



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for  
Human Services

July 1, 2021

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS,  
MANAGERS, SUPERVISORS, AND SOCIAL WORKERS**

**SUBJECT: Medicaid Managed Care, Standard Plans, and Transition of Care Protocols for  
Children and Youth Entering DSS Custody after July 1, 2021**

**REQUIRED ACTION:**  Information Only  Time Sensitive  Immediate

**PURPOSE: To provide Local Department of Social Services child welfare staff with  
information on the resources to support children and youth who are enrolled in a  
Medicaid Standard Plan and later enter DSS custody**

Beginning July 1, 2021, NC Medicaid will launch its Medicaid Managed Care Program and five prepaid health plans ("Standard Plans") will assume responsibility for most Medicaid services for most Medicaid beneficiaries.

Medicaid beneficiaries **currently** enrolled in foster care **will not** transition to the Standard Plans and will continue to receive Medicaid services as they do today. The current Medicaid Program for children in foster care is known as "Medicaid Direct."

If a child enrolled in a Standard Plan later enters DSS custody, the child will disenroll from the Standard Plan but continue to receive Medicaid services through the current Medicaid Direct Program.

NC Medicaid has developed a Transition of Care protocol to ensure that these children and youth are supported through this transition from a Standard Plan back to Medicaid Direct. This protocol is attached. It is also posted. The attached Fact Sheet has been posted to the [NC Medicaid Managed Care DSS County Playbook](#)

Additionally, a recorded webinar has been developed to provide information and resources available to local Departments of Social Service child welfare workers who are supporting children for whom this protocol applies. The webinar can be accessed at <https://attendee.gotowebinar.com/recording/8894666854652549900>. Please note, registration will be required to view the webinar.

The webinar will also be posted to the North Carolina Pediatric Society Fostering Health website at <https://www.ncpeds.org/page/FHNC/Fostering-Health-North-Carolina.htm>

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

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Additional webinars on changes related to Medicaid Managed Care transformation will be developed and provided at a later date.

If you have any questions, please contact Heather McAllister, Child Health and Development Coordinator at [heather.mcallister@dhhs.nc.gov](mailto:heather.mcallister@dhhs.nc.gov).

Sincerely,



Lisa T. Cauley  
Senior Director of Child, Family, and Adult Services  
Department of Health and Human Services

Attachments: Fact Sheet: Supporting Children and Youth Disenrolling from Medicaid Managed Care and Entering Foster Care

Cc: Susan G. Osborne, Assistant Secretary for County Operations  
Carla McNeill, Section Chief for Permanency Planning  
Teresa Strom, Section Chief for County Operations  
Kathy Stone, Section Chief for Child Protective Services and Prevention  
Linda Waite, Section Chief for Regulatory and Licensing

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