MEDICAID TRANSFORMATION

Presented by

Health and Human Services

Planning

Emergency Services

Medicaid Transformation

- North Carolina Medicaid
- Impacts to Buncombe County Medicaid Beneficiaries
- Impacts to Buncombe County Departments for Medicaid Beneficiaries

Timeline

2015

NC General Assembly Enacted

Session Law 2015-245

February 2019

Health Plan Contracts Awarded

October 14, 2019

Open Enrollment Begins

October – November 2019

Contract Negotiations

December 13, 2019

Open Enrollment Ends

December 16, 2019

Auto Enrollment Begins

January 2020

Begin Scheduling NEMT Appts

February 2020

Launch Managed Care Plans Statewide

? 2020

Receive AUBP/Cost Report

North Carolina Medicaid

NC Medicaid Direct:

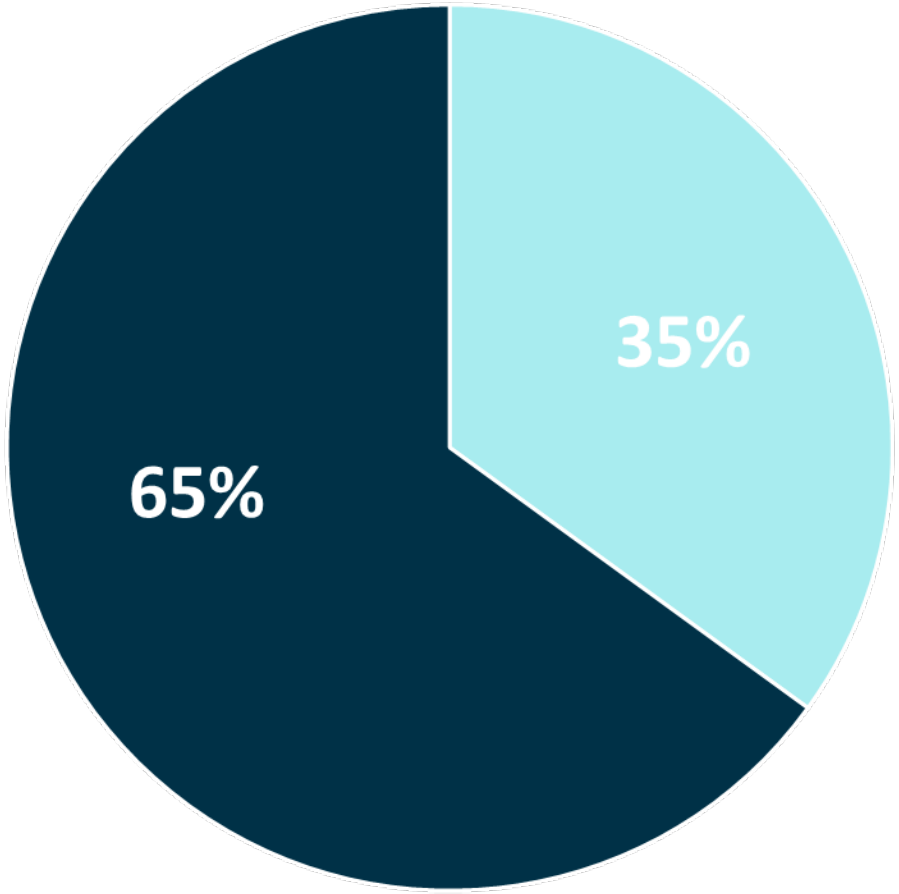
- Providers reimbursed for services/procedures provided
- Some Medicaid programs will remain under this model

Managed Care:

- Providers contract with Insurance companies
- Receive set amount for each enrolled Medicaid beneficiary; regardless of the services provided

Beneficiary Impact

- 65% of Buncombe County Medicaid beneficiaries will be *required* to enroll with a Health Plan
- Additional Medicaid Beneficiaries will enroll in the future



Managed Care



- Current Medicaid services remain whole
- Value Added Services* not previously covered by Medicaid may be available.

*Dependent upon Health Plan chosen.

Enrollment

- Choose your doctor
- Choose a health plan in NC Medicaid Managed Care between **October 14th and December 13th 2019.**
- Enroll in one of these ways:
  - Go to ncmedicaidplans.gov
  - Use the NC Medicaid Managed Care mobile app
  - Call 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
- Health Plan coverage begins February 1, 2020

Enrollment Call Center



- Enrollment Specialists are available at the call center for support
- Call 1-833-870-5500
- Available to:
  - Provide choice counseling
  - Support search for preferred doctor
  - Compare Health Plan services
  - Enroll members into Health Plan
  - Provide assistance for deaf, blind and non-English speaking beneficiaries

Prepaid Health Plans

- AmeriHealth Caritas North Carolina, Inc.
  - AmeriHealthCaritasNC; 1-855-375-8811
- Blue Cross and Blue Shield of North Carolina
  - HealthyBlue; 1-844-594-5070
- United Healthcare of North Carolina
  - UnitedHealthcare; 1-800-349-1855
- WellCare of North Carolina
  - WellCare; 1-866-799-5318

Websites

- Beneficiary Outreach
- Enrollment Materials
- Medicaid Transformation
- NC Medicaid Plans
- Provider Playbook
- Provider Playbook Training



Communication Plan

External:

- ✓ RoboCalls to beneficiaries
- ✓ Handouts and Posters
- ✓ Articles & FAQ's
- ✓ Social Media
- ✓ Community Meetings

Internal:

- ✓ County Central Articles
- ✓ Board of Commissioners
- ✓ HHS Board

Program Impact

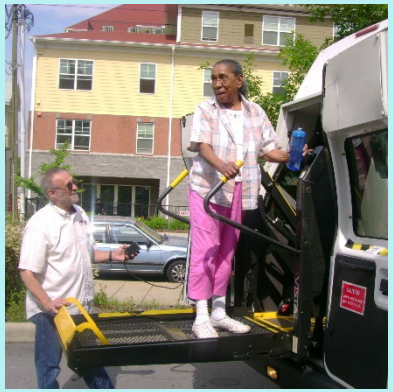
Economic Services



Public Health



Mountain Mobility



Emergency Services



Economic Services

Non-Emergency
Medicaid Transportation Administration

Currently:

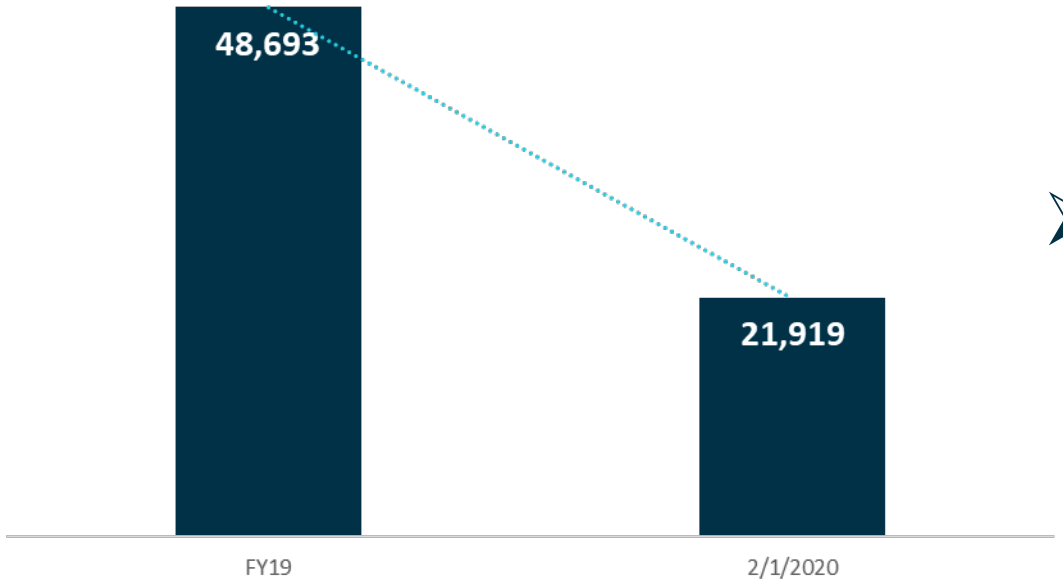
- Eligible Medicaid Beneficiaries contact Land of Sky to schedule transportation

February 1, 2020:

- Medicaid Beneficiaries enrolled in a Health Plan, will contact their Health plan to schedule transportation

Economic Services

Non-Emergency
Medicaid Transportation Administration



- **55%** of current NEMT clients will be served through their chosen Health Plan
- **45%** of current NEMT clients will continue to be served through our contract with Land of Sky

Public Health

- Family Planning
- Immunizations
- Foreign Travel*
- Care Management*
- Nurse Family Partnership*
- Sexually Transmitted Disease (STD)*
- Tuberculosis*

*Primary Care Providers (PCP) are less likely to provide the services.

Public Health

Medicaid Reimbursement

Currently:

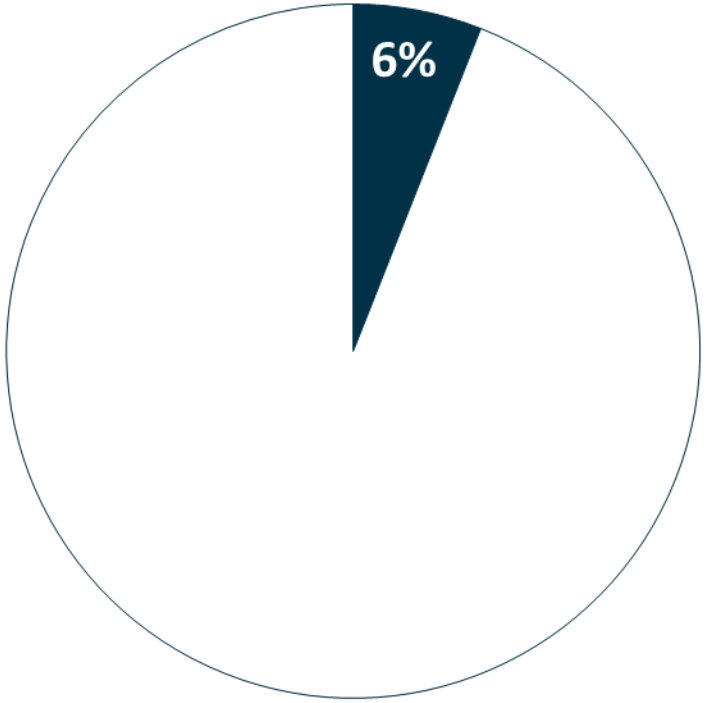
- If you have Medicaid, you can come to us for any service we provide

February 1, 2020:

- If you have Medicaid, you can come to us for any service we provide

We are a "safety net provider" regardless if you have a Primary Care Provider, Buncombe County Medicaid Beneficiaries can come to us for our services.

Mountain Mobility



- **6%** of Mountain Mobility services are used by our NEMT clients

Mountain Mobility

NEMT Provider

Currently:

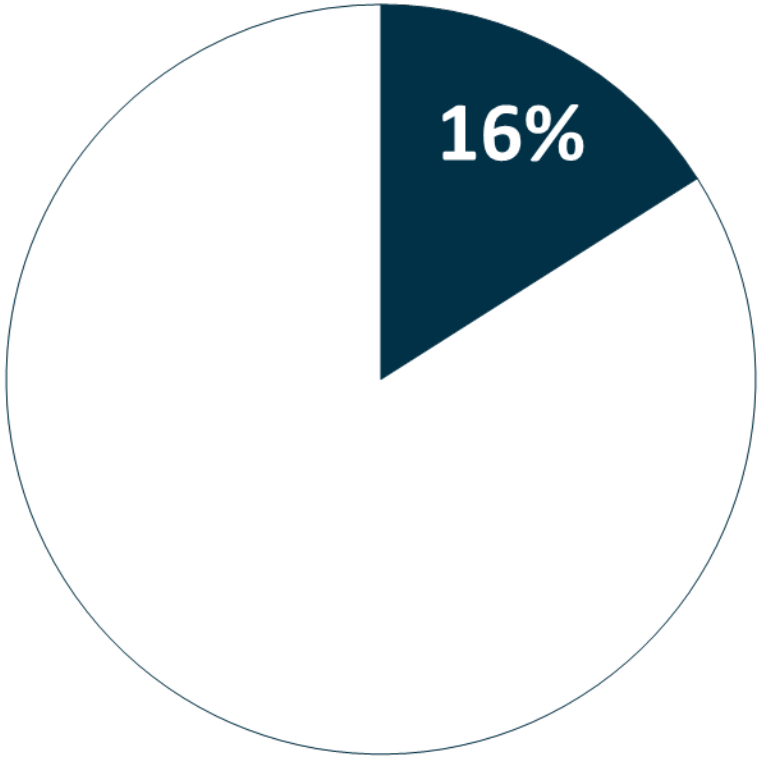
- One Contract
- Land of Sky Regional Council calls to schedule appointments for NEMT clients

February 1, 2020:

- Five Potential Contracts
- Each Health Plan, plus Land of Sky Regional Council will call to schedule appointments for NEMT clients

Emergency Services

- **16%** of Emergency Services calls are by Medicaid Beneficiaries



Emergency Services

Ambulance Transports

Currently:

- One Contract
- If you have Medicaid, you can have Ambulance Transports as needed

February 1, 2020:

- Multiple Contracts
- If you have Medicaid, you can have Ambulance Transports as needed