', and 'County'; a 'Located within' section with a '5 miles of' dropdown and a 'Charlotte' text input; a 'Go' button; and a 'Filter by' button. Below these filters, it says 'Displaying 50 of 336 results' and a 'View as list' link. A map of Charlotte, NC, is shown with several red location pins. A pop-up window for 'NAZIM ALI SYED' is open, displaying his address (PO BOX 32861, CHARLOTTE, NC 28232), phone number ((314) 317-0600), and a 'Choose this provider' button. The right column, titled 'Your enrollment choices', includes a 'Start over' link and three options: 'Member' (EMILY S HAYES), 'Health plan' (Choose a health plan), and 'Primary care provider (PCP)' (Choose a PCP), each with a 'Select' link. A chat icon is visible in the bottom right corner of the map area.

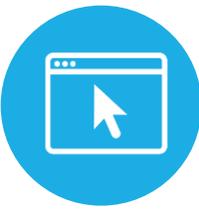


Provider Search Results

Once search criteria have been entered and the user searches, all providers who meet the search criteria will be displayed.

Plan Selection Tool

- Beneficiaries can select up to three health plans to compare side by side
- Beneficiaries can view and compare:
 - Copays
 - Services covered
 - Website
 - Phone number

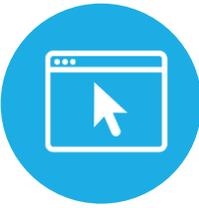


The screenshot shows the NCDHHS Plan Selection Tool interface. At the top, there is a navigation bar with the NCDHHS logo and links for 'Learn', 'Choose', and 'Enroll'. Below this is a dark blue header with a 'Back' button, the title 'Choose a health plan', and links for 'View letters' and 'Log out'. The main content area features a heading 'Choose a health plan. To compare health plans, go to [Compare Plans](#). Or, you can choose a health plan now by selecting "Choose this plan."'. Below this, there are four health plans available to the user, each with a 'Choose this plan' button: AmeriHealth Caritas, HealthyBlue, UnitedHealthcare Community Plan, and WellCare. On the right side, there is a sidebar titled 'Your enrollment choices' with a 'Start over' link. It includes sections for 'Member' (EMILY S HAYES), 'Health plan' (Choose a health plan), and 'Primary care provider (PCP)' (Choose a PCP). The footer contains contact information, a copyright notice for 2019, and a list of supported languages including Arabic, Mon-Khmer, Chinese, Tagalog, French, German, Hindi, Hmong, Korean, Vietnamese, Japanese, Russian, Spanish, and Vietnamese.



Member Dashboard

- Members can view their selected health plan and provider from the Member Dashboard
- This page will show them all members of their household, including their enrollment status



Member dashboard 4 [View letters](#) [Log out](#)

Welcome! Here you can choose or change your health plan. You can also choose or change your provider. If you want to choose the same health plan and provider for multiple people, go to [Enroll multiple people](#).

May make changes

Harris Jackson Benson
38 years old
[View enrollment & case information](#)

You may change your health plan and provider until 6/24/2017. [Complete health assessment](#)

Make changes

May make changes

Amanda Ann Benson
44 years old
[View enrollment & case information](#)

You may change your health plan and provider until 6/24/2017. [Complete health assessment](#)

Make changes

No action required

Thomas Smith Benson
18 years old
[View enrollment & case information](#)

You are not eligible for any programs. Please contact MAXIMUS with any questions.

Enroll multiple people

ELISHA BUSH

8 years old

Enrollment information

You are enrolled but may make changes. To change your primary care provider (PCP), call your health plan. To change your health plan, select "Make changes." Or you can do nothing and keep the PCP and health plan you have now.

Make changes

Enrollment choices

Health plan
Choose a health plan [Select](#)

Primary care provider (PCP)
Choose a PCP [Select](#)

Contact information

Address	Missing translation: web_county	Primary phone
33 JEFFERSON DRIVE TOBACCOVILLE, 27050 USA	Ashe	No phone number on file.

To change your address or primary phone number, call us at 1-833-870-5500 (TTY: 1-833-870-5588).

Head of household contact information

Paperless Notifications

You will get email and/or text messages from us instead of paper letters by mail. The message will have a link. Use the link to log into your secure online account. Read your letters from Health First Colorado Enrollment.

To go paperless and get email and/or text messages, enter your email and/or cell phone number in the boxes below. You will stop getting paper letters by mail.

Email address

TEST@TEST.COM

I agree to the terms and conditions to opt in to email messages.

Terms and conditions for email messages: By giving your email address and checking the box above, you agree to get emails from NC Medicaid. You will not get paper letters by mail. Your information will not be used to sell products. You agree to tell NC Medicaid if your email address changes. To opt out of emails and get paper letters again, select the Unsubscribe link at the bottom of the email. You may also opt out of emails by updating your household contact preferences in your secure online account.

Cell phone

(123) 456-7890

I agree to the terms and conditions to opt in to text messages.

Missing translation: web_cell_terms

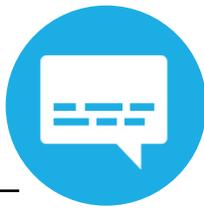
Submit

[Return to Member home](#)

Viewing Case Information



- In the Enrollment Choices sections, users will be able to complete the following actions:
 - Change health plans
 - Search for a provider in guest mode
 - Request disenrollment
 - Search for a provider
 - Select a provider
 - Change a provider during open enrollment
- The Contact Information section will display the state-reported mailing address and phone number
- The Head of Household Contact Information section displays communications preferences and member-provided cell number and email



Web Chat

- Web chat service is available via a secure web portal
- Web chat adds an online alternative for real-time assistance for users
- Members can begin a web chat conversation from any page on the website via the “Chat with Us!” button
- Web chat is also compatible with iOS and Android operating systems for mobile users
- Enrollment Specialists will provide chat assistance, answering questions and directing members to appropriate pages of the website to learn more

The screenshot displays the North Carolina Medicaid website interface. At the top, there is a navigation bar with links for 'CHANGE FONT SIZE', 'ENGLISH', 'ESPAÑOL', 'FAQs', and 'Contact Us'. The main header features the North Carolina Medicaid logo and a large image of a family. Below the header, there are two main navigation options: 'Ask' (Start here with questions) and 'Choose' (Find health plans or providers). The page content is divided into three columns: 'Get the free mobile app' (with Google Play and App Store download buttons), 'Go paperless' (with a 'Learn more?' link), and 'Meetings and events' (with a 'Find a meeting near you?' link). A 'Chat with us!' widget is overlaid on the right side of the page, featuring a 'Powered and Secured by MedChat' notice, a 'Select Topic' dropdown menu, input fields for 'Your Name' and 'Your message...', and a blue 'X' close button in the bottom right corner.

NC Medicaid Managed Care Mobile App

Multilingual

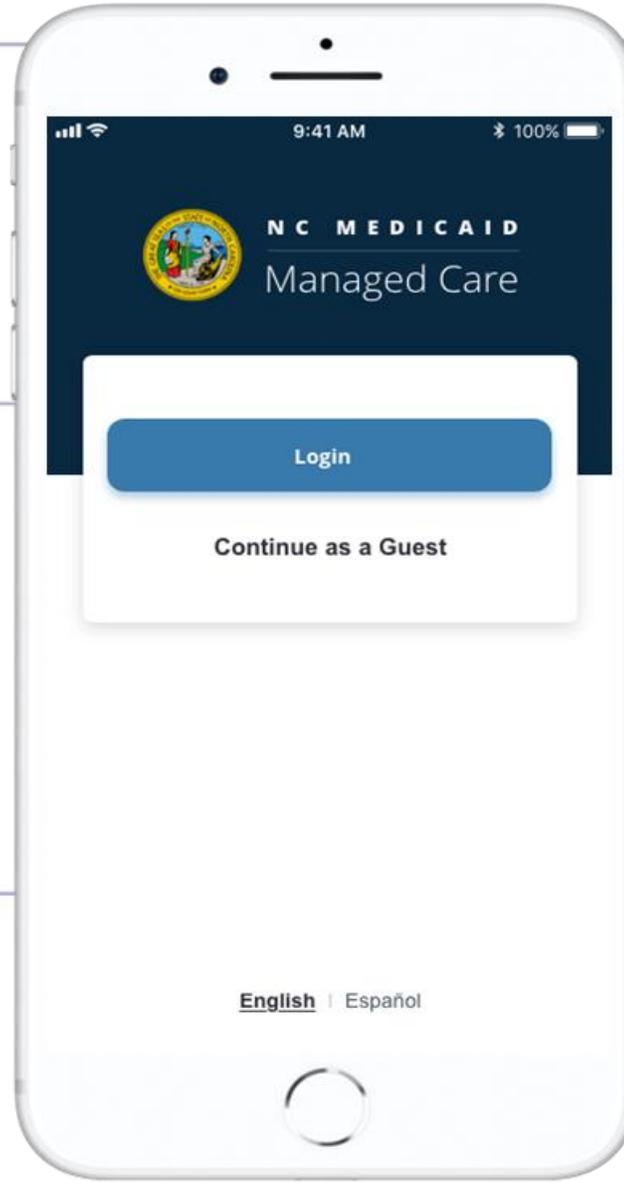
In English or Spanish, beneficiaries can authenticate, view their enrollment status and enroll by choosing a Medicaid provider and health plan.

Realtime Data

The data-driven mobile app presents information and options specifically matched to each beneficiary's Medicaid case. This allows individuals to quickly enroll with the same provider and health plan or to choose providers and health plans that are right for their different needs.

Plan Comparison

Beneficiaries can easily compare health plans to enable informed coverage decisions. They can view health plan descriptions, ratings by independent reviewers and accreditations.



Profile Access

Logged-in users can review and edit their profile information, helping to maintain accurate and up-to-date beneficiary information.

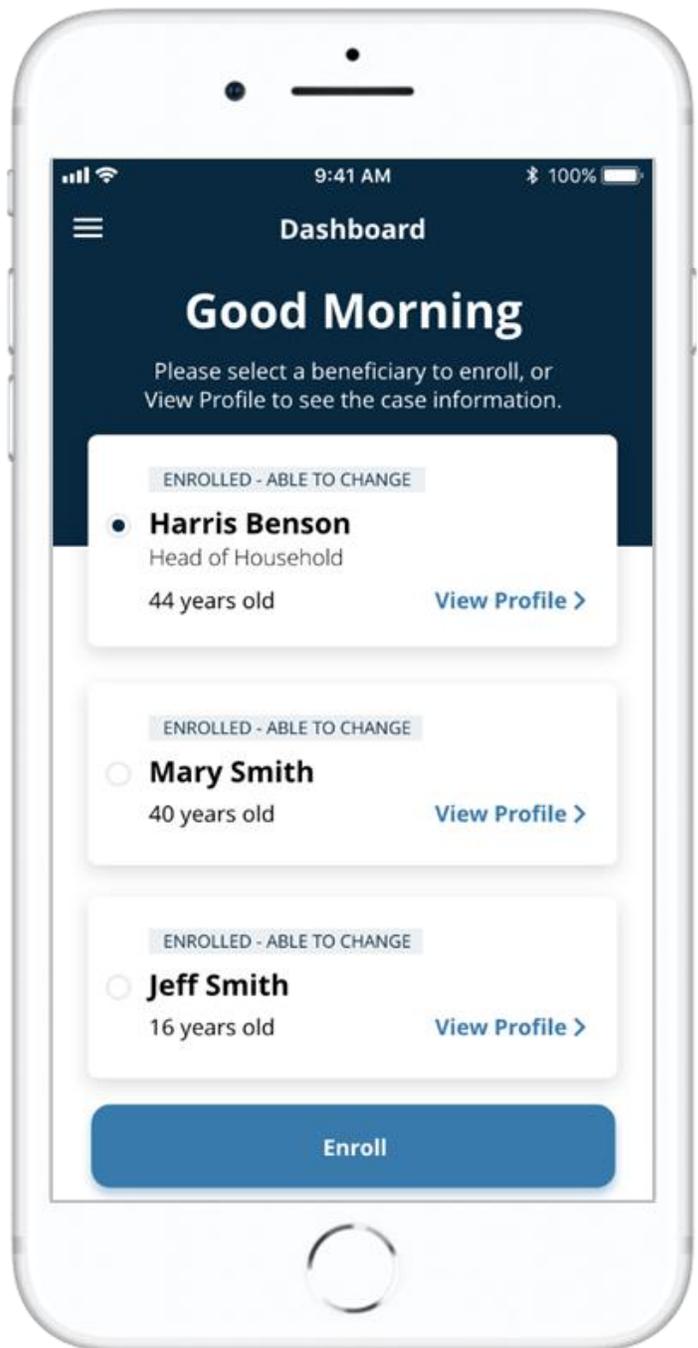
FAQs / Help

Beneficiaries can access built-in help features, frequently asked questions and tutorial screens for ease of use. For additional assistance, contact information is provided for the call center, including easy to tap buttons to call instantly.

Provider Search

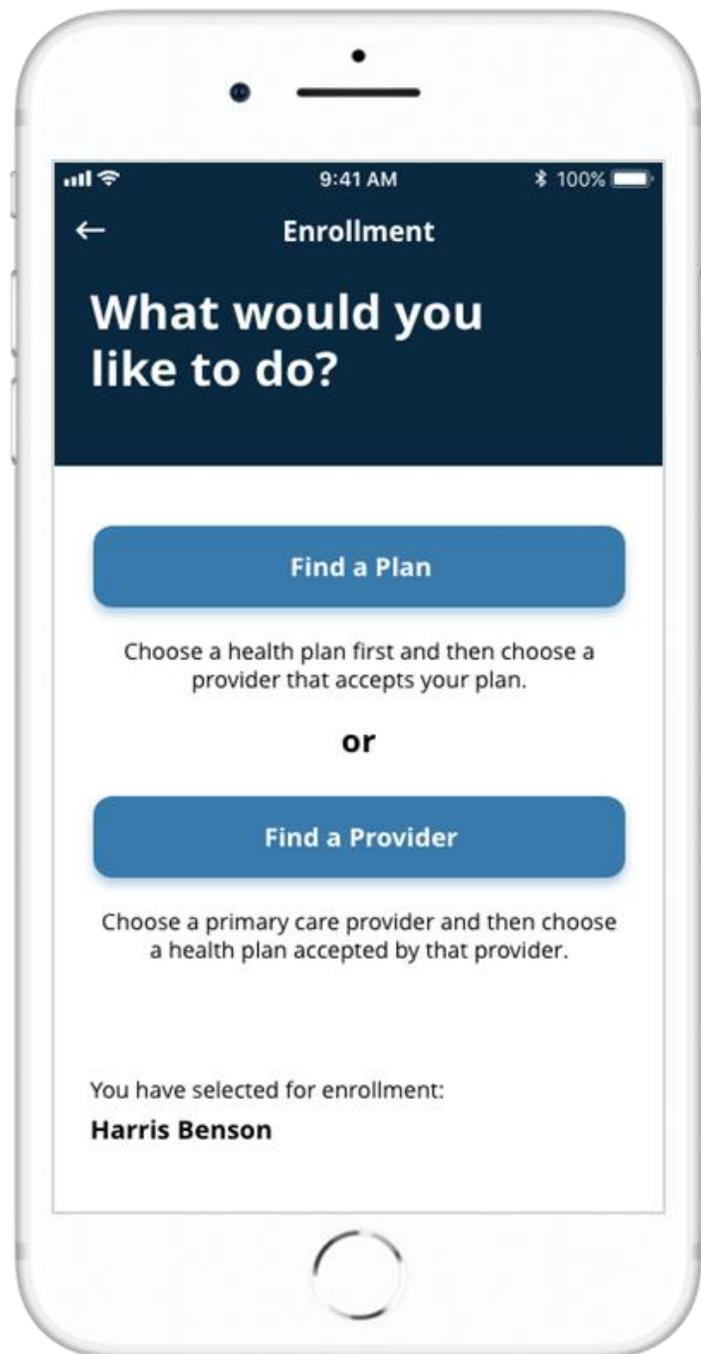
Beneficiaries can easily search providers by name, city, county, zip code, provider languages, provider gender, clinic name, specialty or affiliated hospital. Provider listings also include the plans they support.





App Features

- The mobile app allows for seamless connection and interaction with beneficiaries
- With the app, the Head of Household can:
 - View all case contact information
 - Alter some case contact information
 - View all member enrollment information
 - Alter all member enrollment information



Selecting a Primary Care Provider and Health Plan

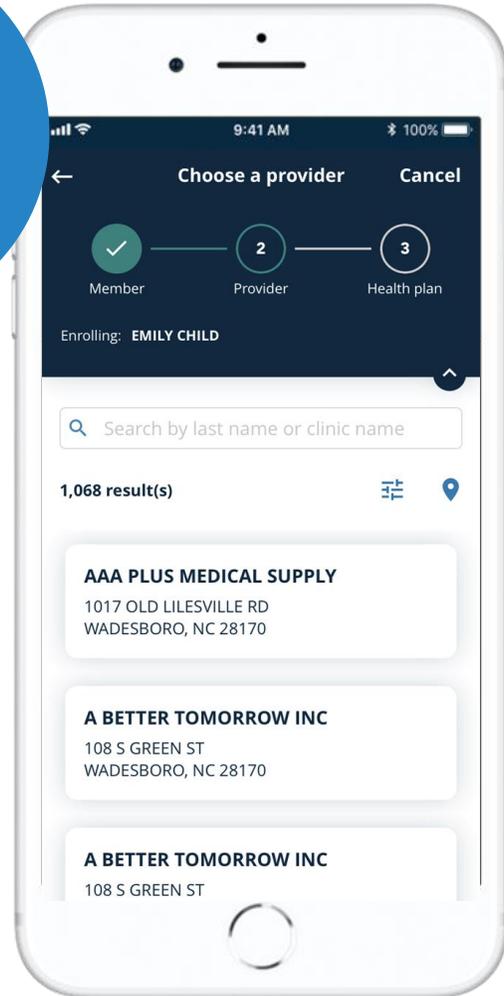


- All health plans available in a member's county will display, as well as the total number of health plans available
- Users can open the link to the health plan comparison chart to view information about the health plans
- Users can select a health plan and continue the enrollment process

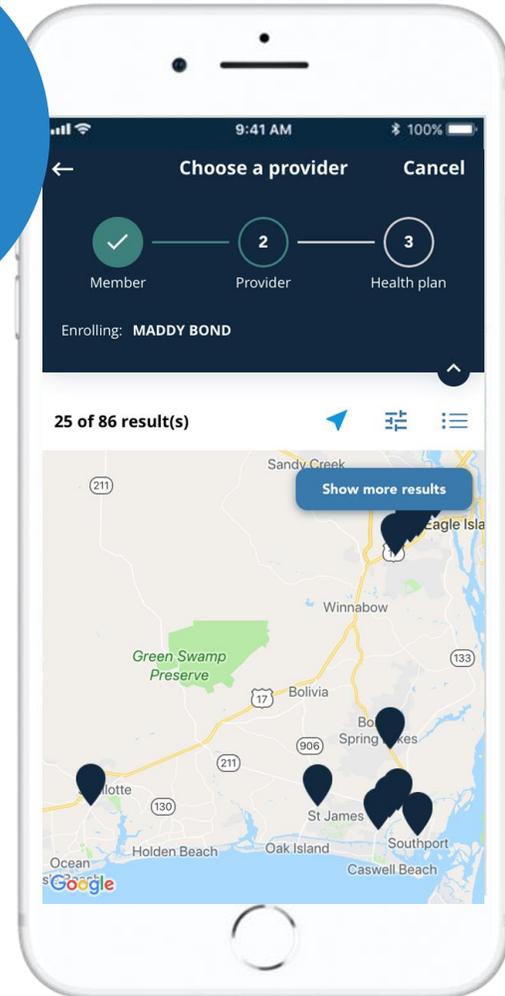


Provider Search Results

List View



Map View





Enrollment Section

- Users can only make enrollment changes to one member at a time
- Users can use the app to:
 - Change health plans
 - Search for a PCP in guest mode
 - Request for disenrollment
 - Search for a PCP
 - Select a PCP
 - Change PCP

EMILY S HAYES
54 years old

Enrollment information
You must choose a primary care provider (PCP) and health plan. If you don't choose a health plan, we will choose one for you. If you don't choose a PCP, your health plan will choose one for you. You know your health needs best, so it's best if you choose. [Enroll](#)

Current enrollment choices

Health plan
Choose a health plan [Select](#)

Primary care provider (PCP)
REBECCA GRAY [Change](#)

Contact information

Address **Primary phone**

105 BUNNLEVEL COURT
BUNNLEVEL, NC 28323
USA

No phone number on file.

To make changes to your contact information, please contact your local Department of Social Services (DSS). You can find your local office at <https://www.ncdhs.gov/localdss>.

Communication preferences

Paperless Notifications

Only the head of household can change the email address and cell phone number on file with us.

To go paperless and get email and/or text messages, enter your email and/or cell phone number in the boxes below. You will stop getting paper letters by mail.

You will get email and/or text messages from us instead of paper letters by mail. The message will have a link. Use the link to log into your secure online account. Read your letters from NC Medicaid. We will send you email and/or text messages in the language on file with us. If you want to change your language preference, call us at 1-833-870-5900 (TTY: 1-833-870-5588).

Email address

Enter your email address

I agree to the terms and conditions to opt in to email messages.

Terms and conditions for email messages: By giving your email address and checking the box above, you agree to get emails from NC Medicaid. You will not get paper letters by mail. Your information will not be used to sell products. You agree to tell NC Medicaid if your email address changes. To opt out of emails and get paper letters again, select the "Unsubscribe" link at the bottom of the email. You may also opt out of emails by updating your communication preferences in your secure online account.

Cell phone

(772) 285-0824

I agree to the terms and conditions to opt in to text messages.

Terms and conditions for text messages: By giving your cell phone number and checking the box above, you agree to get text messages from NC Medicaid. You will not get paper letters by mail. Your information will not be used to sell products. You agree to tell NC Medicaid if your cell phone number changes. To stop getting text messages and get paper letters again, reply **STOP** when you get a text. Message and data rates may apply. Message frequency varies. The terms and conditions at the link below also apply.

[Text message terms and conditions](#)

[Submit](#)

[Cancel](#)



**EXTENDED HOURS
DURING OPEN
ENROLLMENT:
7 a.m. – 8 p.m.
7 days a week**

**ALL OTHER TIMES:
Monday – Saturday,
7 a.m. – 5 p.m.**

Enrollment Call Center



Enrollment Specialists are available at the call center for support.

Beneficiaries can call toll free: 1-833-870-5500.

We are available to:

- Provide choice counseling
- Support search for preferred PCP
- Compare health plan services
- Enroll members in selected health plan
- Assist with some demographic changes
- Disenroll members as needed
- Process Enrollment Broker complaints and grievances
- Facilitate appeals process
- Provide support for the website and mobile app
- Provide assistance for deaf and non-English speaking beneficiaries

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 insurance plans. You will be able to choose the health insurance plan that is best for you. You will also choose a primary care provider (PCP).

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 insurance plans. You will be able to choose the health insurance 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 medicine – will come from the same health insurance 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 receiving Medicaid must choose a health insurance plan. A small number of people will not need to choose a health insurance plan because of the type of health services they need. They will stay enrolled in NC Medicaid Direct. You will get a letter in the mail telling you what to do.

WHAT YOU NEED TO DO

There are 3 steps to enroll in a private health!

- Choose a primary care provider (PCP)**
Health insurance plans work with different PCPs. To keep your doctor, clinic or other health care provider as your PCP, find out which health insurance plans they work with.
- Choose a health insurance plan in NC Medicaid Managed Care:**
A health insurance 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
- 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/localsds
- About choosing or enrolling in a health insurance 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 insurance plan or benefits: Call your health insurance 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, Currituck, Halifax, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Morgan, New Hanover, Person, Richmond, Robeson, Rowan, Sampson, Scotland, Stokes, Surry, Union.

Q&A

GET ANSWERS

We're here to help you understand your primary care provider (PCP) and health insurance 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 Medicaid health plan, there are many health in All plans are required to have the same Medicaid qualified doctors and health care professionals services. You may have a certain doctor you may want to keep to be healthier, like your primary care provider or a specialist.

What do I need to do?
There are three steps to enroll:
 1. Choose a primary care provider (PCP)
 2. Choose a health insurance plan - compare the plans and choose the best one for you
 3. Enroll online, use the NC Medicaid Managed Care mobile app, Call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588) or fill out and mail back the enrollment form to you

What is NC Medicaid Direct?
NC Medicaid Direct is a way to get your Medicaid health plan through NC Medicaid Managed Care Direct rather than switch to NC Medicaid Managed Care. Call 1-888-245-0179.

Is Medicaid eligibility changing?

IMPORTANT DATES

Enroll by September 13, 2019. Your health insurance plan will start November 1, 2019.

Alamance	Chatham	Forsyth	Johnston	Rockingham	Vance	Wilkes
Allegany	Davidson	Franklin	Nash	Rutherford	Wake	Wolfe
Ashe	Durham	Guilford	Orange	Stokes	Wenham	Yadkin
Cabarrus			Person	Surry	Watauga	

Enroll by December 13, 2019. Your health insurance plan will start February 1, 2020.

Alexander	Camden	Dare	Hartford	Mitson	Pender	Swain
Anson	Carroll	Edmonds	Hayes	Moore	Perquimans	Taylorsville
Ashe	Catawba	Edwards	Heckler	Murphy	Polk	Tyrone
Beaufort	Cherokee	Edgecombe	Hoke	Mckenberg	Richmond	Union
Bertie	Chowan	Gaston	Jones	Montgomery	Robeson	Washington
Bladen	Crawford	Gates	Lee	Moore	Rowan	Wayne
Burke	Cumberland	Greene	Lenoir	New Hanover	Rutherford	Yadkin
Cabarrus	Currituck	Halifax	Lincoln	Northampton	Sampson	
Caldwell		Haywood	McDowell	Scotland		
		Henderson	Mason	Stanly		

IF YOU HAVE MORE QUESTIONS

- About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: ncdhs.gov/localsds
- About choosing or enrolling in a health insurance 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). The call is free. The website also has a chat feature where you can get answers to your questions.
- About your health insurance plan or benefits: Call your health insurance 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)

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

PALM CARD

NC MEDICAID IS CHANGING

You have a choice of health insurance plans

3 STEPS TO ENROLL

- Choose a primary care provider (PCP)
- Choose a health insurance plan
- Enroll:
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app
 - Call toll free: 1-833-870-5500 (TTY: 1-833-870-5588)
 - Fill out and mail or fax in your enrollment form

QUESTIONS?
(DSS) office: ncdhs.gov/localsds

About choosing or enrolling in a health insurance plan: Go to ncmedicaidplans.gov/choose/compareplans or call 1-833-870-5500 (TTY: 1-833-870-5588). The call is free.

About your benefits: Call your health insurance 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

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 insurance plans. You will be able to choose the health insurance plan that is best for you. You will also choose a primary care provider (PCP).

THERE ARE 3 STEPS TO ENROLL

- Choose a primary care provider (PCP)
- Choose a health insurance plan in NC Medicaid Managed Care
- 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/localsds
- About choosing or enrolling in a health insurance plan: Go to ncmedicaidplans.gov/choose/compareplans or call 1-833-870-5500 (TTY: 1-833-870-5588)
- About your health insurance plan or benefits: Call your health insurance 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

Enroll by September 13, 2019. Your health insurance plan starts November 1, 2019.

Outreach Events: Home Page

NCDHHS
NC Medicaid
Division of Health Benefits

CHANGE TEXT SIZE | ENGLISH ESPAÑOL

Contacts and links | Get answers | Words to know | Member resources

Learn **Choose** **Enroll**

Learn about NC Medicaid Managed Care | Find providers and health plans | Choose a provider and join a health plan

Get the free mobile app

To get the app, search for **NC Medicaid Managed Care** on Google Play or the App Store.

GET IT ON Google Play | Download on the App Store

Use the app to choose providers and health plans for you and your family. Learn more about the free mobile app at [Get answers](#).

Go paperless

You can go paperless with NC Medicaid Managed Care. Paperless means you get letters online instead of by mail. Sign up for emails or text messages that tell you when you have a letter to view online.

[Learn more >](#)

Meetings and events

Learn more about NC Medicaid Managed Care. Join us at a community meeting in person.

[Find a meeting near you >](#)

Questions?

We can help. Call us to get answers to your questions about NC Medicaid Managed Care.

Phone: **1-833-870-5500**
(TTY: 1-833-870-5588)
Hours of operation: 7 a.m. to 8 p.m., seven (7) days a week

Or use the chat tool to chat with us online.

For answers to common questions, go to [Get answers](#).

[Contact us](#) | [Non-discrimination](#) | [Site map](#) | [Privacy Policy](#)

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العربية | Mon-Khmer | 繁體中文 | Tagalog | Français | Deutsch | ગુજરાતી | ភាសាខ្មែរ | हिन्दी | 한국어 | မြန်မာစာ | 日本語 | Русский | Español | Tiếng Việt



Outreach Events: Meetings – Select County



Learn
 Learn about NC Medicaid Managed Care

Choose
 Find providers and health plans

Enroll
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Contacts and links
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Outreach Events: Meetings – Results



NCDHHS
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Division of Health Benefits

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Learn about NC Medicaid Managed Care

Choose ▾
Find providers and health plans

Enroll
Choose a provider and join a health plan

Contacts and links
Get answers
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Meetings and events

Join us at a community meeting. Find meetings and events near you.

Choose your county:

There are no meetings or events for this county.

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



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Scenarios



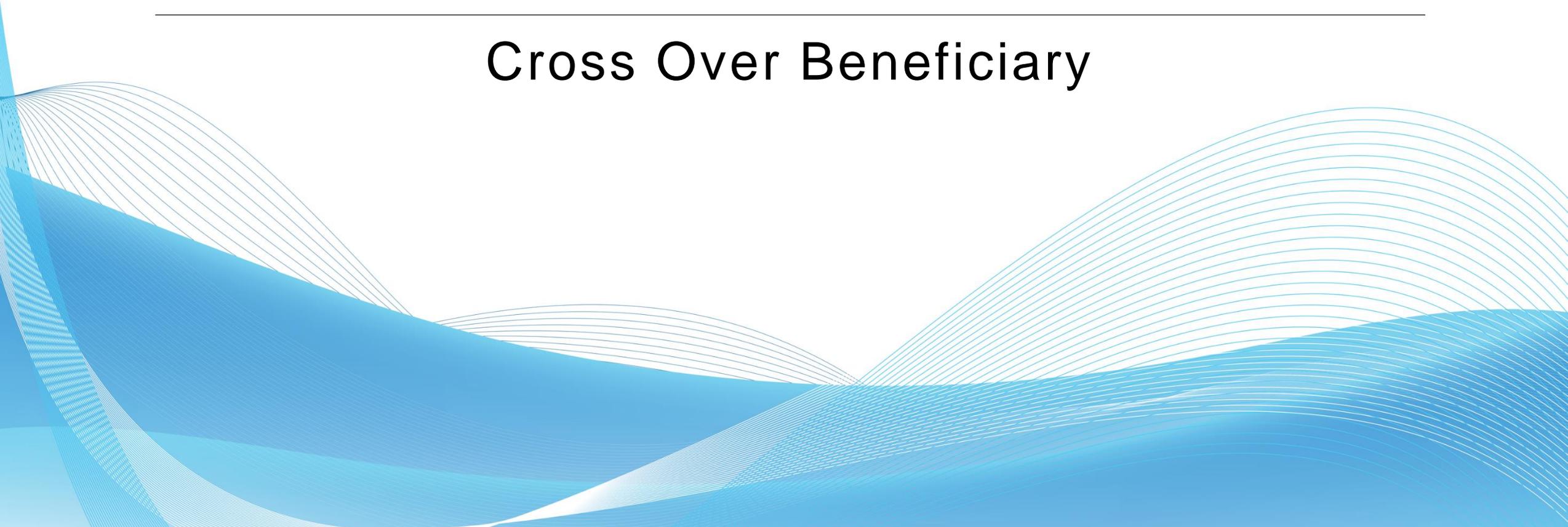
Scenarios

Sample DSS and Enrollment Broker interactions with:

- A cross over beneficiary
- A mandatory beneficiary
- An exempt beneficiary
- An excluded beneficiary
- An NC Medicaid Managed Care member who moves from a transitioned county (region 2 and 4) to a county that has not transitioned to NC Medicaid Managed Care (regions 1, 3, 5 and 6)
- An NC Medicaid Managed Care member who wants to change PCPs
- An exempt NC Medicaid Managed Care member who wants to change to NC Medicaid Direct
- A behavioral health beneficiary

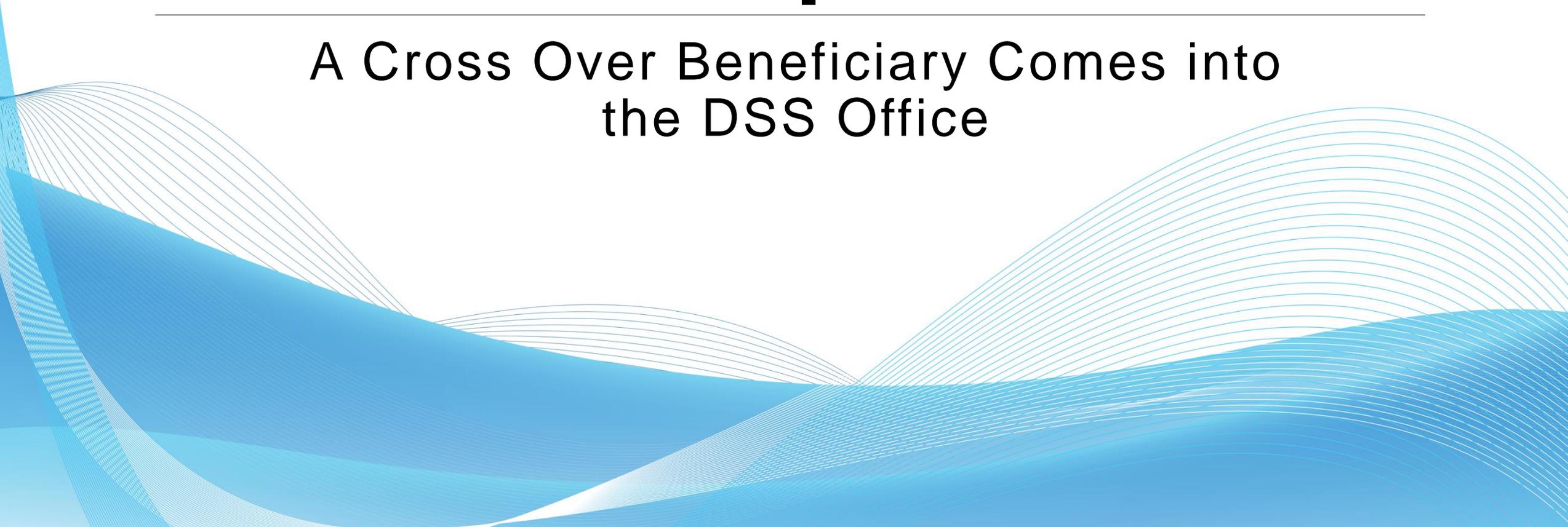
Scenario 1

Cross Over Beneficiary



Step 1

A Cross Over Beneficiary Comes into
the DSS Office



Beneficiary: “What does this letter mean?”



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:

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: 123-45-6789
Rodney M. Jones	Medicaid ID: 987-65-4321
Sally A. Jones	Medicaid ID: 254-32-8291

More on back ►

MEDICAID EB TRANS ENG 190508

There are 3 steps to enroll

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

BENEFICIARY:
“What does this letter mean?”



DSS WORKER: “Ms. Stevens, there is a new way to get Medicaid in North Carolina. You must enroll in NC Medicaid Managed Care. NC Medicaid Managed Care gives you a choice of health plans, which are doctors, hospitals and other providers who work together to give you the health care you need. You can go to ncmedicaidplans.gov, where you can chat with an Enrollment Specialist who can answer questions for you, help you choose a health plan, help you choose a primary care provider and help you complete enrollment. You can also call them toll free at 1-833-870-5500. If you do not select a health plan, one will be chosen for you.

After you have enrolled, you will receive a welcome packet in the mail from your health plan with additional information and your Medicaid card.”



SUMMARY: Cross Over Beneficiary

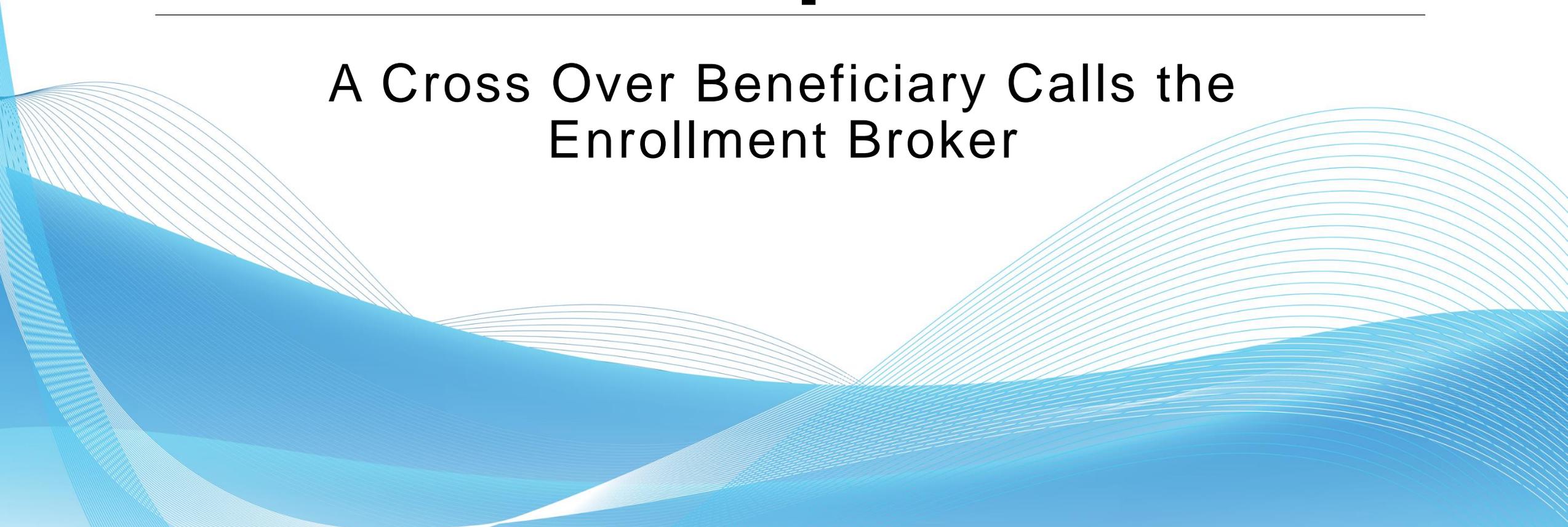
Beneficiary receives notice that they must enroll in NC Medicaid Managed Care

Beneficiary comes to their DSS office and asks what to do

DSS Staff provides basic information and directs them to contact the Enrollment Broker

Step 2

A Cross Over Beneficiary Calls the Enrollment Broker



ENROLLMENT SPECIALIST: “Thank you, Ms. Stevens, for contacting North Carolina Medicaid Enrollment Broker. My name is LaVonne. How may I assist you today?”



BENEFICIARY: “I receive Medicaid and was told to contact you to select a health plan.”



ENROLLMENT SPECIALIST: "I'd be happy to assist you with that. For verification purposes, may I have your Medicaid ID number or the last four digits of your Social Security number?"



BENEFICIARY: "The last four digits of my Social Security number are 9631."



ENROLLMENT SPECIALIST: “Thank you, Ms. Stevens. I have verified your information. Would you like more information regarding NC Medicaid Managed Care and how it affects the way you and your family receive health care?”



BENEFICIARY: “Yes please.”



ENROLLMENT SPECIALIST: “You are currently in a program where you are required to enroll in a health plan. NC Medicaid Managed Care offers eligible Medicaid members the opportunity to enroll in a health plan. The health plans are responsible for managing the care of eligible members. All of the health plans are required to have the same type of Medicaid services you get now. You can see the full list of covered services provided by the plans by going to ncmedicaidplans.gov. Each of the health plans may also offer additional services. When you choose a health plan, you can also pick a primary care provider. Your PCP takes care of most of your health care needs and refers you to other doctors or clinics when needed. You now have the chance to pick a health plan you would like to receive health care services from. I can help you with that now by enrolling you over the phone.”



BENEFICIARY:
“Okay, let’s do it.”

An illustration of a woman with short grey hair and glasses, wearing a blue button-down shirt. She is smiling and has her arms crossed.

ENROLLMENT SPECIALIST: “Ms. Stevens, is there a primary care provider, other doctor or clinic you currently see or would like to choose today?”



BENEFICIARY: “No, not yet.”



ENROLLMENT SPECIALIST: “Ms. Stevens, do you have a health plan preference or would you like me to help find primary care providers near you?”



BENEFICIARY: “Please help me find a primary care provider.”



ENROLLMENT SPECIALIST: “Ms. Stevens:

- Are you looking for a male or female doctor?*
- Are there specific hours you can see a doctor?*
- Are you looking for a specific language preference?*
- In what area would you like to see a doctor?”*



BENEFICIARY: “I want a female doctor somewhere near my home address who takes Saturday appointments.”



ENROLLMENT SPECIALIST: “Okay Ms. Stevens, I have entered your preferences and have found only one female doctor near you who takes Saturday appointments, and she is accepting new patients at this time. Dr. Cavanaugh accepts the HealthyBlue health plan and her practice is located at 456 Apple Lane. Would you like to select this doctor and plan?”



BENEFICIARY: “Sounds good to me.”



ENROLLMENT SPECIALIST: “Great, I have entered your selections. I would like to confirm some important information. You chose HealthyBlue as your health plan and selected Dr. Cavanaugh as your primary care provider. This selection will be confirmed by your health plan in your welcome packet. Your membership with HealthyBlue will start on November 1, 2019. If you have any questions about your plan benefits or want to change your doctor, please call HealthyBlue member services. Is there anything else I can assist you with today?”



BENEFICIARY: “No, thank you.”



ENROLLMENT SPECIALIST: “Please remember you can visit our website anytime at ncmedicaidplans.gov. You may also use the NC Medicaid Managed Care mobile app to review your case status, update some account information, find a plan or locate a provider. Please stay on the line if you have opted to complete our customer satisfaction survey. I want to thank you again for calling NC Medicaid Enrollment Broker. Have a nice day!”



BENEFICIARY: “Bye.”



What Happens Next?

Enrollment Broker sends
beneficiary information to NC FAST;

NC FAST sends beneficiary information
to the health plan

Health plan sends welcome packet to
member, including Medicaid card

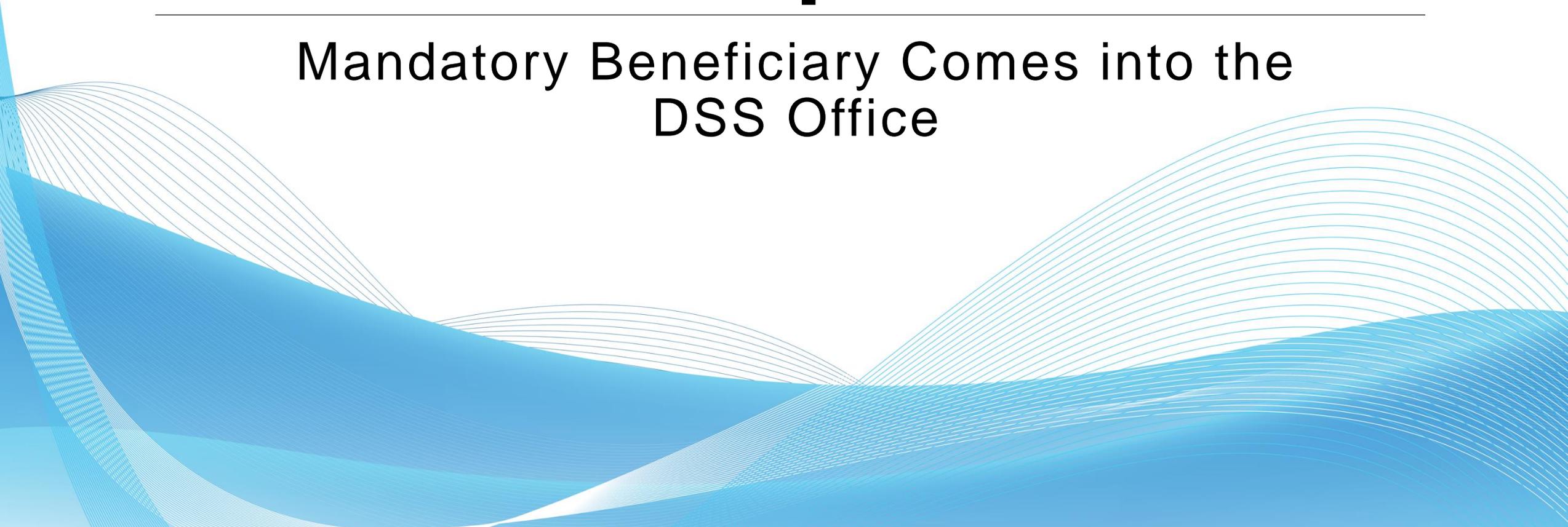
Scenario 2

Mandatory Beneficiary



Step 1

Mandatory Beneficiary Comes into the
DSS Office



Beneficiary: “What does this letter mean?”



NC DEPARTMENT OF
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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. Johnson

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
Sally 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**.

BENEFICIARY:

“What does this letter mean?”



DSS WORKER: “Ms. Johnson, you are now eligible to get Medicaid in North Carolina. You must enroll in NC Medicaid Managed Care. NC Medicaid Managed Care gives you a choice of health plans, which are doctors, hospitals and other providers who work together to give you the health care you need. You can go to ncmedicaidplans.gov, where you can chat with an Enrollment Specialist who can answer questions for you, help you choose a health plan, help you choose a primary care provider and help you complete enrollment. You can also call them toll free at 1-833-870-5500.

After you have enrolled, you will receive a welcome packet in the mail from your health plan with additional information and your Medicaid card.”



BENEFICIARY:
“What if I want to change my plan later?”



DSS WORKER: “You will be able to change your health plan until January 31, 2020. After February 1, 2020, you would only be able to change health plans if you have a valid reason. If you want to make changes in the future, you will need to go to ncmedicaidplans.gov, use the NC Medicaid Managed Care mobile app or call toll free 1-833-870-5500.”



SUMMARY: Mandatory Beneficiary

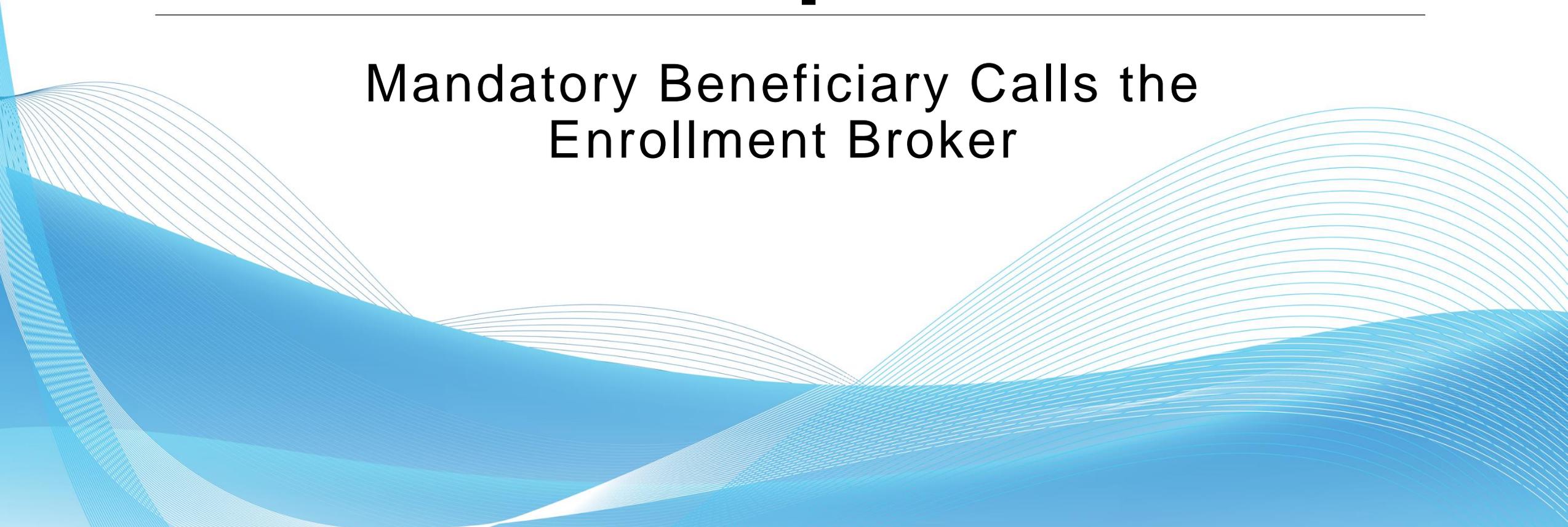
Beneficiary receives notice that they must enroll in NC Medicaid Managed Care

Beneficiary comes to their DSS office and asks what to do

DSS Staff provides basic information and directs them to contact the Enrollment Broker

Step 2

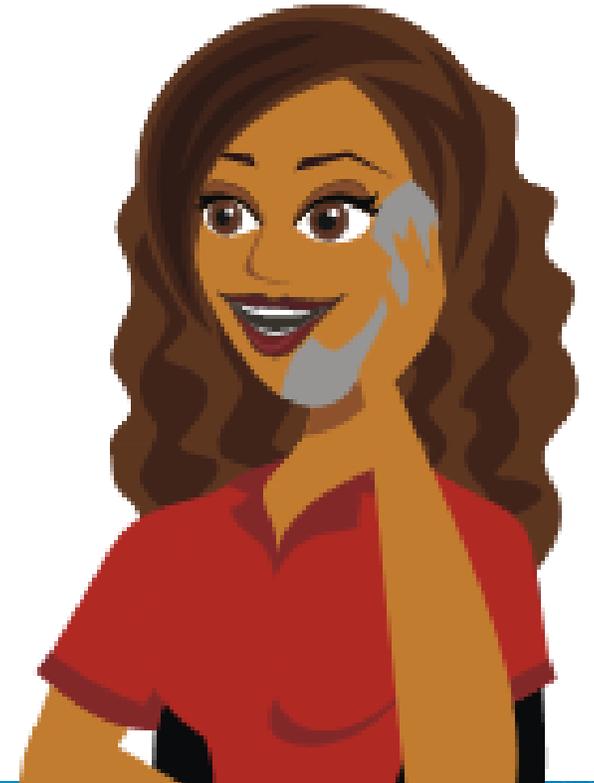
Mandatory Beneficiary Calls the
Enrollment Broker



ENROLLMENT SPECIALIST: “Thank you, Ms. Johnson, for contacting North Carolina Medicaid Enrollment Broker. My name is LaVonne. How may I assist you today?”



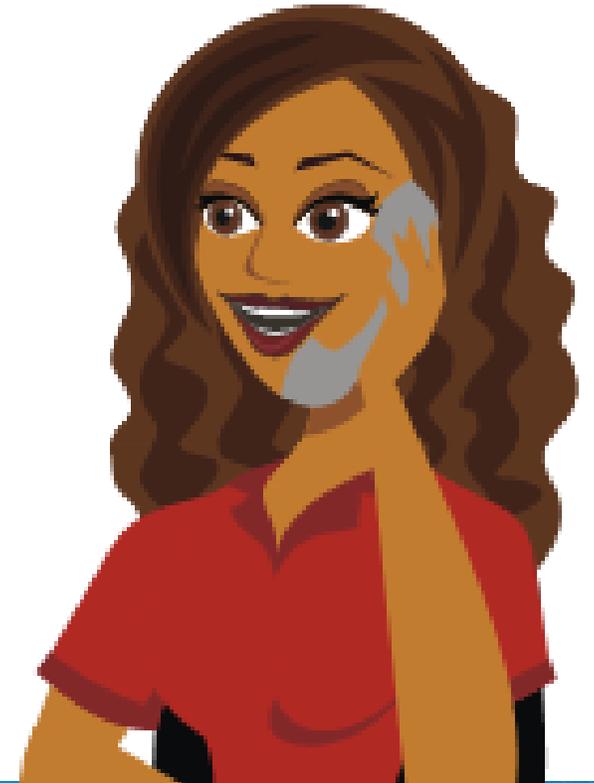
BENEFICIARY: “I was told to contact you to select a health plan.”



ENROLLMENT SPECIALIST: "I'd be happy to assist you with that. For verification purposes, may I have your Medicaid ID number or the last four digits of your Social Security number?"



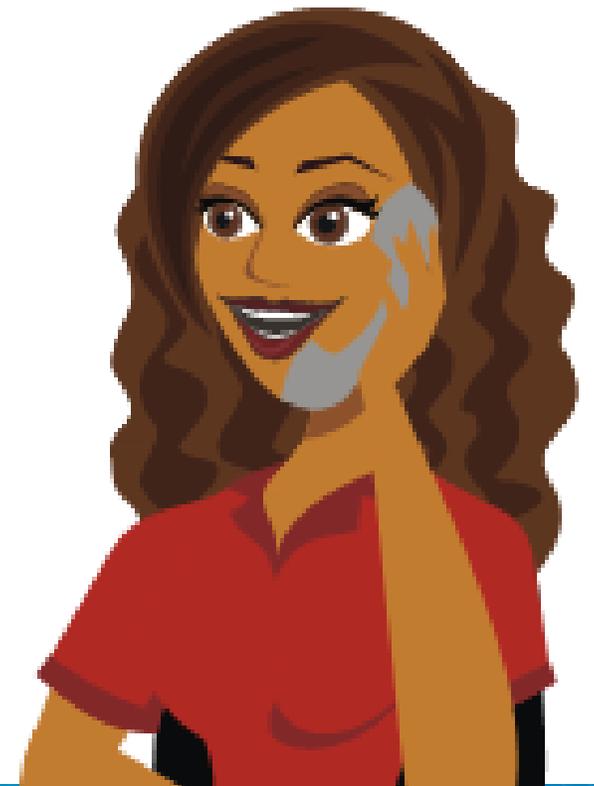
BENEFICIARY: "The last four digits of my Social Security number are 6789."



ENROLLMENT SPECIALIST: “Thank you, Ms. Johnson, I have verified your information. Would you like more information regarding NC Medicaid Managed Care and how it affects the way you and your family receive health care?”



BENEFICIARY: “No, thank you.”



ENROLLMENT SPECIALIST: “Ms. Johnson, is there a primary care provider, other doctor or clinic you currently see or would like to choose today?”



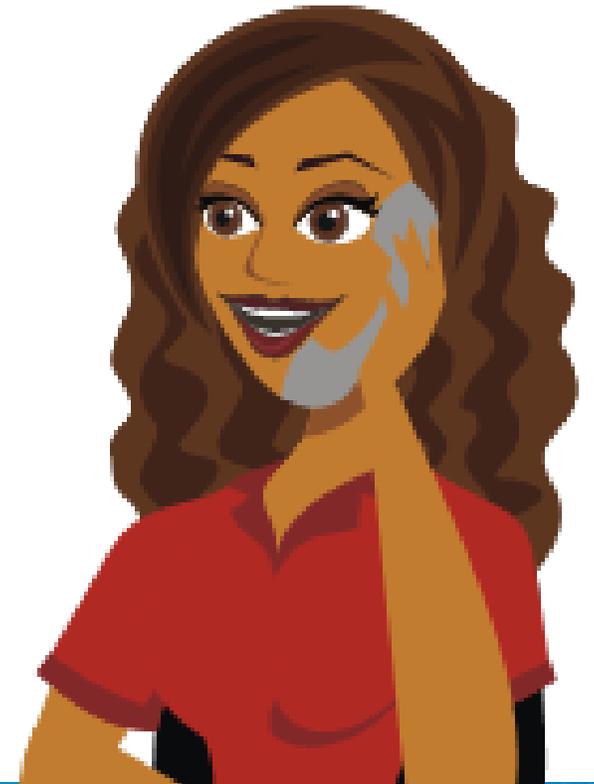
BENEFICIARY: “Yes, I see Dr. Blackburn on Broad Steet.”



ENROLLMENT SPECIALIST: “Okay Ms. Johnson, I have entered Dr. Blackburn as your primary care physician. Dr. Blackburn accepts the WellCare health plan. Would you like to select this health plan?”



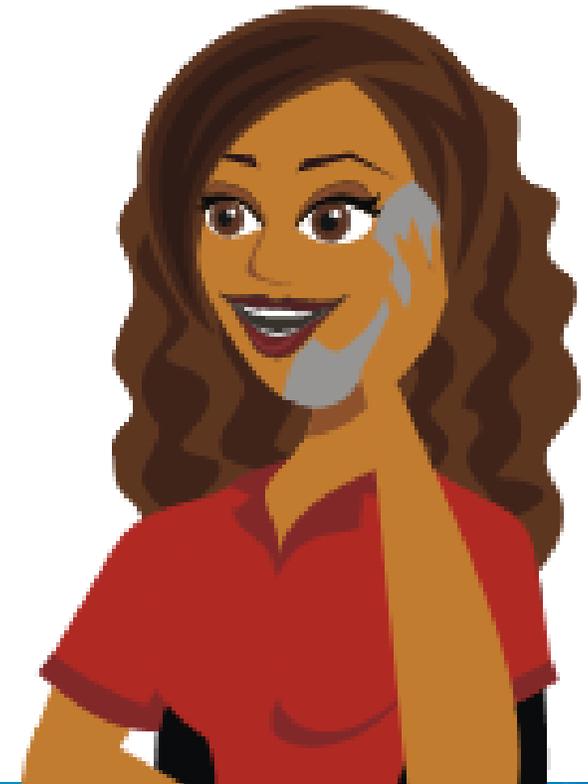
BENEFICIARY: “Sounds good to me.”



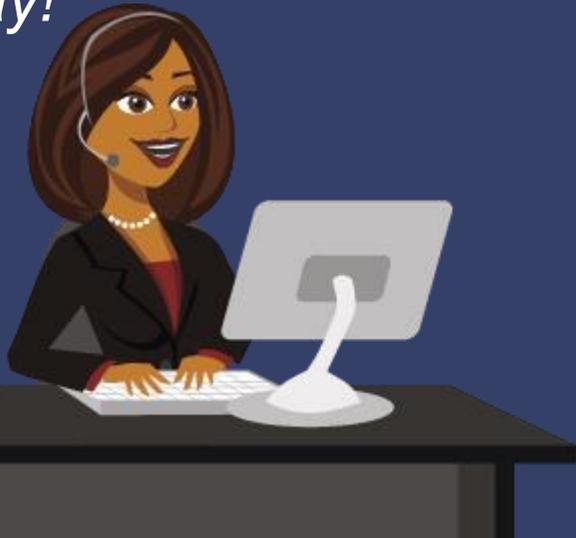
ENROLLMENT SPECIALIST: “Great, I have entered your selections. I would like to confirm some important information. You chose WellCare as your health plan and selected Dr. Blackburn as your primary care provider. This selection will be confirmed by your health plan in your welcome packet. Your membership with WellCare will start on November 1, 2019. If you have any questions about your plan benefits or want to change your doctor, please call WellCare member services. Is there anything else I can assist you with today?”



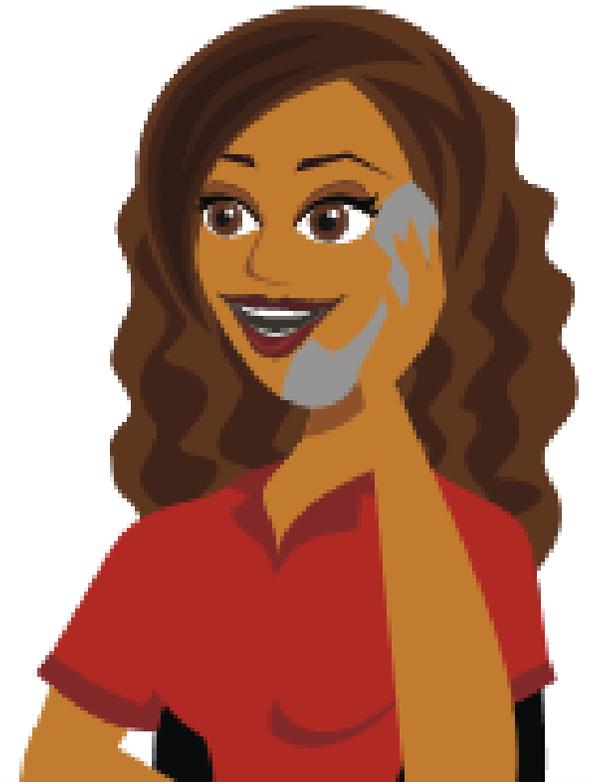
BENEFICIARY: “No, thank you.”



ENROLLMENT SPECIALIST: “Please remember you can visit our website anytime at ncmedicaidplans.gov. You may also use the NC Medicaid Managed Care mobile app to review your case status, update some account information, find a plan or locate a provider. Please stay on the line if you have opted to complete our customer satisfaction survey. I want to thank you again for calling NC Medicaid Enrollment Broker. Have a nice day!”



BENEFICIARY: “Bye.”



What Happens Next?

Enrollment Broker sends
beneficiary information to NC FAST;

NC FAST sends beneficiary information
to the health plan

Health plan sends welcome packet to
member, including Medicaid card

Scenario 3

Exempt Beneficiary



Step 1

Exempt Beneficiary Comes into the DSS Office



BENEFICIARY: “What does this letter mean?”



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 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 1-866-799-5138	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 918 -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.

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:

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

BENEFICIARY:

“What does this letter mean?”



DSS WORKER: “Mr. Smith, there is a new way to get Medicaid in North Carolina. You may choose to get your Medicaid services directly from the state, or you may enroll in NC Medicaid Managed Care. NC Medicaid Managed Care gives you a choice of health plans, which are doctors, hospitals and other providers who work together to give you the health care you need. You can go to ncmedicaidplans.gov, where you can chat with an Enrollment Specialist who can answer questions for you, help you choose a health plan, help you choose a primary care provider and help you complete enrollment. You can also call them toll free at 1-833-870-5500. You will not be able to make the change on the NC Medicaid Managed Care mobile app.

After you have enrolled, you will receive a welcome packet in the mail from your health plan with additional information and your Medicaid card.”



BENEFICIARY:
“What if I want to change back to NC Medicaid Direct?”



DSS WORKER: “You can change back anytime. If you want to make changes in the future, you will need to go to ncmedicaidplans.gov, where you can chat with an Enrollment Specialist, or call the toll-free number 1-833-870-5500. Once you make the change, your file will come back to us to manage NC Medicaid Direct.”



SUMMARY: Exempt Beneficiary

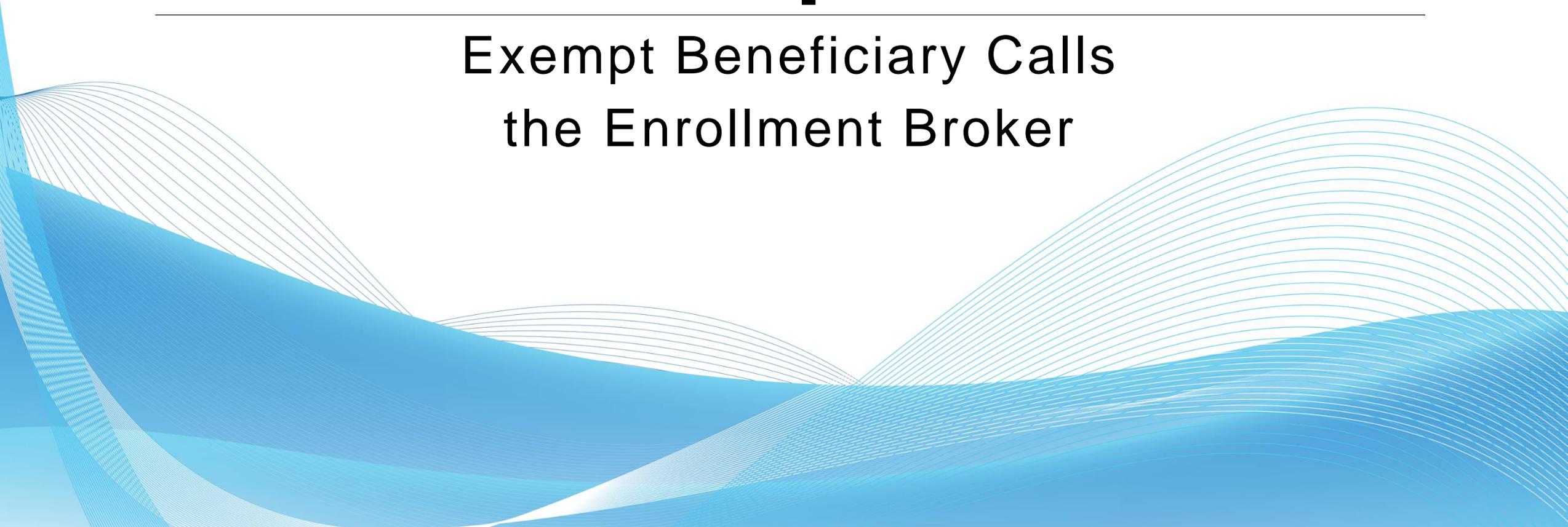
Beneficiary receives notice that they are an exempt population and may choose to enroll in NC Medicaid Managed Care

Beneficiary comes to their DSS office and asks what to do

DSS staff provides basic information and directs them to contact the Enrollment Broker

Step 2

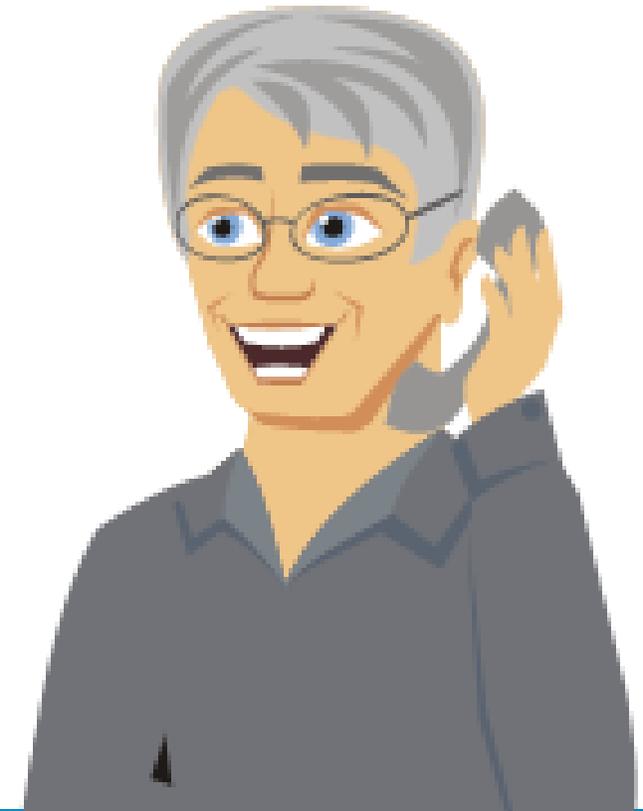
Exempt Beneficiary Calls
the Enrollment Broker



ENROLLMENT SPECIALIST: “Thank you, Mr. Smith, for contacting North Carolina Medicaid Enrollment Broker. My name is LaVonne. How may I assist you today?”



BENEFICIARY: “I went to my DSS office and was told to contact you to select a health plan, but I don’t know my options.”



ENROLLMENT SPECIALIST: “I’d be happy to assist you with that. For verification purposes, may I have your Medicaid ID number or the last four digits of your Social Security number?”



BENEFICIARY: “The last four digits of my Social Security number are 4321.”



ENROLLMENT SPECIALIST: “Thank you, Mr. Smith, I have verified your information. You have the option to choose an NC Medicaid Managed Care health plan or remain in NC Medicaid Direct. Would you like more information on the differences between NC Medicaid Managed Care and NC Medicaid Direct and how these affect the way you and your family receive health care?”



BENEFICIARY: “Yes please.”



ENROLLMENT SPECIALIST: “You have the option to continue to receive your benefits in your current program, NC Medicaid Direct, or you can choose a health plan through NC Medicaid Managed Care. NC Medicaid Direct gives patients the freedom to see the provider of their choice, as long as the provider is credentialed for NC Medicaid Direct and the member is enrolled in the program. NC Medicaid Direct pays for medical services, physicians, hospitals and other health care providers. NC Medicaid Direct allows you to continue to receive special care or treatment that you may currently be receiving under your current Medicaid benefits for an intellectual or developmental disability, traumatic brain injury, serious mental illness, or a severe substance use disorder. NC Medicaid Managed Care offers eligible Medicaid members the opportunity to enroll in a health plan. The health plans are responsible for managing the care of eligible members. All of the health plans are required to have the same type of Medicaid services you get now. You can see the full list of covered services provided by the plans by going to ncmedicaidplans.gov. Each of the plans may also offer additional wellness programs. When you choose a health plan, you can also pick a primary care provider. Your PCP takes care of most of your health care needs and refers you to other doctors or clinics when necessary. If you are currently receiving special care or treatment with your current Medicaid benefits or may need special care or treatment for an intellectual or developmental disability, traumatic brain injury, serious mental illness, or a severe substance use disorder, you may lose these benefits if you elect to enroll in NC Medicaid Managed Care. These plans will not be available July 2021. You can now choose the health plan you would like to receive health care services from or stay in your current program. I can help you with that now by enrolling you over the phone.”



BENEFICIARY:
“Okay, let’s
do it.”

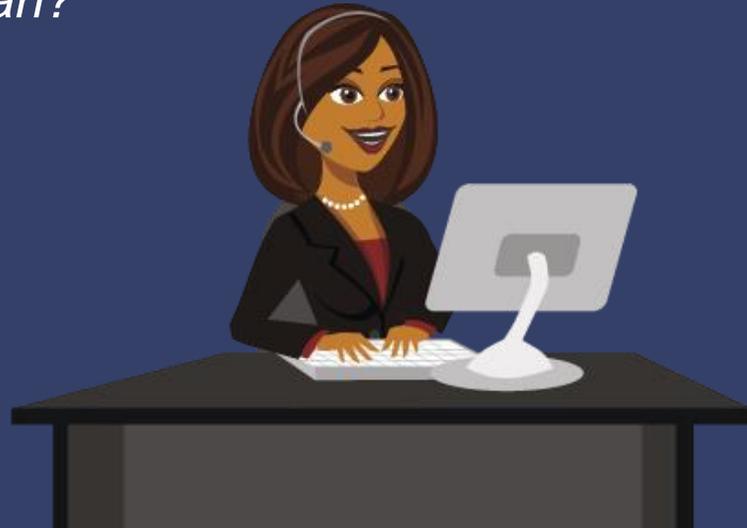


ENROLLMENT SPECIALIST: “Mr. Smith, is there a primary care provider, other doctor or clinic you currently see or would like to choose today?”

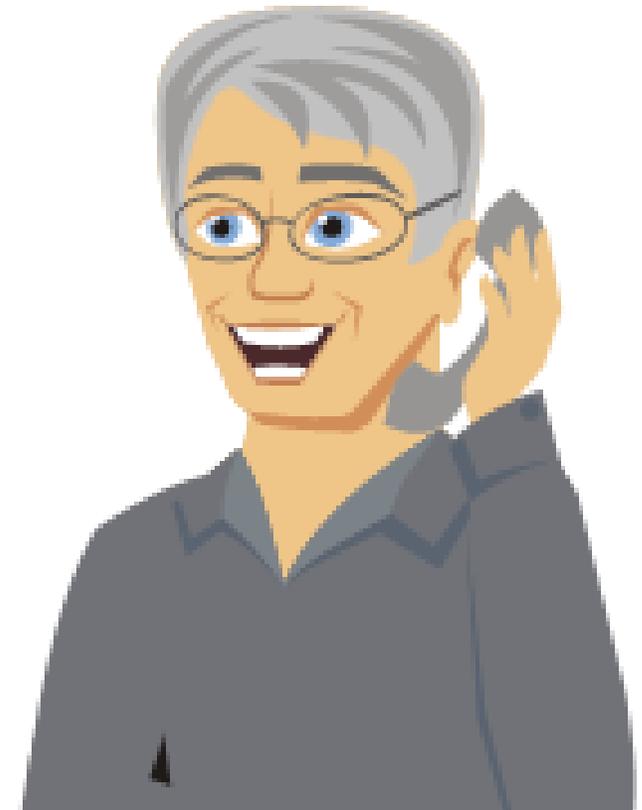
BENEFICIARY: “Yes, I see Dr. Foster on Main Street.”



ENROLLMENT SPECIALIST: “Okay, I have entered Dr. Foster in our Provider Search tool and it appears Dr. Foster accepts AmeriHealth Caritas and HealthyBlue. All of the plans are required to have the same type of Medicaid services you get now, which include, but are not limited to: doctor visits, hospital visits, behavioral health care, prescriptions, eye care, medical supplies, lab tests, x-rays, therapies, hospice and non-emergency medical transportation. You can also see the full list of covered services provided by the health plans by going to ncmedicaidplans.gov. Each of the health plans may also offer additional services. Would you like me to review those extra benefits for each plan?”



BENEFICIARY: “No, I am familiar with AmeriHealth Caritas and would like to choose that plan.”



ENROLLMENT SPECIALIST: “Great, I have entered your selections. I would like to confirm some important information. You chose AmeriHealth Caritas as your health plan and requested Dr. Foster as your primary care provider. This selection will be confirmed by your health plan in your welcome packet. Your membership with AmeriHealth Caritas will start on November 1, 2019. If you have any questions about your health plan benefits or want to change your doctor, please call AmeriHealth Caritas member services. Is there anything else I can assist you with today?”



BENEFICIARY: “No, thank you.”



ENROLLMENT SPECIALIST: “Please remember you can visit our website anytime at ncmedicaidplans.gov. You may also use the NC Medicaid Managed Care mobile app to review your case status, update some account information, find a plan or locate a provider. Please stay on the line if you have opted to complete our customer satisfaction survey. I want to thank you again for calling NC Medicaid Enrollment Broker. Have a nice day!”



BENEFICIARY: “Bye.”



What Happens Next?

Enrollment Broker sends beneficiary information to NC FAST

NC FAST sends beneficiary information to the health plan

The health plan sends welcome packet to member, including Medicaid card

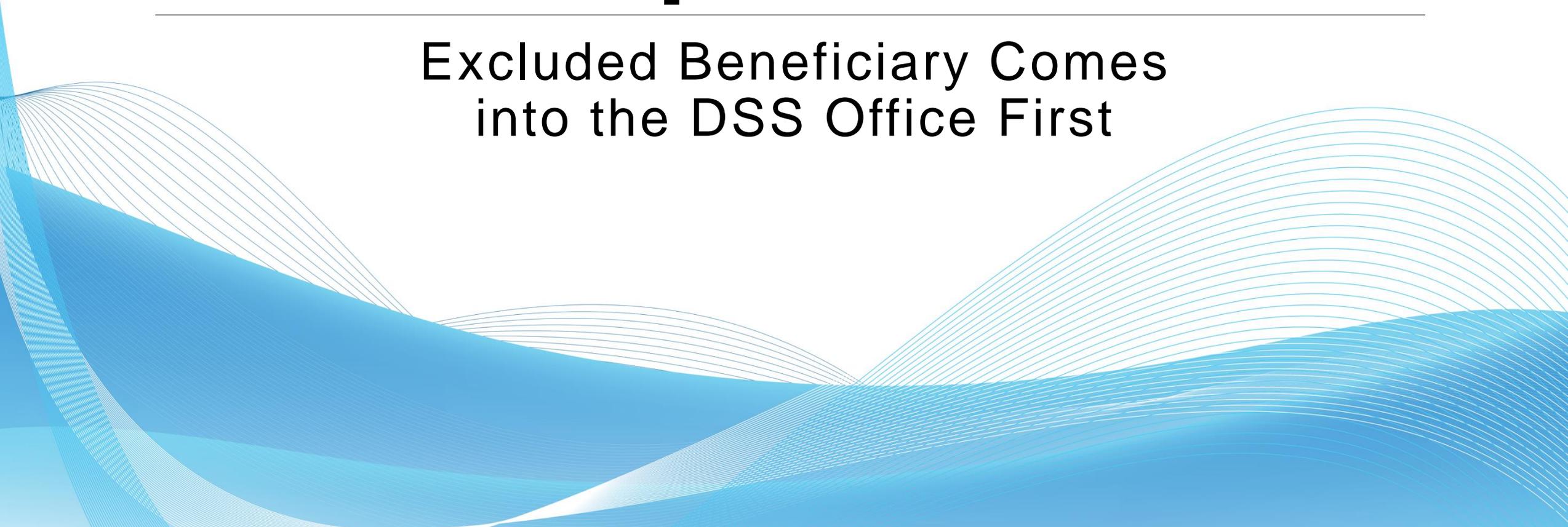
Scenario 4

Excluded Beneficiary



Option 1

Excluded Beneficiary Comes
into the DSS Office First



BENEFICIARY: “My neighbor got a letter and I didn’t. What am I supposed to do?”



DSS WORKER: “Ms. Walters, you will stay in NC Medicaid Direct, and you will continue to receive your benefits as you do today. You do not need to take any action, and your health care services will stay the same.”



SUMMARY: Excluded Beneficiary

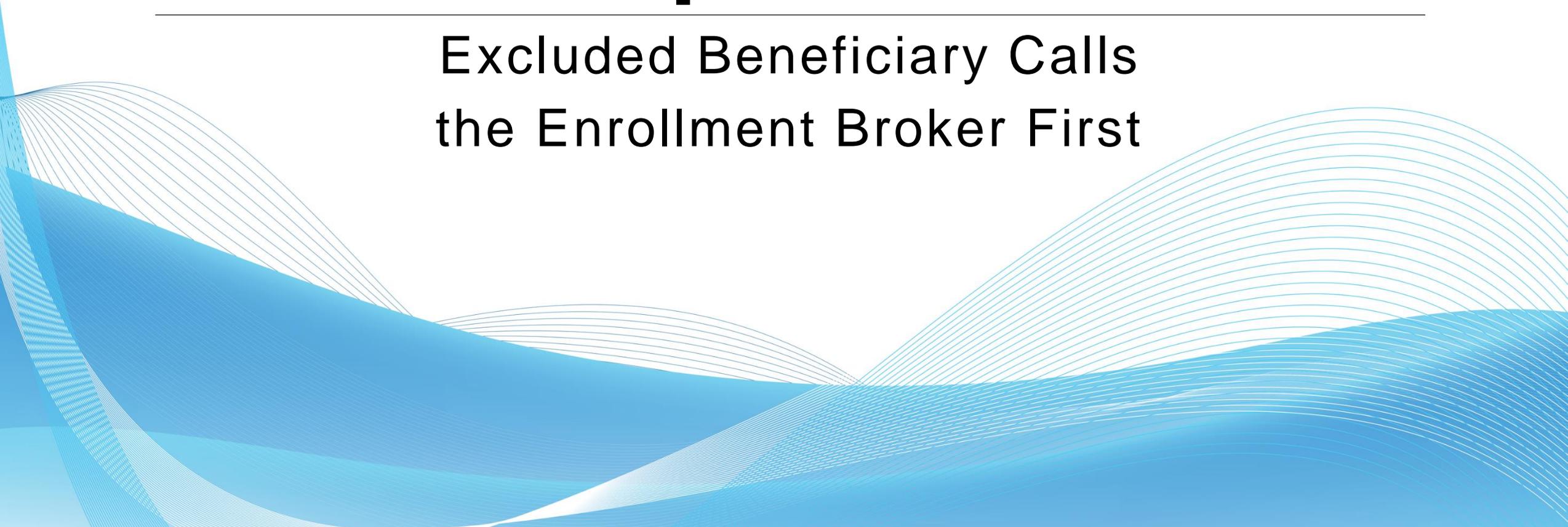
Beneficiary hears about a neighbor who received a Mandatory notice in the mail

Beneficiary comes to their DSS office and asks why they did not receive a letter

DSS Staff provides basic information and lets them know they will stay in NC Medicaid Direct

Option 2

Excluded Beneficiary Calls
the Enrollment Broker First



If an Excluded Beneficiary Contacts the Enrollment Broker

ENROLLMENT SPECIALIST: “At this time, you are not able to participate in NC Medicaid Managed Care. According to the information we have, you cannot join a health plan because of your particular situation.

Special considerations apply based on your situation, and your status will be revisited in the future.”



Scenario 5

NC Medicaid Managed Care Member Who Moves from a Transitioned County in Region 4 to a County in Region 6 That Has Not Transitioned to NC Medicaid Managed Care

Step 1

Member Who Moved Counties Comes into the
DSS Office



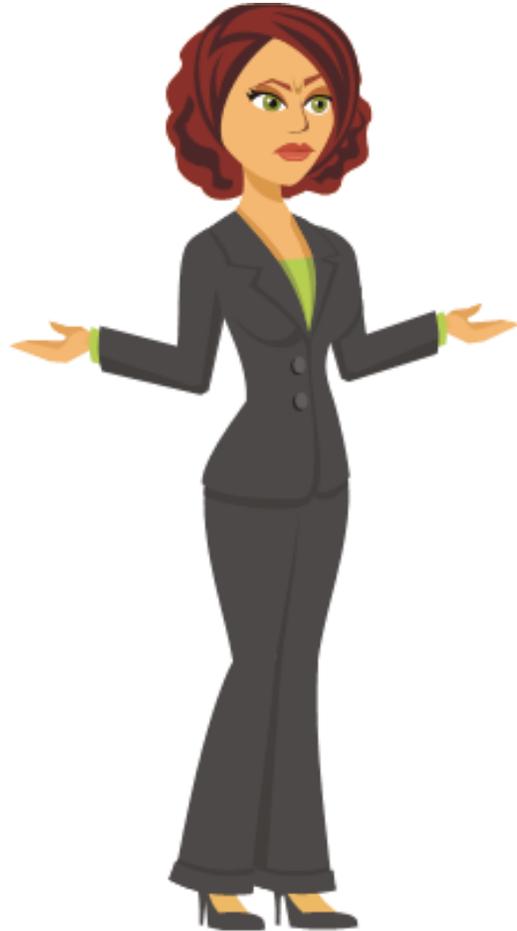
MEMBER: “I just moved. How will that affect my plan?”



DSS WORKER: “Ms. Flowers, what is your new address?”



MEMBER: “1111
Meadowview Rd. Apt 55,
Jacksonville, NC.”



DSS WORKER: “Your Medicaid eligibility has not changed, but you have moved to a county that has not transitioned to NC Medicaid Managed Care yet. This means that you will be disenrolled from your current plan and return to NC Medicaid Direct. You will receive a notice from your plan indicating the date of the disenrollment. Your plan will continue to be responsible for your care through the date of disenrollment. Should you have any questions concerning that care, please contact your plan at the number indicated on your Medicaid card.”

Since you will be returning to NC Medicaid Direct, you will receive a new Medicaid card. Any questions about Medicaid Direct should be directed to Onslow County DSS.

When Onslow County transitions to NC Medicaid Managed Care, you will need to enroll in a health plan.”



SUMMARY: NC Medicaid Managed Care Member Who Moves from a Transitioned County to a County that Has Not Transitioned

Member enrolled in NC Medicaid Managed Care

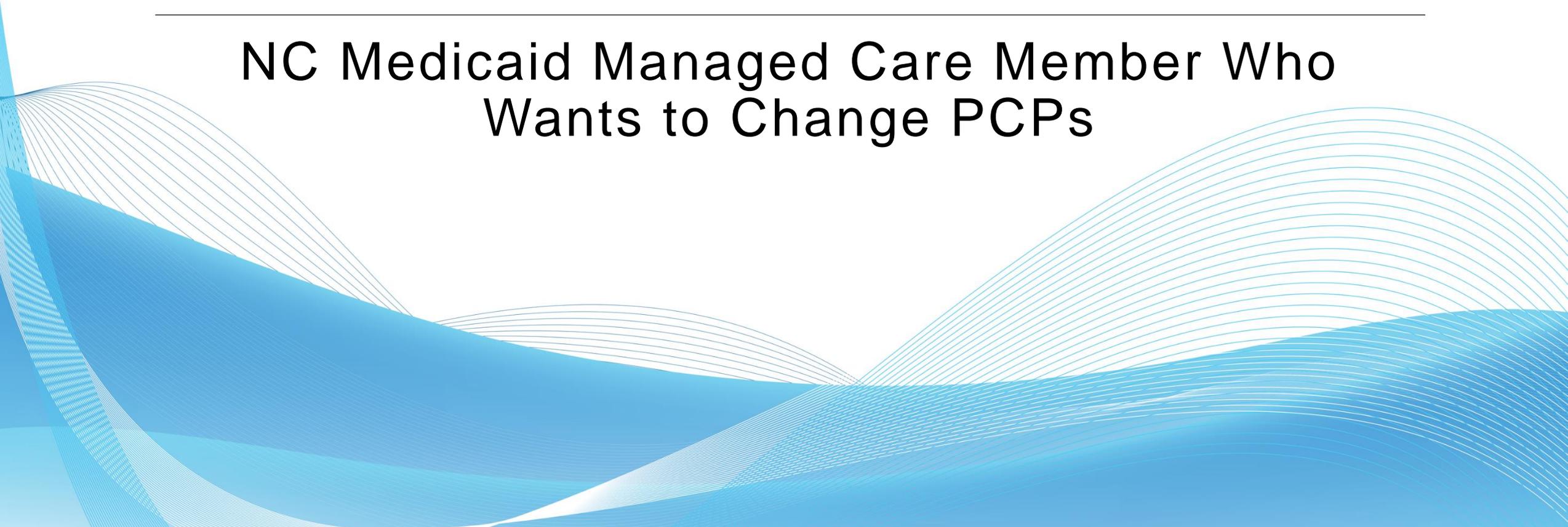
Member moves from a Phase 1 county to a Phase 2 county, which has not gone through transition yet

DSS staff informs member she will move back to NC Medicaid Direct and that her Medicaid eligibility has not changed

DSS staff informs member she will need to enroll in a health plan when her county transitions

Scenario 6

NC Medicaid Managed Care Member Who
Wants to Change PCPs



Option 1

Member Calls the DSS Office First



MEMBER: “Yes, I would like to change my primary care provider.”



DSS WORKER: “Mr. Michaels, according to my system, you are enrolled in WellCare of North Carolina. You may change your primary care provider by contacting your health plan. You can reach them toll free at 1-866-799-5318 and they can help you make this change.”



Summary: NC Medicaid Managed Care Member Who Wants to Change Primary Care Providers

Member enrolled in NC Medicaid Managed Care

Member comes to their DSS office and says they want to change PCP

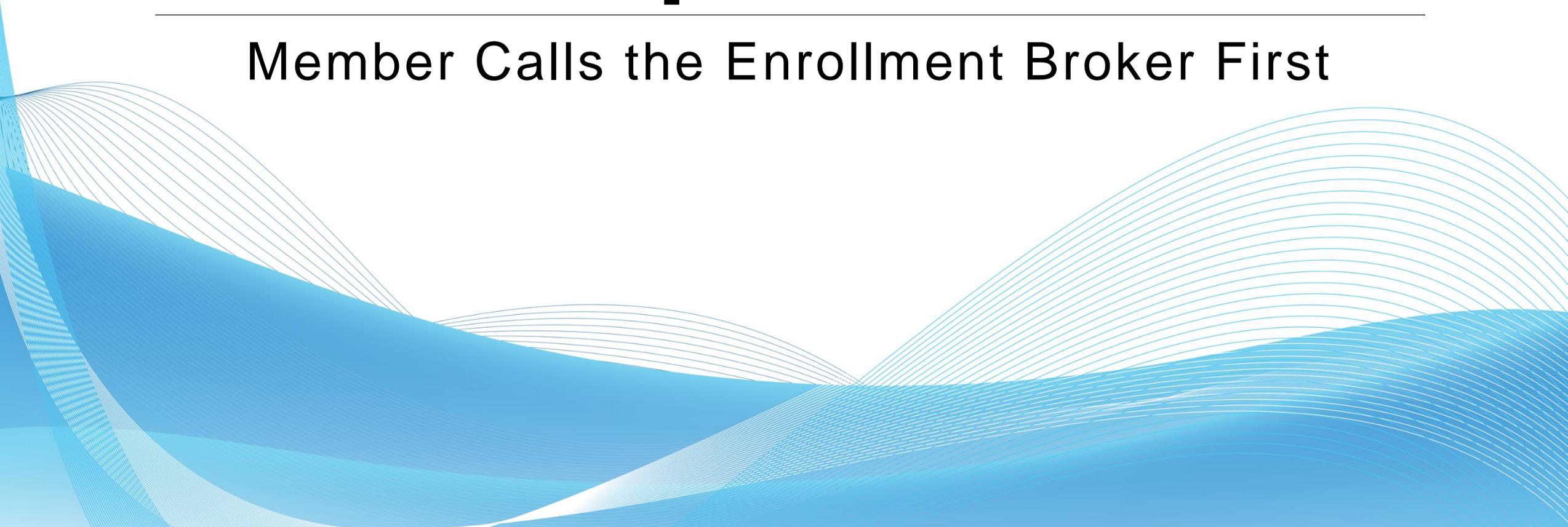
DSS staff looks member up in NC FAST and verifies their info, including if they are mandatory and their selected PCP

DSS staff provides information about how to make the change, giving them the health plan information

Member calls their health plan to change their PCP

Option 2

Member Calls the Enrollment Broker First



ENROLLMENT SPECIALIST: “Mr. Michaels, please contact WellCare of North Carolina to change your primary care provider. Their toll-free number is 1-866-799-5318.”

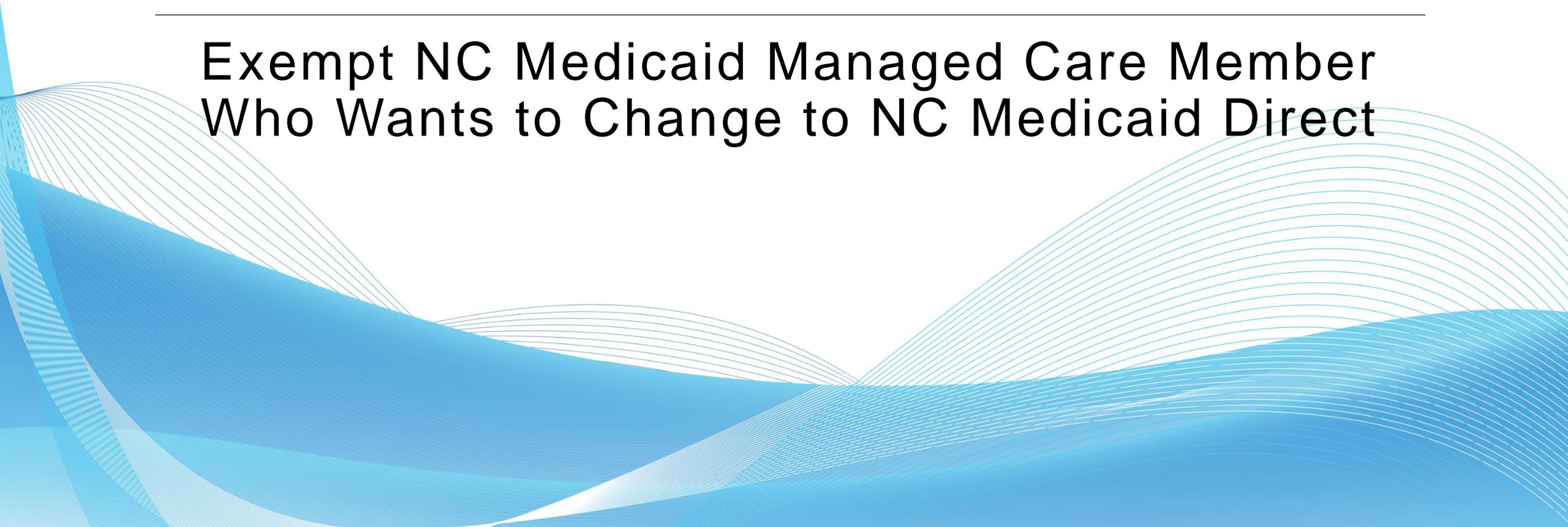


MEMBER: “Okay, thanks.”



Scenario 7

Exempt NC Medicaid Managed Care Member
Who Wants to Change to NC Medicaid Direct



Step 1

Member Who Enrolled in NC Medicaid Managed Care and Wants to Change to NC Medicaid Direct Comes into the DSS Office

MEMBER: “I want to change back to the Medicaid I previously had. Can you change me back?”



DSS WORKER: “Mr. Johnson, according to my system, you are able to change back to NC Medicaid Direct. In order to make this change, you will need to go to ncmedicaidplans.gov, where you can chat with an Enrollment Specialist who can answer questions for you and help you or you can also call them toll free at 1-833-870-5500.”



Summary: Exempt NC Medicaid Managed Care Member Who Wants to Change to NC Medicaid Direct Summary

Member enrolled in NC Medicaid Managed Care

Member comes to their DSS office and says they want to change back to NC Medicaid Direct

DSS staff looks member up in NC FAST and verifies they are an exempt member

DSS staff lets member know they need to contact the Enrollment Broker to change back to NC Medicaid Direct

Step 2

Member Who Enrolled in NC Medicaid
Managed Care and Wants to Change to NC
Medicaid Direct Calls the Enrollment Broker

ENROLLMENT SPECIALIST: “Mr. Johnson, I can certainly help you change back to NC Medicaid Direct. Would you like more information on the differences between NC Medicaid Managed Care and NC Medicaid Direct and how they affect the way you and your family receive health care?”



BENEFICIARY: “No, I just want you to change it back.”



ENROLLMENT SPECIALIST: “Okay Mr. Johnson, if you change your mind and decide to enroll in a health plan with NC Medicaid Managed Care, feel free to call us back at the number you called today, visit our website at ncmedicaidplans.gov, or download the NC Medicaid Managed Care mobile app onto your smartphone or mobile device.”



BENEFICIARY: “Okay, thanks.”



What Happens Next?

Enrollment Broker updates and sends the information to NC FAST

They will be automatically enrolled in NC Medicaid Direct

Beneficiary may choose to change back to NC Medicaid Managed Care in the future

To change back to NC Medicaid Managed Care, the beneficiary would contact the Enrollment Broker

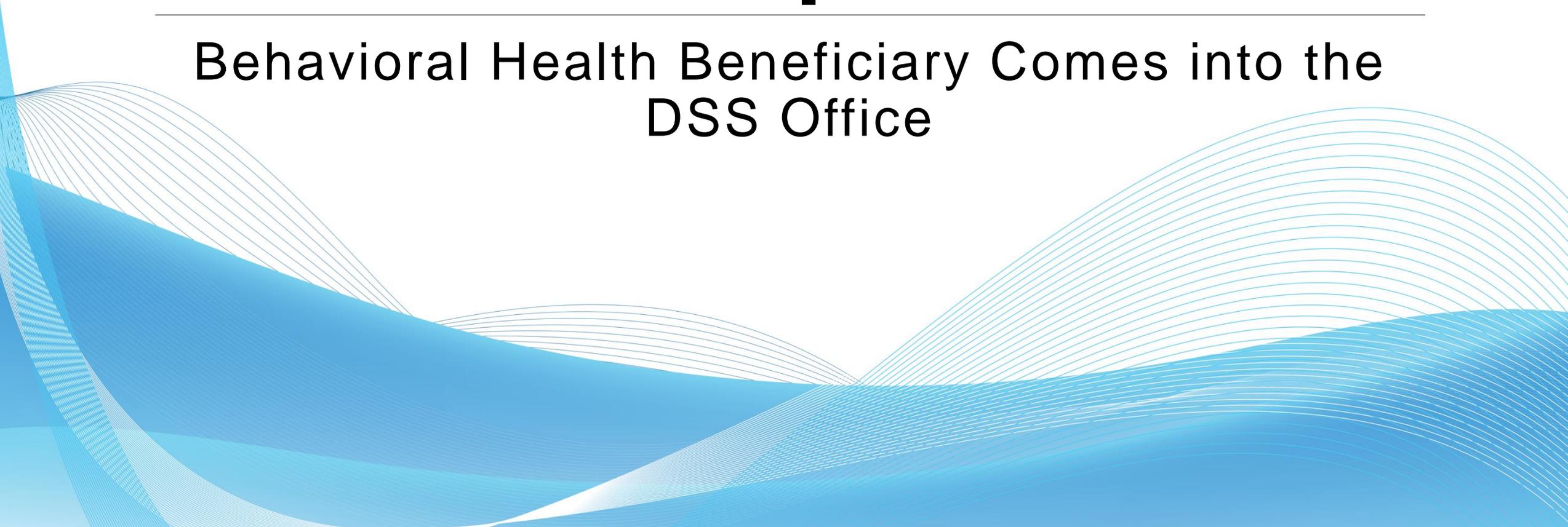
Scenario 8

Behavioral Health Beneficiaries



Step 1

Behavioral Health Beneficiary Comes into the
DSS Office



BENEFICIARY: “This letter says I have to enroll in NC Medicaid Managed Care but I receive behavioral health services. I shouldn’t have to change to that.”



DSS WORKER: “Mr. Curtis, you will need to go to ncmedicaidplans.gov, where you can chat with an Enrollment Specialist who can answer questions for you, or you can call them toll free at 1-833-870-5500.”



Summary: Behavioral Health Beneficiary

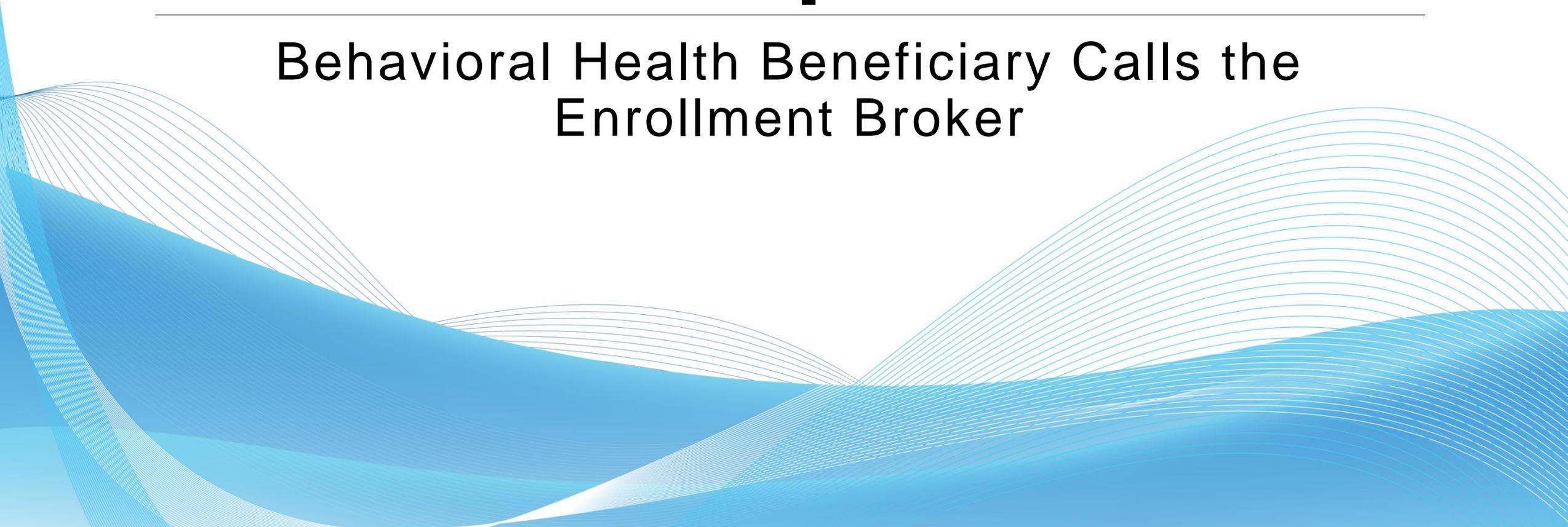
Beneficiary receives a notice that he must enroll in NC Medicaid Managed Care

Beneficiary comes to DSS and says he receives behavioral health services and doesn't think he should have to enroll in NC Medicaid Managed Care

DSS staff directs beneficiary to the Enrollment Broker

Step 2

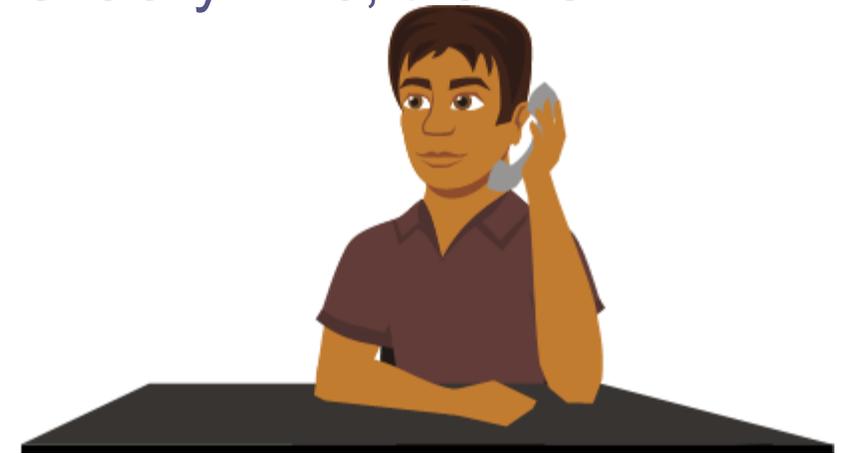
Behavioral Health Beneficiary Calls the
Enrollment Broker



Behavioral Health Beneficiary

ENROLLMENT SPECIALIST: “Mr. Curtis, in order to determine if you can change your status to Exempt, an Assessment form must be completed by your provider. We will mail the form to the address we have on file. Please mail the form back to P.O. Box 613, Morrisville, NC 27560, or fax it to 1-833-898-9655. You will receive a letter in the mail notifying you of the decision regarding your managed care status. Is there anything else I can help you with?”

Beneficiary: “No, thanks.”



What Happens Next?

Enrollment Broker sends
BH I/DD Assessment Form to the
beneficiary for completion

Once completed Assessment form is received, NC Medicaid will make the determination. If approved, Managed Care status will be updated in NC FAST. When the beneficiary information is sent to the Enrollment Broker, it will trigger an Exempt notice.

DSS Resources



Outreach and Education Materials

The following materials will be included in the NC Medicaid Managed Care 2019 County Playbook:

- Key messages and talking points
- Regions and rollout schedule
- Outreach materials and instructions for use
- Scenario script examples
- Contact information

How Members Enroll

There are several ways that members can enroll. Online and mobile app are recommended.



ONLINE

Enroll using a computer by going to ncmedicaidplans.gov, where they can also chat with an Enrollment Specialist



MOBILE APP

Available on Android or iPhone
To get the free app, members should search for NC Medicaid Managed Care in Google Play or the App Store



CALL

Enroll by speaking with an Enrollment Specialist via phone at 1-833-870-5500 (the call is free)
Language lines are available.
TTY 1-833-870-5588

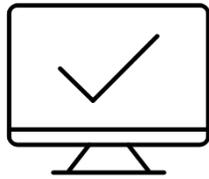


MAIL

Mail completed form to
NC Medicaid
Enrollment Broker
P.O. Box 613
Morrisville, NC 27560
Or fax the completed form to 1-833-898-9655

Answering Beneficiary Questions...

Whom to Contact



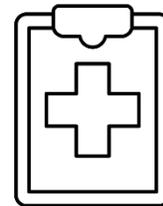
ABOUT ELIGIBILITY

Contact their local DSS
Find contact information
at ncdhhs.gov/localdss



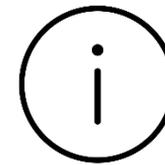
ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS

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

Answering DSS Questions...

Whom to Contact



ABOUT POLICIES AND PROCEDURES

Your existing contact
at NC Medicaid



ABOUT NC FAST

NC FAST Help Desk



ABOUT COMPLAINTS AND FEEDBACK

The entity involved
directly

Health Plan Contact Information

Health Plan	Website	Phone
	<u>www.WellCare.com/nc</u>	1-866-799-5318 (TTY: 711)
	<u>www.UHCCommunityPlan.com/NC.html</u>	1-800-349-1855 (TTY: 711)
	<u>www.HealthyBlueNC.com</u>	1-844-594-5070 (TTY: 711)
	<u>www.AmeriHealthCaritasNC.com</u>	1-855-375-8811 (TTY: 1-866-209-6421)
	<u>www.CarolinaCompleteHealth.com</u>	1-833-552-3876 (TTY: 711 or 1-833-552-2962)

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

Knowledge Check

1. Who should answer all choice counseling and enrollment questions?
 - A. DSS staff
 - B. NC Medicaid
 - C. Enrollment Broker
2. How can beneficiaries enroll in NC Medicaid Managed Care with the help of the Enrollment Broker?
 - A. Online at ncmedicaidplans.gov
 - B. With the NC Medicaid Managed Care mobile app
 - C. By calling an Enrollment Specialist
 - D. By sending a completed enrollment form by mail or fax
 - E. All of the above
3. Who is responsible for answering questions about benefits for members in NC Medicaid Managed Care?
 - A. DSS staff
 - B. The health plan the member is enrolled in
 - C. NC Medicaid

Knowledge Check

4. If a beneficiary brings her notice that says she must enroll in NC Medicaid Managed Care and asks you about it, what should you do?
 - A. Walk her through the different health plans available
 - B. Direct her to the Enrollment Broker for more information and choice counseling
 - C. Enroll her

5. If a beneficiary is considered Exempt, when can he change health plans?
 - A. Only before his health plan begins
 - B. In the first 90 days of his health plan starting
 - C. At any time

6. For beneficiaries who are considered Excluded, how do they receive health care services?
 - A. From NC Medicaid Direct
 - B. Through a health plan
 - C. They do not receive services

Knowledge Check

7. How can a member change their PCP after enrolling in a health plan?
 - A. By asking DSS to make the change
 - B. By working with their doctor to refer them to the new doctor
 - C. By calling their health plan

8. If a beneficiary is in NC Medicaid Direct and has questions about her benefits and claims, whom should she contact?
 - A. Enrollment Broker
 - B. Medicaid Contact Center
 - C. DSS

9. If you have questions about policies and procedures, whom should you contact?
 - A. Your existing contact at NC Medicaid
 - B. Enrollment Broker
 - C. NC FAST help desk

Wrap Up

- DSS is responsible for determining and answering questions about Medicaid eligibility; NC Medicaid is responsible for categorizing beneficiaries; the Enrollment Broker is responsible for choice counseling and enrollment.
- Members can get answers to their questions about NC Medicaid Managed Care through the Enrollment Broker:
 - Visit the website (ncmedicaidplans.gov) and chat with an Enrollment Specialist
 - Use the NC Medicaid Managed Care mobile app
 - Speak with an Enrollment Specialist by calling the toll-free number 1-833-870-5500 (TTY: 1-833-870-5588)
- Beneficiaries may come to you with questions about the notices they receive or what to do. You can answer questions about what they need to do and direct them to the Enrollment Broker for further information and to enroll.

Questions?

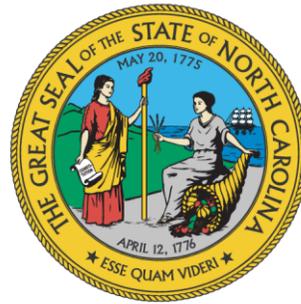


Evaluation

<https://www.surveymonkey.com/r/outreachstakeholderevaluation2>



Thank you!



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