

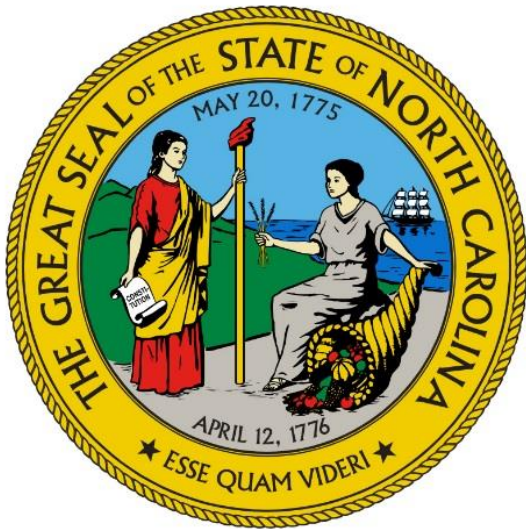


# NC Department of Health and Human Services

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

## NC Medicaid Managed Care Update

Monday, March 28, 2022



- **COVID Vaccine Incentive**
  - **To encourage more beneficiaries to get COVID-19 vaccinations, NC Medicaid has worked with managed care Standard Plans to offer incentives to members when they get vaccinated.**
  - [COVID-19 Vaccine Incentive Program Fact Sheet](#)
- **Additional Value-added Services**
  - **In addition to regular health benefits, Standard Plans and the EBCI Tribal Option also provide extra benefits at no cost to members**
  - [Enrollment Broker Health Plan webpage](#)

**Effective March 15, 2022, qualifying Medicaid Standard Plan members in 33 North Carolina counties may receive food services.**

- **Examples of food services include:**
  - Food and nutrition access case management
  - Group nutrition classes
  - Fruit and vegetable prescriptions and healthy food boxes/meals
  - Medically-tailored meal delivery
- **Additional service launches are planned as follows:**
  - **May 1** – Housing and transportation services
  - **June 15** – Toxic stress and cross-domain services




## To be eligible for and receive Pilot services, NC Medicaid Managed Care members must:

- **Live in a Pilot region**
- **Have at least one qualifying physical or behavioral health condition**
- **Have one qualifying social risk factor, as defined by the Department**
  - **Those interested in pilot services should contact their health plan or care manager. For more information, visit the [Healthy Opportunities Pilots webpage](#)**

# Healthy Opportunities Pilot Regions



## Awarded Healthy Opportunities Network Leads

-  **Access East, Inc.**  
Beaufort, Bertie, Chowan, Edgecombe, Halifax, Hertford, Martin, Northampton, Pitt
-  **Community Care of the Lower Cape Fear**  
Bladen, Brunswick, Columbus, New Hanover, Onslow, Pender
-  **Impact Health**  
Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey

## Summary

- **The American Rescue Plan Act of 2021 (ARPA) offered states the option to extend postpartum coverage to 12 months**
  - NC General Assembly approved the option in Session Law 2021-180 (SB 105)
- **Pregnant beneficiaries receive 12 months of postpartum coverage, regardless of Medicaid eligibility group**
  - The postpartum coverage begins the date the beneficiary's pregnancy ends and will end on the last day of the month of their 12-month postpartum period.
  - Medicaid for Pregnant Women (MPW) is now a full-benefit Medicaid program during pregnancy and postpartum (after childbirth)
- **Begins April 1, 2022**
- **Eligible Populations:**
  - Pregnant women receiving Medicaid under any program that covers pregnancy and childbirth

## Key Messages

- **NC Medicaid will send a letter to eligible beneficiaries telling them about the change. If they do not get a letter, call the NC Medicaid Contact Center at 888-245-0179**
- **If a woman becomes pregnant while on Medicaid, she needs to call her local Department of Social Services (DSS) to tell her caseworker about the pregnancy and anticipated due date! \***
  - **If her due date changes, she should notify her DSS caseworker when the pregnancy ends.\***
- **Encourage women to apply for coverage as early as they can.**
- **Fact sheets for beneficiaries and providers will be available on the NC Medicaid website.**

**\* Regardless of what Medicaid program / category they have.**

- **Federal PHE currently ends mid-April; expected to be extended through mid-July**
- **CMS plans to provide a 60-day notice to NC Medicaid prior to the end of the PHE to begin unwinding activities**
  - **NC Medicaid has established a workgroup to determine overall operational approach**
- **Medicaid priorities**
  - **Communications strategy/plan**
  - **Beneficiary redetermination approach**
  - **State benefit flexibility continuation**
  - **Provider recredentialing resumption**



# 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.medicaid.ncdhhs.gov)
- **NC Medicaid Help Center**  
[medicaid.ncdhhs.gov/helpcenter](https://www.medicaid.ncdhhs.gov/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.medicaid.ncdhhs.gov/providers/medicaid-bulletin)



# 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)