

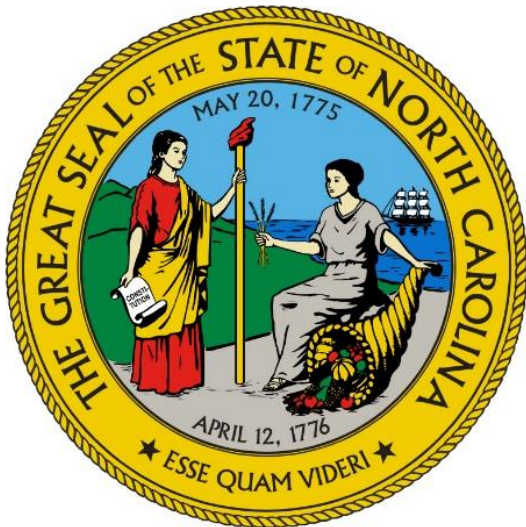


# NC Department of Health and Human Services

Joint DMH/DD/SAS & DHB (NC Medicaid) Update Call  
**BH/IDD Consumers, Family Members and Community Stakeholders**

## NC Medicaid Managed Care Update

Monday, Feb. 28, 2022



# Key Updates

- **Direct Care Worker Initiative webpage now available**
  - Includes slide decks from webinars, Eligibility Portal, NPI and Location Code List [medicaid.ncdhhs.gov/DCW-Initiative](https://medicaid.ncdhhs.gov/DCW-Initiative)
- **Olmstead Plan Published**  
[ncdhhs.gov/about/departments-initiatives/nc-olmstead](https://ncdhhs.gov/about/departments-initiatives/nc-olmstead)
- **Postpartum benefit extension**
  - Effective April 1, 2022
- **Updates on NC Medicaid clinical flexibilities during the Public Health Emergency**
  - [Special Bulletin COVID #226](#) details the permanent changes made

# Children & Families Specialty Plan

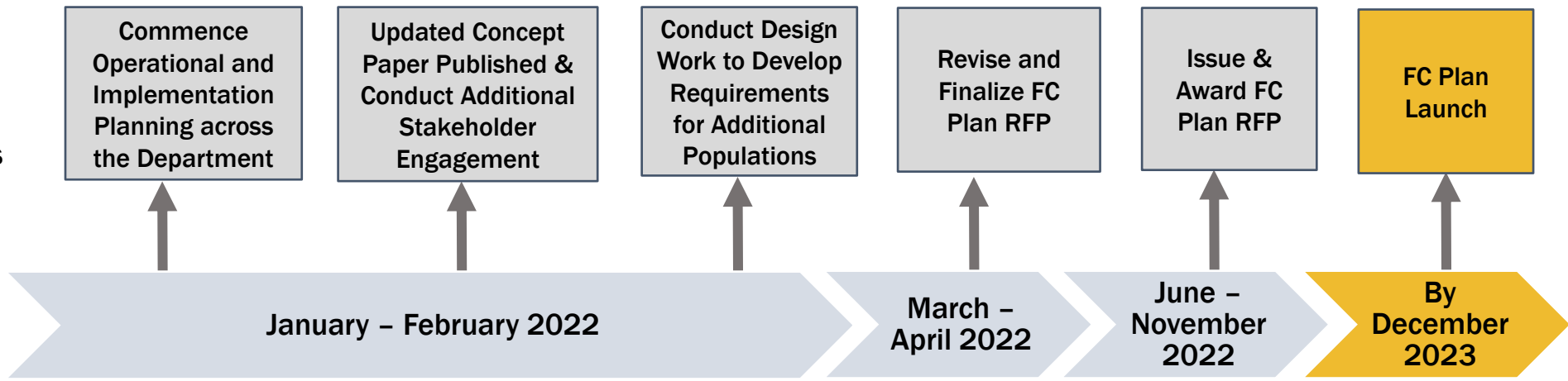
## Plan Features

- Single statewide entity
- December 2023 Launch
- Children in foster care, adoptive placements, formerly in foster care, parents/guardians/siblings of children in foster care and families receiving CPS In-Home Services
- All services in Standard Plans and majority in Tailored Plans
- Care management for all members
- Leverage SOC approach
- Trauma informed Care
- Close collaboration with DSS

## Next Steps

- Policy Paper released Feb. 18, 2022

- Updating populations
- Quality requirements



*\*In 2022, DHHS intends to identify a new name for the Plan to better represent the objective of the managed care plan and its target populations.*

# Children & Families Specialty Plan

The Department values your input and invites you to submit additional comments and questions

- **Policy Paper available** [medicaid.ncdhhs.gov/media/10893/download?attachment](https://medicaid.ncdhhs.gov/media/10893/download?attachment)
  - Submit comments, questions and feedback by March 4, 2022 to [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)
  - Feb. 17, 2022, webinar “Updates on North Carolina’s Children and Families Plan” slide deck and recording available to view at [medicaid.ncdhhs.gov/beneficiaries/children-and-families-specialty-plan#webinars](https://medicaid.ncdhhs.gov/beneficiaries/children-and-families-specialty-plan#webinars)
- **Fact Sheets available for Children and Youth Transitioning to Foster Care** [medicaid.ncdhhs.gov/blog/2022/01/06/fact-sheets](https://medicaid.ncdhhs.gov/blog/2022/01/06/fact-sheets)
- **Regular updates are available at** [medicaid.ncdhhs.gov/transformation/specialized-foster-care-plan](https://medicaid.ncdhhs.gov/transformation/specialized-foster-care-plan)

# Standard Plan and Tailored Plan Members

Managed care plans available for beneficiaries will be dependent upon:

➔ Managed Care status

➔ Enrollment rules for residential or administrative county

## Standard Plan

Standard Plans provide integrated physical health, behavioral health, pharmacy and long-term services and support to most Medicaid beneficiaries, as well as programs and services that address other unmet health-related resource needs.

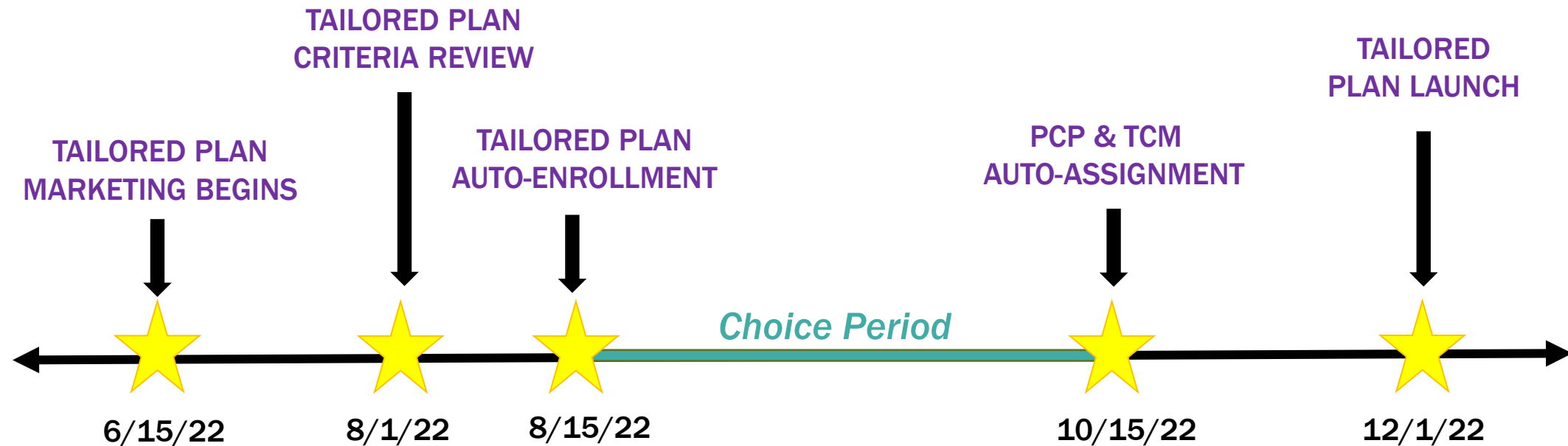
- Enrollment is based on beneficiary's **residential county** (county where beneficiary lives).
- Depending on residential county, beneficiaries can choose from either four or five Standard Plans.

## Behavioral Health I/DD Tailored Plan

Behavioral Health I/DD Tailored Plans will provide the same services as Standard Plans, as well as additional specialized services for individuals with significant mental health needs, SUDs, I/DDs and traumatic brain injury (TBI Waiver), on the Innovations Waiver, as well as people using state-funded services.

- Enrollment is based on the beneficiary's **administrative county** (county that manages the beneficiary's Medicaid case).
- There is only **one** Tailored Plan per county. If a beneficiary's administrative county changes to a different service area they will move to the Tailored Plan that offers services in that county

# Tailored Plan Timeline and Key Milestones



**NOTE:** Choice period refers to the time period for members to select a PCP or opt out of their assigned Tailored Plan (if allowed).

# Resources for Beneficiaries

1

## Check to see what health plan you are enrolled in

Beneficiaries were mailed a health plan welcome kit that includes their Medicaid ID card

If you have questions or didn't receive the welcome kit, call the Enrollment Broker at **833-870-5500**

2

## Call your health plan if you have questions about benefits and coverage

The number is listed on your Medicaid ID card, or you can find contact information at [health-plan-contacts-and-resources](#)

3

## If you still have questions, reach out to the NC Medicaid Ombudsman

Call **877-201-3750** or visit [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org)

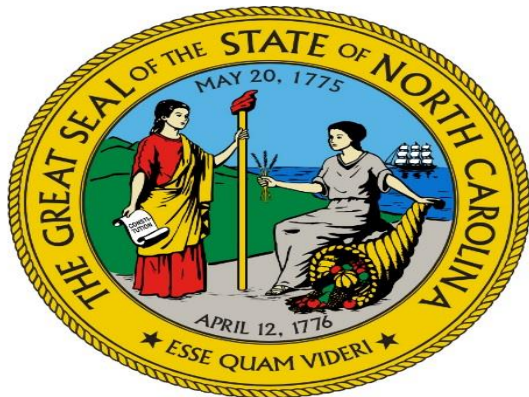
# Resources

- **Medicaid Managed Care website**  
[medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid)
- **NC Medicaid Help Center**  
[medicaid.ncdhhs.gov/helpcenter](https://www.ncdhhs.gov/medicaid/helpcenter)
- **Provider Ombudsman**  
[Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)  
866-304-7062
- **Practice Support**  
[ncahec.net/medicaid-managed-care](https://ncahec.net/medicaid-managed-care)
  - **NC Managed Care Hot Topics Webinar Series**  
Hosted by Dr. Dowler on the first and third Thursday of the month
- **Regular Medicaid Bulletins**  
[medicaid.ncdhhs.gov/providers/medicaid-bulletin](https://www.ncdhhs.gov/providers/medicaid-bulletin)





# NC Department of Health and Human Services

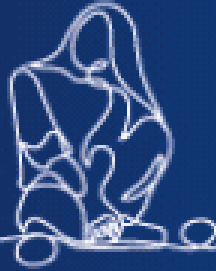


## Hope4NC & Hope4Healers

**Christina Bauman**  
Disaster Integration Coordinator  
DMHDDSAS

**February 28, 2022**

**HOPE  4 NC**



- **Background**


- **Grant available through FEMA & SAMHSA**
- **Response to Hurricane Matthew**
- **Crisis Counseling Program**

**HOPE  4 NC HELPLINE  
1-855-587-3463**


# Hope4NC – Response to COVID-19

April 2020 – Jan. 17, 2022

- Statewide service
- Resilience and referral resource
- 24/7 - Free - Confidential
- Crisis counseling, more intensive services

A dark blue banner for Hope4NC. On the left, the website [www.hope4nc.org](http://www.hope4nc.org) is written in white. In the center, there is a white line-art illustration of a person with long, wavy hair sitting on the floor with their head in their hands, appearing distressed. To the right of the illustration, the text "HOPE  4 NC" is displayed in white. Below this, in a lighter blue font, it says "We're here 24/7 with support and resources." A white rounded rectangle contains the phone number "855.587.3463". At the bottom right, the tagline "hope is on the line" is written in a white cursive font.

Hope4NC Helpline: 1-855-587-3463 →

Chat 

Text "hope" to 1-855-587-3463 →

Español →

# Hope4Healers

- Need for additional support for COVID-19 frontline workers and their families:
  - Health care workers
  - Educators
  - Disaster Responders
  - Childcare professionals
  - First Responders
- 24/7 – Free – Confidential
- 2-4 free counseling sessions with volunteer licensed provider
- Receive a callback within 24-48 hours



NORTH CAROLINA

## Health Care Workers

Do you or your family members need **FREE** emotional support from being on the COVID-19 frontlines?

*NC Licensed Therapists are ready to listen!*

**NC**  
HOTLINE

**HOPE4 HEALERS**

**(919) 226-2002**

In partnership with the NC Department of Health and Human Services  
and the North Carolina Psychological Foundation

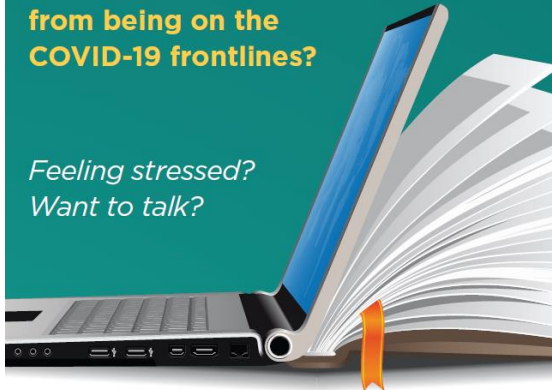
# Flyers

- [www.hope4nc.org](http://www.hope4nc.org)
- [Hope4Healers Helpline | NCDHHS](#)

**NORTH CAROLINA**  
**Educators & School Staff**

**Do you or your family members need FREE emotional support from being on the COVID-19 frontlines?**

*Feeling stressed?  
Want to talk?*



**HOPE 4 HEALERS** NORTH CAROLINA HELPLINE  
FREE & CONFIDENTIAL  
**(919) 226-2002**

**Stressed?  
Need to talk?**

Call 24/7



Fear and anxiety about COVID-19 can be overwhelming for adults, youth and children. Everyone has different stress responses that may include:

- Feeling alone
- Irritable or feeling out of sorts
- Head, stomach or body aches
- Changes in sleep or eating patterns
- Difficulty concentrating, forgetful
- Fear for your own health
- Worried about the health of your family or friends
- Increased use of alcohol, tobacco or other drugs
- Feeling stuck, no time for self-care
- Looking for ideas to stay calm and healthy

**1-855-587-3463**

*hope is on the line*

**HOPE 4 NC** NC Department of Health and Human Services • [www.Hope4NC.org](http://www.Hope4NC.org)  
NCDHHS is an equal opportunity employer and provider. • 12/20  
CFDA#:s: 97.032 & 93.982

**NORTH CAROLINA**  
**Child Care Professionals**

**Do you or your family members need FREE emotional support from being on the COVID-19 frontlines?**

*NC Licensed Therapists are ready to listen!*



**¿Siente estrés?  
¿Necesita hablar?**

Llame las 24 horas, los 7 días



El miedo y la ansiedad por COVID-19 pueden ser abrumadores para adultos, jóvenes y niños. Todos tienen diferentes respuestas al estrés, que pueden incluir:

- Sentirse solo
- Irritación o de mal humor
- Dolores de cabeza, estómago o corporales
- Cambios en patrones de sueño o alimentación
- Dificultad para concentrarse, olvidar cosas
- Temor por la salud propia
- Preocupación por la salud de familiares o amigos
- Mayor consumo de alcohol, tabaco u otras drogas
- Sentirse enfascado, sin hay tiempo para cuidarse a sí mismo
- Búsqueda de ideas para mantener la calma y la salud

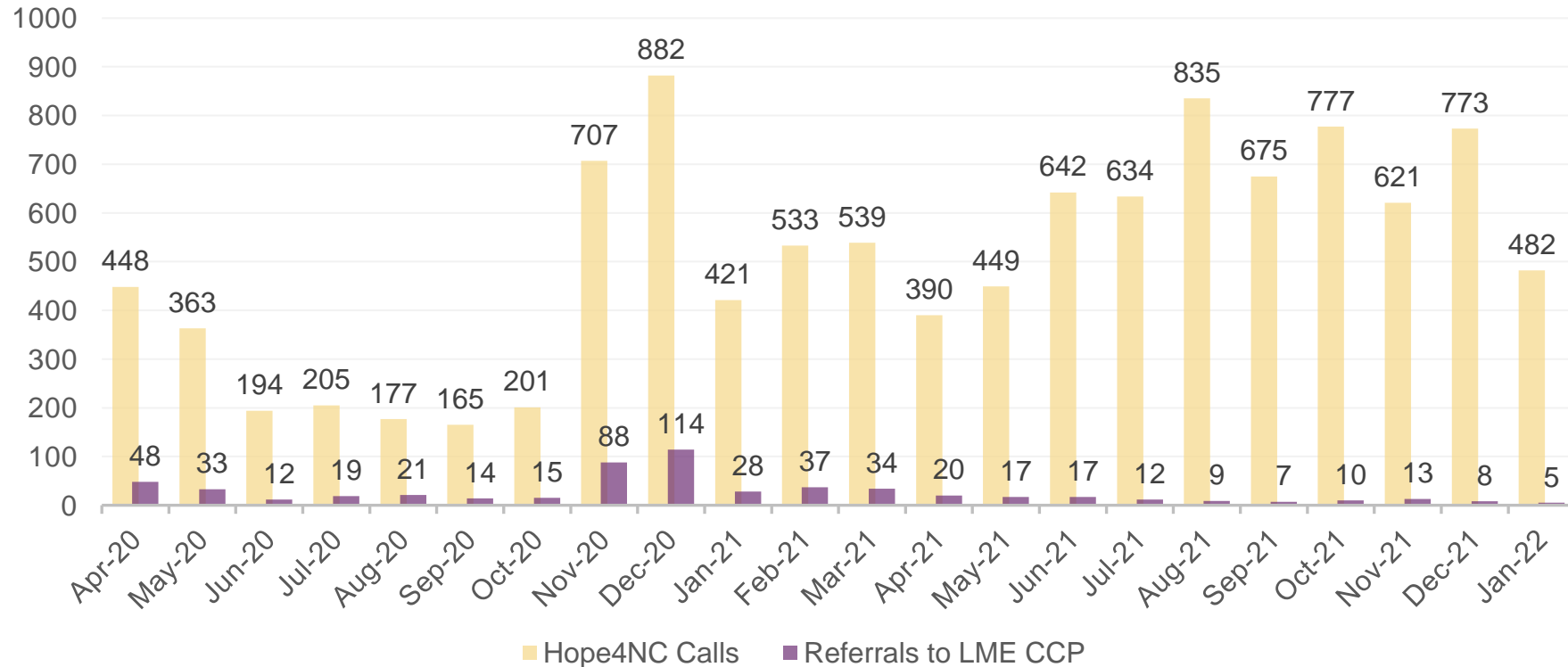
**1-855-587-3463**

*Hope, tu línea de esperanza*

# Hope4NC Caller Data

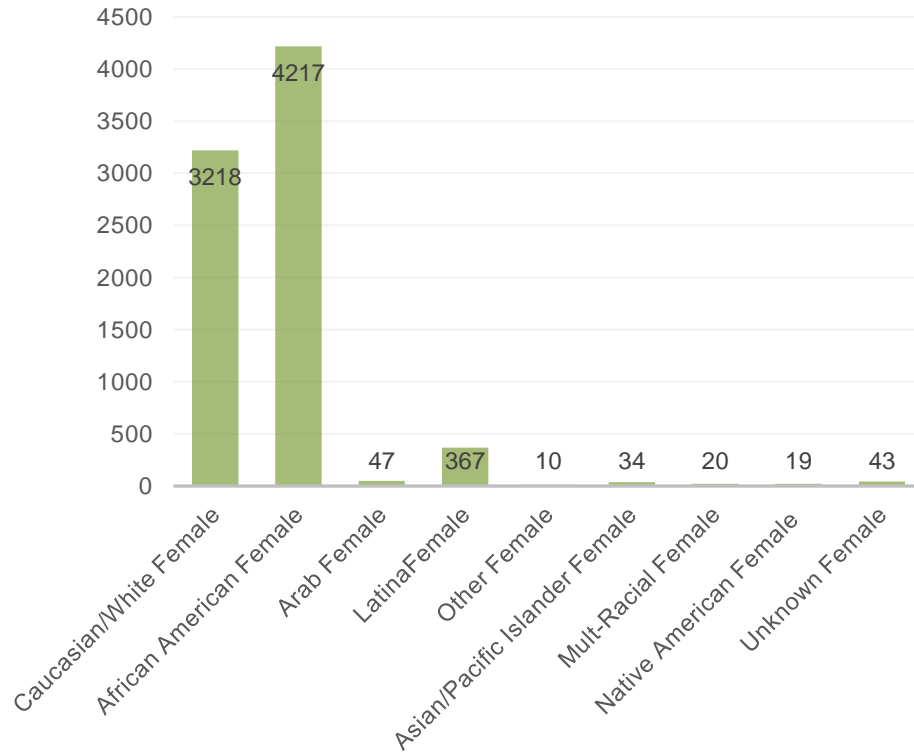
Line	Apr. - Dec. 2020 Calls (referrals)	Jan. – Dec. 2021 Calls (referrals)	Jan. 2022 Calls (referrals)	Totals Calls (referrals)
Hope4NC	3,346 calls (370)	7,451 calls (221)	482 calls (5)	11,279 calls (596)
Hope4Healers	402 calls (74)	232 calls (39)	24 calls (5)	658 calls (118)

## Hope4NC Calls by Month

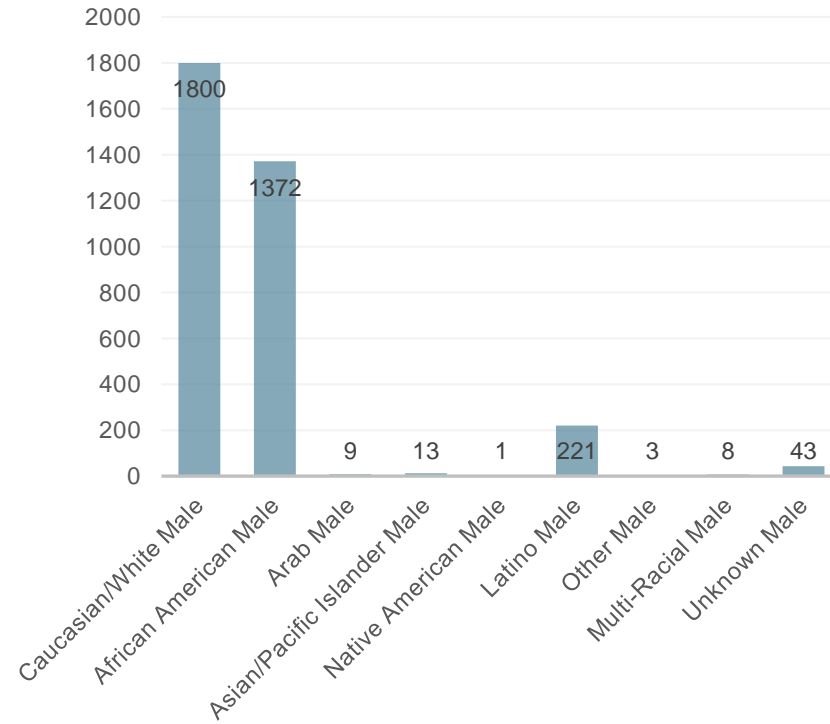


# Demographic Data

## Female, Race

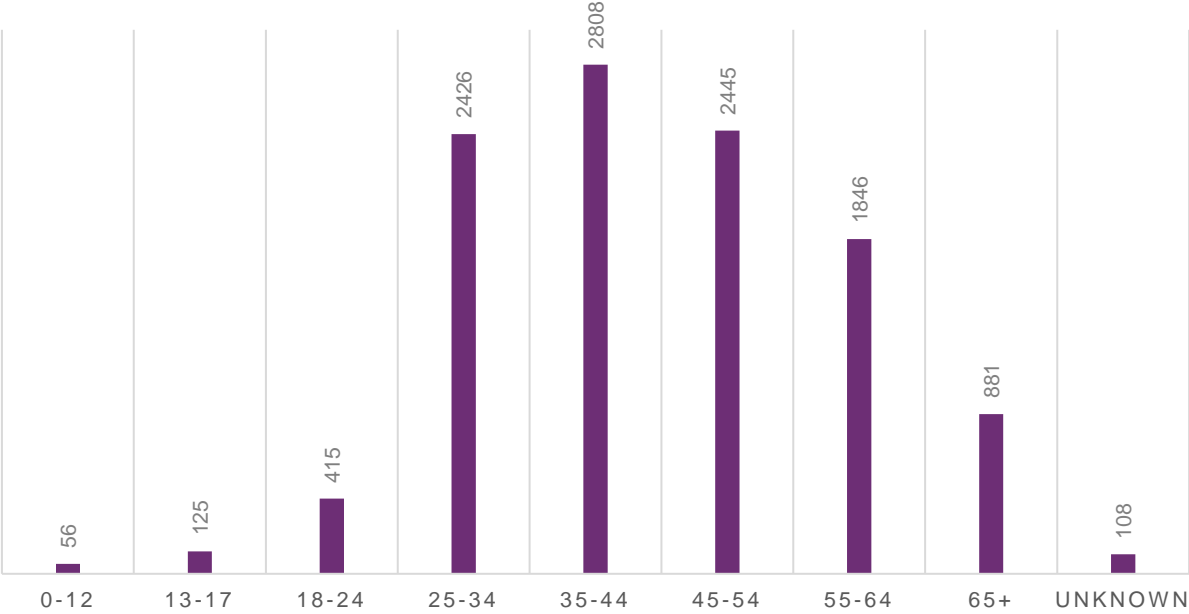


## Male, Race

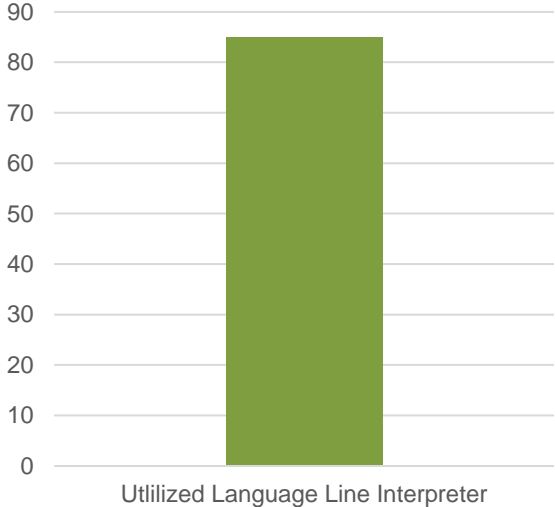


# Hope4NC Demographic Data

## AGE RANGES

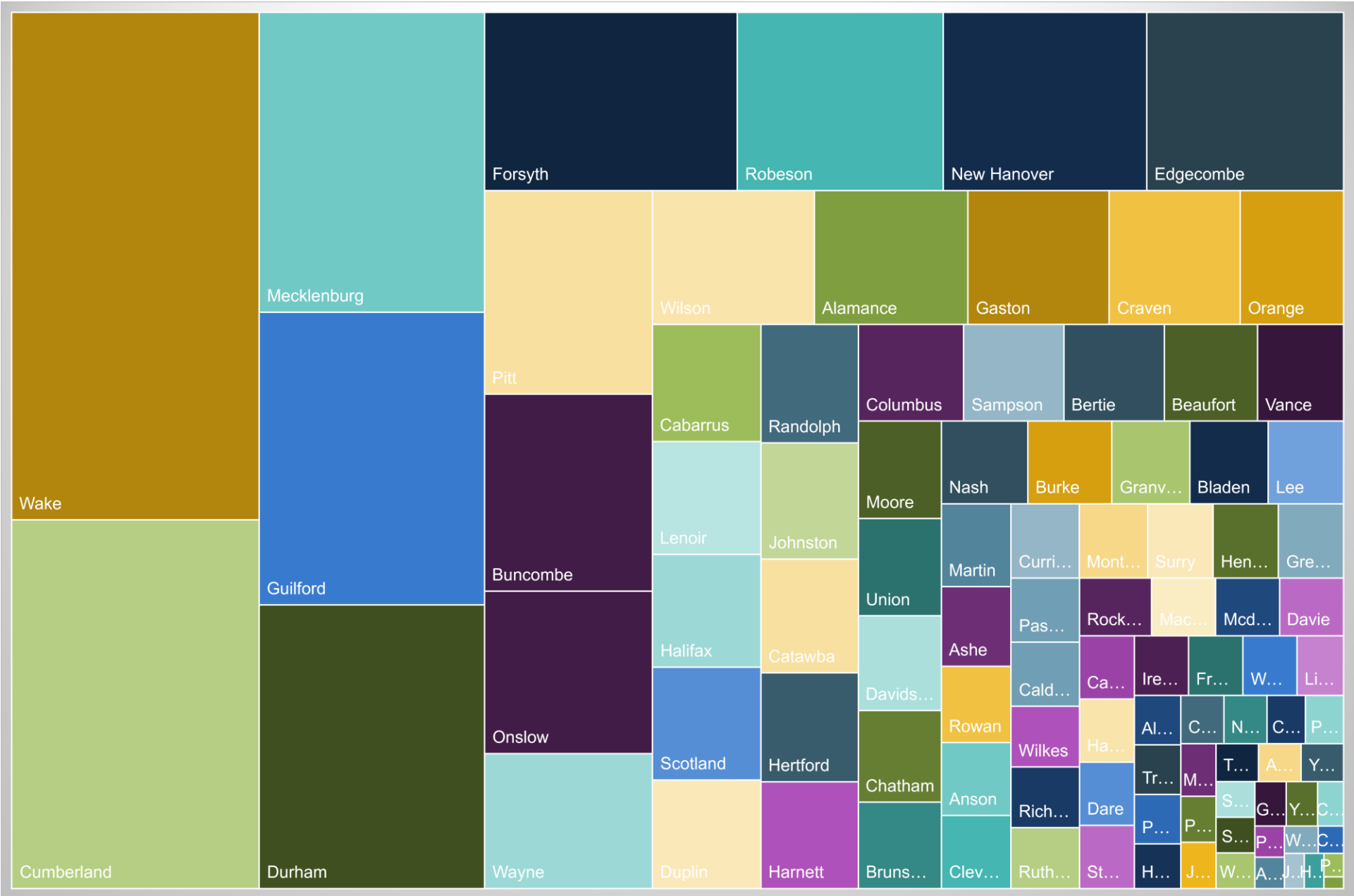


## Utilized Language Line Interpreter

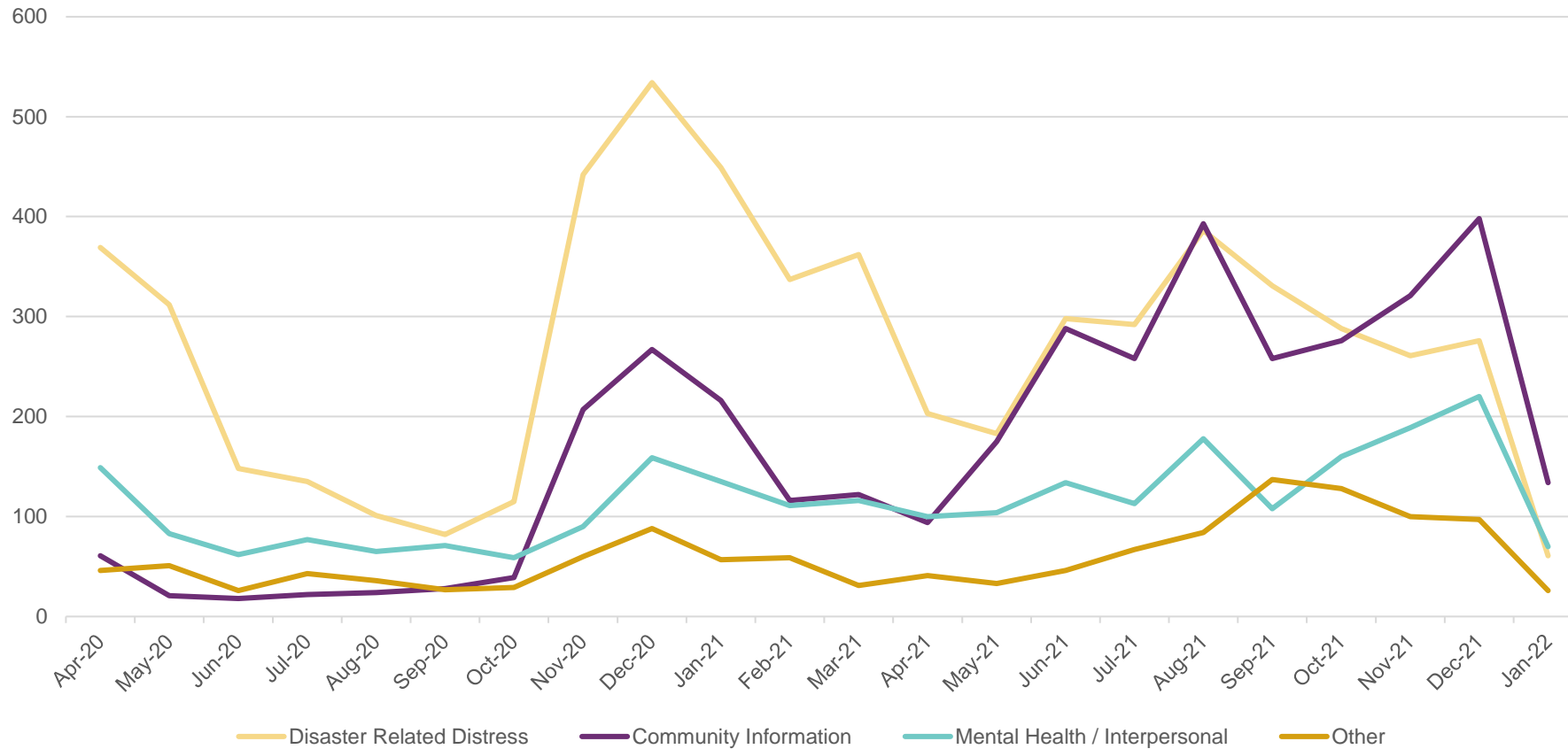




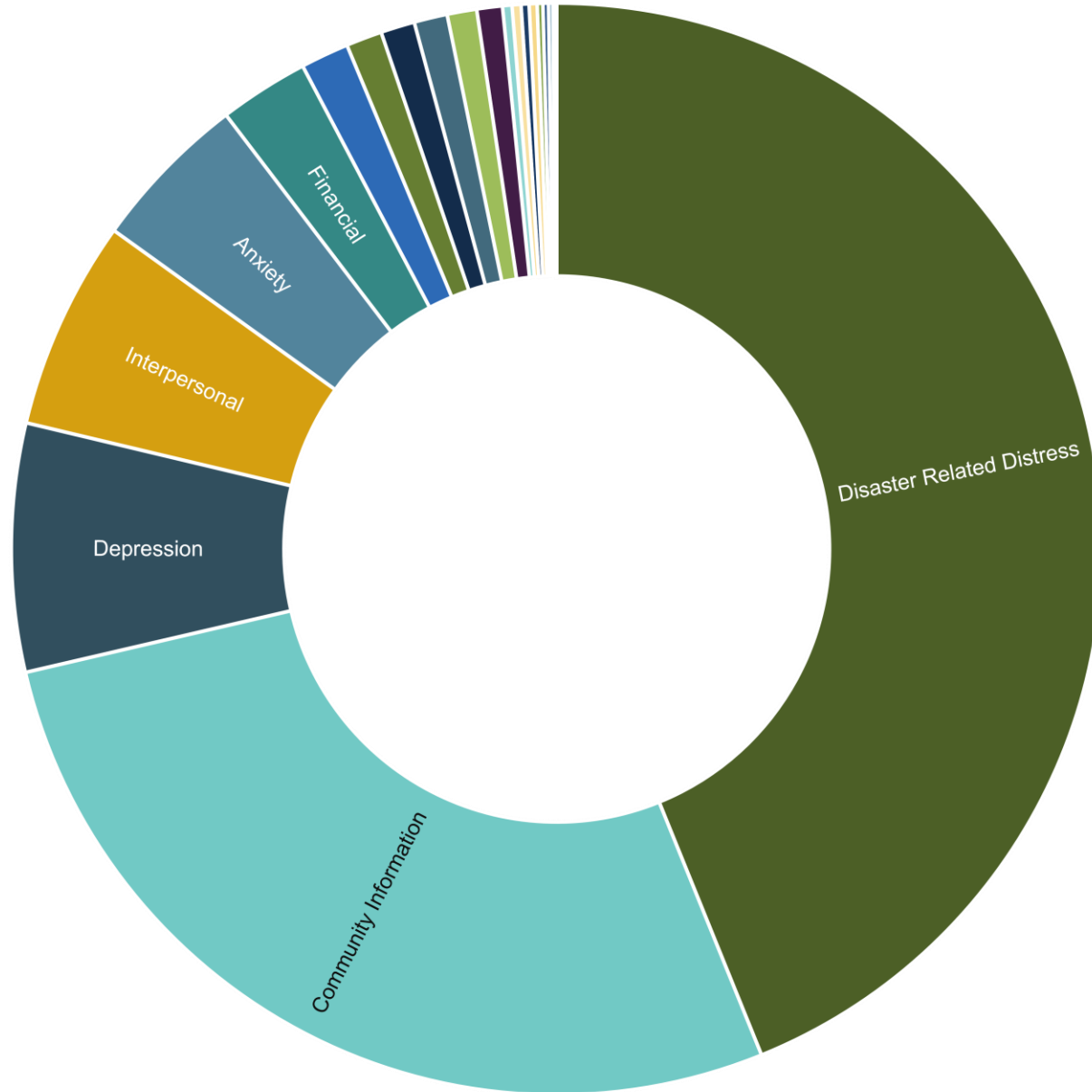
# Hope4NC Calls by County



# Hope4NC Call Problem Areas



<p><b>Mental Health/Interpersonal:</b></p> <p>Depression, Interpersonal, Anxiety, Grief, Suicide</p>	<p><b>Other:</b></p> <p>Financial, Medical, Shelter, Family, Substance Abuse, Job, Daily Support</p>
------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------



# Hope4NC Now

- DMH will continue to fund the Hope4NC and Hope4Healers lines
- Hope4NC and Helpers call takers are equipped to provide support, resources, community information and referrals
- Will continue to send referrals to LME/MCOs
- Callers needs met by call center staff:
  - Hope4NC – 95%
  - Hope4Healers – 92%



# Questions



**Christina Bauman**

**Disaster Integration Coordinator**

**[Christina.Bauman@dhhs.nc.gov](mailto:Christina.Bauman@dhhs.nc.gov)**

# Questions and Answers



Have a question, send it to us. The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is working to centralize questions so we can ensure your questions are answered in a timely manner by the appropriate subject matter experts.

Comments, questions and feedback are welcome at:

[BHIDD.HelpCenter@dhhs.nc.gov](mailto:BHIDD.HelpCenter@dhhs.nc.gov)

[Medicaid.Transformation@dhhs.nc.gov](mailto:Medicaid.Transformation@dhhs.nc.gov)

Requests for presentations or to provide feedback

[Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)