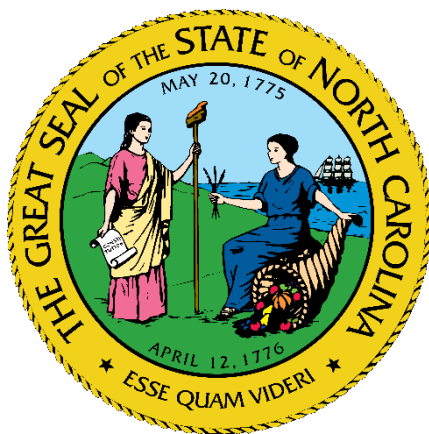


NC Association of County Commissioners and NC Medicaid Webinar

- The webinar will begin promptly at 3pm
- An audio pin is required for you to speak during this webinar/call
 - Preregister to receive a pin
 - The audio pin is shown after joining the meeting
- All callers will be muted for the duration of this meeting until you use the “raise your hand” icon and are acknowledged
- Questions may be asked during and at the end of the presentation

If you need assistance at any time during this presentation, please contact your organizer by using the “raise your hand” feature or chat box which is located on your control panel.

North Carolina Medicaid Managed Care



**Dave Richard
Deputy Secretary for Medical Assistance**

**Debra Farrington
Senior Program Manager**

August 2, 2018

What we'll cover today

- **Webinar Logistics**
- **Welcome/Purpose**
- **Managed Care Vision and Goals**
- **Key Areas of Impact**
- **Discussion/Next Steps**

Welcome

Kevin Leonard, NC ACC
Dave Richard, NC DHHS



NORTH CAROLINA'S VISION FOR MEDICAID MANAGED CARE

*By implementing managed care,
and advancing integrated
and high-value care,
North Carolina Medicaid will
improve population health,
engage and support providers, and
establish a sustainable program
with more predictable costs.*

Medicaid Managed Care Goals and Opportunities

1

Measurably improve health

2

Implement new initiatives

3

Increase access to care

4

Build on successes in current system

Key areas of impact and opportunities

DSS

- Eligibility and enrollment
- NEMT
- Staff education and training

DPH

- Care Management programs
- Glide path
- Address unmet social needs

Key areas of impact and opportunities

LME-MCOs

- Current issues
 - Children in foster care
 - Crisis Services
- Tailored Plans

Schools

- LEAs carved out
- Additional Services in development

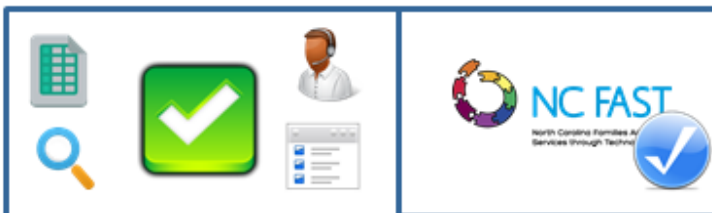
High-Level Eligibility & Enrollment Pathway

Eligibility & Enrollment Process Flow



Individual applies for coverage online, by phone, in-person or by mail.

County Offices
NC FAST



Individual has the opportunity to select a PHP and AMH/PCP. Assistance is available from the enrollment broker (in the short-term) or county DSS offices (in the long-term).

Counties/NC FAST determine eligibility for Medicaid and for managed care program. An eligibility determination notice is sent.

Other tools are available to help make the PHP selection, including comparison charts, links to each plan's website and a provider search tool.

State/NC Fast/ Enrollment Broker



Individual is enrolled into selected PHP. PHP sends welcome packet and ID card.
If PCP was not also selected, PHP will auto-assign a PCP.

PHP was selected

No PHP was selected



DHHS uses auto-assignment algorithm to assign a PHP.



Individual is enrolled into assigned PHP. PHP sends welcome packet.
PHP assigns a PCP.

DSS- Specific opportunities for collaboration

- **Refine training details and approach for staff**
- **Operationalize implementation of enrollment broker services**
 - **Eligibility applications**
 - **Coordination with Enrollment Broker (DSS Liaisons)**
- **Opportunities to direct beneficiaries to the right resource**
 - **Flyers**
 - **Key messages on monitors**

Public Health - Specific opportunities for collaboration

- **Essential Providers**
- **Consistent Expectations**
 - DHHS Responsible and Accountable
 - Local Care Management preferred
 - CC4C and OBCM continue
- **Change in Relationship**
 - PHPs
 - Assume Risk/Manage Funds
 - Contract with public health
 - Responsible for Care
 - DHHS Clinical leadership
- **2-year Glide Path**

LME-MCOs - Specific opportunities for collaboration

- **Current Issues**
 - **Planning for children in foster care**
 - **Crisis Services Improvements**
- **Tailored Plan**
 - **Implement 1 year after go-live**
 - **Planning initiated**
- **Responsible for total cost of care**

Local Schools - Specific opportunities for collaboration

- **Existing services continue**
- **Services delivered by LEA carved out**
- **Legislative support for development of new services**

Recent Policy Papers

- [“Data Strategy to Support the Advanced Medical Home Program in North Carolina”](#)
- [“North Carolina Medicaid Managed Care Updates”](#)

<https://www.ncdhhs.gov/policy-papers>

DISCUSSION

NC MEDICAID TRANSFORMATION WEBSITE
www.ncdhhs.gov/medicaid-transformation