

# Medicaid Managed Care Open Enrollment

Department of Health and Human Services  
Secretary Mandy Cohen, M.D.

October 16, 2019



# Medicaid Transformation

In 2015, the NC General Assembly enacted Session Law 2015-245, which directed the Department of Health and Human Services to transition North Carolina Medicaid and NC Health Choice from fee-for-service to managed care

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2015

SESSION LAW 2015-245  
HOUSE BILL 372

AN ACT TO TRANSFORM AND REORGANIZE NORTH CAROLINA'S MEDICAID AND NC HEALTH CHOICE PROGRAMS.

The General Assembly of North Carolina enacts:

**PART 1. TRANSFORMATION OF MEDICAID AND NC HEALTH CHOICE PROGRAMS**

**SECTION 1.** Intent and Goals. – It is the intent of the General Assembly to transform the State's current Medicaid and NC Health Choice programs to programs that provide budget predictability for the taxpayers of this State while ensuring quality care to those in need. The new Medicaid and NC Health Choice programs shall be designed to achieve the following goals:

- (1) Ensure budget predictability through shared risk and accountability.
- (2) Ensure balanced quality, patient satisfaction, and financial measures.
- (3) Ensure efficient and cost-effective administrative systems and structures.
- (4) Ensure a sustainable delivery system.

**SECTION 2.** Role of the General Assembly. – The General Assembly shall have the following roles and responsibilities in Medicaid and NC Health Choice transformation and governance:

- (1) Define the overall goals of transformation and the structure of the delivery system for the programs.
- (2) Monitor the development of transformation plans and implementation through the Joint Legislative Oversight Committee on Medicaid and NC Health Choice.
- (3) Define and approve eligibility and income standards for the programs, including which populations will be covered by Prepaid Health Plans (PHPs).
- (4) Appropriate the annual budget for the Medicaid and NC Health Choice programs.
- (5) Confirm the Director of the Division of Health Benefits, as required by G.S. 143B-216.85, enacted by Section 12 of this act.

**SECTION 3.** Time Line for Medicaid Transformation. – The following milestones for Medicaid transformation shall occur no later than the following dates:

- (1) When this act becomes law. –
  - a. The Division of Health Benefits of the Department of Health and Human Services (DHHS) is created pursuant to Section 10 of this act.
  - b. The Joint Legislative Oversight Committee on Medicaid and NC Health Choice is created pursuant to Section 15 of this act to oversee the Medicaid and NC Health Choice programs.
  - c. The Division of Health Benefits shall begin development of the 1115 waiver and any other State Plan amendments and waiver amendments necessary to effectuate the Medicaid transformation required by this act.
- (2) March 1, 2016. – The DHHS, through the Division of Health Benefits, shall report its plans and progress on Medicaid transformation, including recommended statutory changes, to the Joint Legislative Oversight





## **North Carolina's Vision for Medicaid Transformation**

**“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”**

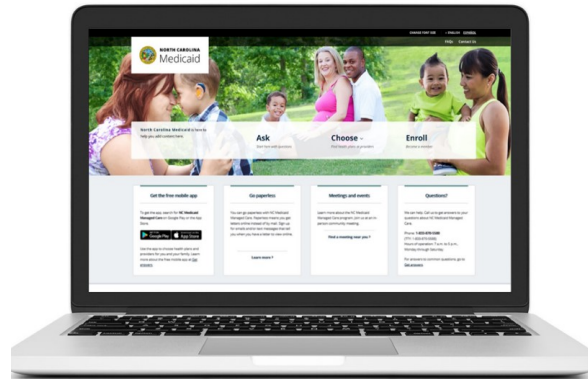
# Features of Managed Care

- **Medicaid services paid for differently**
  - DHHS contracts with insurance companies (Health Plans)
  - DHHS pays predetermined set rate per person (capitated rate)
  - Minimum rate floors are set for certain providers
  - Health Plans are accountable for managing care
- **Beneficiaries choose a health plan**
  - Independent Enrollment Broker helps beneficiaries choose

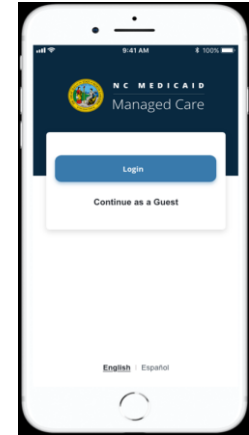
# Open Enrollment Now Open Statewide



**Call Center  
(833-870-5500)**



**NCmedicaidplans.gov**



**Mobile App**



# NC's Medicaid Managed Care Health Plans

Health Plan	Website	Phone
	<a href="http://www.WellCare.com/nc"><u>www.WellCare.com/nc</u></a>	1-866-799-5318 (TTY: 711)
	<a href="http://www.UHCCCommunityPlan.com/NC.html"><u>www.UHCCCommunityPlan.com/NC.html</u></a>	1-800-349-1855 (TTY: 711)
	<a href="http://www.HealthyBlueNC.com"><u>www.HealthyBlueNC.com</u></a>	1-844-594-5070 (TTY: 711)
	<a href="http://www.AmeriHealthCaritasNC.com"><u>www.AmeriHealthCaritasNC.com</u></a>	1-855-375-8811 (TTY: 1-866-209-6421)
	<a href="http://www.CarolinaCompleteHealth.com"><u>www.CarolinaCompleteHealth.com</u></a>	1-833-552-3876 (TTY: 711 or 1-833-552-2962)

Carolina Complete Health is only available in Regions 3, 4, 5.

# **DHHS' Priorities for Day 1 of Managed Care**

- **A person with a scheduled appointment is seen by provider**
- **A person's prescription is filled by the pharmacist**
- **A provider enrolled in Medicaid prior to February 1, 2020 is still enrolled**
- **A provider is paid for care delivered to members**



# Medicaid Transformation Milestones

Milestone	Regions 2 and 4	Regions 1, 3, 5, and 6
Enrollment Packets Mailed	6/28/2019 (completed)	10/1/2019 (completed)
Open Enrollment Begins	7/15/2019 (completed)	10/14/2019
<b>Provider Contracts Must be Signed for Inclusion in Auto-Assignment</b>	<b>11/15/2019</b>	
Open Enrollment Ends	12/13/2019	
Auto-Assignment to Health Plans and PCPs	Starting 12/16/2019	
Standard Plan Scheduled Effective Date	2/1/2020	

# Managing Change

- **Transitioning to managed care is most significant change that NC Medicaid has ever undertaken.**
- **With any rollout of this magnitude, there will be issues and questions that arise.**
- **We are committed to doing everything possible to resolve problems quickly**

# Managing Change - Contact Us

- We have heard from some of you about what is working, and what is not.
- If new issues arise: **START HERE FIRST**
  - Providers: NCTracks: 800-688-6696
  - Beneficiaries: Medicaid Contact Center: 833-870-5500
  - Counties: NC FAST: 919-813-5400
- Staff can escalate issues to internal SWAT team focused on problem identification and resolution
- When needed, issues can be escalated to our SWAT team by calling (919) 527-7460 or emailing [MedicaidSWAT@dhhs.nc.gov](mailto:MedicaidSWAT@dhhs.nc.gov)

# We Are Supporting Beneficiaries

**NC MEDICAID IS CHANGING**

You have a choice of health plans

**WHAT YOU NEED TO DO**

- 1 Choose a primary care provider (PCP)
- 2 Choose a health plan
- 3 Enroll:
  - Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
  - Use the NC Medicaid Managed Care mobile app
  - Call toll free: 1-833-870-5500 (TTY: 1-833-870-5588)
  - Fill out and mail or fax in your enrollment form

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

## WHAT YOU NEED TO DO

- 1 **Choose a primary care provider (PCP):**  
To keep your doctor, clinic or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP. For a list of doctors for each health plan, visit the website, use the mobile app or call us toll free.
- 2 **Choose a health plan in NC Medicaid Managed Care:**  
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. There are several health plans to choose from. Learn more: [ncmedicaidplans.gov/choose/compareplans](http://ncmedicaidplans.gov/choose/compareplans)
- 3 **Enroll in one of these ways:**
  - Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
  - Use the NC Medicaid Managed Care mobile app
  - Call us 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

## IF YOU HAVE MORE QUESTIONS

- **About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhs.gov/localdss](http://ncdhs.gov/localdss)
- **About choosing or enrolling in a health plan:** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)

**GET ANSWERS**

We're here to help you understand your primary care provider (PCP) and health plan choices. Here are answers to questions you may have.

If you have other questions, call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

**What is NC Medicaid Managed Care?**  
NC Medicaid Managed Care helps you get the most out of your Medicaid benefits. Instead of one Medicaid program there are many health plans to choose from.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. Health plans also have added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy. Health plans work with different doctors and health care professionals. Each plan has its own network of qualified doctors and health care professionals. To keep your doctor, clinic or other provider, find out which plans they work with. Then choose one of those plans.

**What is NC Medicaid Direct?**  
Some people will be in NC Medicaid Direct because it provides services that meet specific needs. For example, it provides the same services currently covered for developmental disability, mental illness, traumatic brain injury and substance use disorder. To learn more about NC Medicaid Direct, call 1-888-245-0179.

**Is Medicaid eligibility changing?**  
No. Medicaid eligibility rules are not changing. If you have questions about your eligibility, contact your local Department of Social Services (DSS) office. Find contact information at [ncdhs.gov/localdss](http://ncdhs.gov/localdss)

**What is a primary care provider (PCP)?**  
Your primary care provider (PCP) is your family doctor, clinic or health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

**What is a health plan?**  
A health plan is a group of doctors, hospitals and other health care professionals. They work together to give you the health care you need.

**Do I have to choose a health plan?**  
It depends. Most people in NC Medicaid must choose a health plan. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan.

To find out if you must enroll, go to [Who must enroll in NC Medicaid Managed Care?](http://ncmedicaidplans.gov/learn/who-must-enroll-in-nc-medicaid-managed-care) at [ncmedicaidplans.gov/learn/who-must-enroll-in-nc-medicaid-managed-care](http://ncmedicaidplans.gov/learn/who-must-enroll-in-nc-medicaid-managed-care). If you still have questions, call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything – physical health, mental health and medicine – will come from the same health plan.

You will also choose a primary care provider (PCP). A PCP could be your family doctor, clinic or other health care provider. They will help you with your health care needs.


Most people receiving Medicaid must choose a health plan. A small number of people will not need to choose a health plan because of the type of health services they need. They will stay enrolled in NC Medicaid Direct.

**WHAT YOU NEED TO DO**

- 1 **Choose a primary care provider (PCP)**  
Health plans work with different PCPs. To keep your doctor, clinic or other health care provider as your PCP, find out which health plan they work with. You can also choose a new PCP. For a list of doctors for each health plan, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). If you do not choose a PCP, your health plan will choose one for you.
- 2 **Choose a health plan in NC Medicaid Managed Care**  
Compare the health plans and choose the best one for you. These are the health plans available in NC Medicaid Managed Care:
  - WellCare
  - UnitedHealthcare Community Plan
  - HealthyBlue
  - AmeriHealth Caritas
  - Carolina Complete Health\*
- 3 **Enroll in one of these ways:**
  - Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
  - Use the NC Medicaid Managed Care mobile app
  - Call us 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

After you enroll, your health plan will mail you a welcome packet and Medicaid card. You will use your Medicaid card to get health services.

\*Only offered to people who live in these counties: Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Hammett, Hoke, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Perdue, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union



**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
Division of Health Benefits

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

**WHAT YOU NEED TO DO**

- 1 **Choose a primary care provider (PCP):**  
To keep your doctor, clinic or other health care provider as your PCP, find out which health plans they work with. You can also choose a new PCP.
- 2 **Choose a health plan in NC Medicaid Managed Care:**  
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Learn more: [ncmedicaidplans.gov/choose/compareplans](http://ncmedicaidplans.gov/choose/compareplans)
- 3 **Enroll in one of these ways:**
  - Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
  - Use the NC Medicaid Managed Care mobile app
  - Call us 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

**IF YOU HAVE MORE QUESTIONS**

- **About your eligibility:** Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhs.gov/localdss](http://ncdhs.gov/localdss)
- **About choosing or enrolling in a health plan:** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) (chat features available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
- **About your health plan or benefits:** Call your health plan.
 

WellCare	1-866-799-5318	(TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1855	(TTY: 711)
HealthyBlue	1-844-594-5070	(TTY: 711)
AmeriHealth Caritas	1-855-375-8811	(TTY: 1-866-209-6421)
Carolina Complete Health*	1-833-552-3876	(TTY: 711 or 1-800-735-2962)

\*Only offered to people who live in these counties: Alexander, Anson, Bladen, Brunswick, Cabarrus, Catawba, Cleveland, Columbus, Cumberland, Gaston, Hammett, Hoke, Iredell, Lee, Lincoln, Mecklenburg, Montgomery, Moore, New Hanover, Perdue, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union

MEDICAID ENROLLMENT 79017

# **We Are Supporting Providers**

- **Information**
  - **Provider Playbook Training**
  - **AHEC-supported training /Face-to-face events/Webinars**
  - **Targeted Medicaid bulletins/NCTracks Emails/Portal Updates**
- **Connections to PHPs**
  - **Ensuring providers are paid**
  - **Meet and Greets with Health Plans**
- **Connection to DHHS**
  - **Virtual office hours /Q&As**
  - **Engagement with providers, practices and associations**
  - **Conference calls with provider associations**

# We Are Supporting Providers

Provider Playbook 2019 NC Medicaid

## Managed Care Provider Directory

NC Medicaid

### Review of Current Issues with Searching the Enrollment Broker Provider Directory, September 2019

As of August 2019, several issues have been identified with the search function in the Enrollment Broker Provider Directory, including duplicate results, and difficulty finding doctors based on specific criteria such as gender or name. DHHS is working diligently to resolve the issues raised.

Some of the issues that have been encountered are due to a lack of network maturity. The Health Plans are in the process of building their provider networks across their regions. Other issues are the result of the functions built into the Provider Directory. Because they range in cause and complexity, the timeline to address issues will vary. This document outlines:

- Current issues, root cause, and planned resolution
- Questions providers have asked DHHS and responses

As a reminder:

- Beneficiaries must choose a primary care provider (PCP) or one will be assigned to them. When choosing a PCP, beneficiaries will select a group or practice, not an individual doctor within that group or practice.
- Sole practitioners designated as an Advanced Medical Home are an exception. These providers are also listed as a PCP option.

### Root Cause & Resolution

#### ISSUE: SEARCHING FOR GROUPS/PRACTICES DOES NOT WORK CONSISTENTLY

**Root Cause:** Provider information is stored in NCTracks. Within, the NCTracks database, there are three data fields (location name, doing business as name, and practice name) where the group/practice name might exist, and a slightly different name may have been entered for each. The Enrollment Broker website only uses the practice name field.

**Resolution:** The Enrollment Broker is updating the search function to search all three NC Tracks fields (location name, doing business as name and practice name).

#### ISSUE: SEARCHING FOR INDIVIDUAL PROVIDERS WHO WORK FOR A GROUP/PRACTICE DOES NOT WORK CONSISTENTLY

**Root Causes:** This result is based on the way the data is being sourced from the Health Plans and the Enrollment Broker. For example:

- Some Health Plans do not list the individual providers affiliated with a group/practice as separate searchable records. Therefore, those providers will not appear in search results. Instead they are generally listed in the detail information included for those groups/practices. Some Health Plans do

- Medicaid Transformation: Overview
- Medicaid Transformation: Beneficiary Enrollment and Timelines
- Overview of the Beneficiary Experience in NC Medicaid Managed Care for Medicaid Providers
- Searching the Enrollment Broker Provider Directory
- Non-Emergency Medical Transportation
- Frequently Asked Questions
- Beneficiary Enrollment Materials
- Beneficiary Outreach Materials

<https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care>

# **We Are Supporting Counties**

- **Managed Care on-boarding sessions**
- **Health Plan cross-functional training**
- **Monthly webinars (ongoing)**
- **Virtual office hours (ongoing)**
- **Enrollment Broker onsite for in-person support**
- **DHHS staff onsite for in-person support**
- **County Playbook**
- **Weekly updates to DSS staff**



# We Are Supporting Counties

## NC MEDICAID COUNTY PLAYBOOK



The playbook is a resource for learning about Medicaid Transformation.

Medicaid Transformation is changing the way most people receive Medicaid services. In 2015, the NC General Assembly enacted Session Law 2015-246, which directed the Department of Health and Human Services (DHHS) to transition Medicaid and NC Health Choice from fee-for-service to managed care.

The NC Medicaid 2019 County Playbook provides resources for county leaders to prepare for the local impact of Medicaid Transformation. It is designed to support local Departments of Social Services, Local Health Departments, county commissioners and managers, and community organizations.

The Playbook will be released in phases and existing materials will be updated as needed. Topics and content addressed are informed by county leaders. DHHS will continue to provide updates and support through the transformation.

All materials are posted online at <https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care>

The table of contents will be updated with each release. Please note:

- The materials posted in the most recent release of the playbook will be marked "NEW."
- Any materials that are updated (e.g. corrections made or information added) will be marked "UPDATED."

### TABLE OF CONTENTS

- Introduction to Medicaid Transformation Part 1: Overview
- Introduction to Medicaid Transformation Part 2: Enrollment and Timelines
- Increase in Beneficiary Contact
- Non-Emergency Medical Transportation (NEMT): Part 1
- Warm Transfers and Referrals
- Managed Care Populations and Enrollment Notices
  - Electronic copies of the notices are posted in the Playbook
- Instructional Guide for Managed Care Status Estimates by County Report
  - This report is posted for DSS staff on FAST Help
- Instructional Guide for Beneficiary Outreach Materials
  - Electronic versions of all outreach materials are posted in the Playbook
- **NEW:** Medicaid Transformation County DSS Readiness Considerations Workbook
- **NEW:** Reference Guide for NC Medicaid Contacts

- Introduction to Medicaid Transformation Part 1: Overview
- **UPDATED:** Introduction to Medicaid Transformation Part 2: Enrollment and Timelines
- **UPDATED:** Increase in Beneficiary Contact
- **UPDATED:** Non-Emergency Medical Transportation (NEMT): Part 1
- Warm Transfers and Referrals
- **UPDATED:** Managed Care Populations and Enrollment Notices
- Instructional Guide for Managed Care Status Estimates by County Report
- Instructional Guide for Beneficiary Outreach Materials
- Medicaid Transformation County DSS Readiness Considerations Workbook
- Reference Guide for NC Medicaid Contacts
- **NEW:** Instructional Guide for DSS Guardians

<https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care>

# We Are Supporting Legislators

- **SWAT team to address questions rapidly**
- **Conference call during open enrollment**
- **DHHS presentations to priority stakeholders for legislators**
- **Calls with legislators during “Go Live”**
- **Resources on transformation**
  - **Playbook Fact Sheets**

# **Enrollment Broker**

# About the Enrollment Broker

The Enrollment Broker is responsible for choice counseling for Health Plan and PCP selection; as part of this, the Enrollment Broker is also responsible for mailing all notices and handling enrollment.

*“An Enrollment Broker is an entity that performs choice counseling or enrollment activities, or both. Eligibility services are completed by NC Medicaid, not by the Enrollment Broker. Enrollment Brokers and subcontractors must not have direct or indirect financial ties to any Health Plan or healthcare provider that furnishes services in the same state where the Enrollment Broker work is performed.”*

Source: The Centers for Medicare & Medicaid Services (CMS) Code of Federal Regulations 42 CFR § 438.810 - Expenditures for enrollment broker services

# Options for Beneficiaries

1. Direct them to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) to learn more
2. Direct them to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) to chat with an Enrollment Specialist
3. Direct them to download and use the NC Medicaid Managed Care mobile app
4. Tell them to call 1-833-870-5500 to speak with an Enrollment Specialist. The call is free.
5. Individuals with hearing impairments may contact an Enrollment Specialist via the TTY line 1-833-870-5588.
6. Beneficiaries can also enroll by mailing or faxing their completed enrollment form

## CHANNELS FOR ENROLLMENT



Enrollment  
Services  
Website



Mobile App



Web Chat



Enrollment  
Specialist



Mail/Fax



TTY

# Enrollment Packet: Sample Transition Notice



Questions? Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

## ENROLLMENT PACKET NOTICE TO HOUSEHOLD WHERE ALL PEOPLE MUST CHOOSE A HEALTH PLAN (MANDATORY) NC Medicaid 20190925 v1.0

Patricia A. Jones  
1234 Any Main St  
Raleigh, NC 27603-1000

October 1, 2019

Dear Patricia A. Jones:

### There will be a new way to get Medicaid health care

Starting **February 1, 2020**, most people will get the same Medicaid services in a new way – through health insurance plans.

A **health plan** is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything will come from the same plan. This includes physical health, mental health and medicine. Some health plans provide added services like programs to help you quit smoking.

### Some things will stay the same

Medicaid eligibility rules are not changing.

### The people below should choose a primary care provider and health plan by December 13, 2019

Patricia A. Jones	Medicaid ID: 123-45-6789
Rodney M. Jones	Medicaid ID: 987-65-4321

More on back ►

MEDICAID EB TRANS ENG 190812

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

### There are 3 steps to enroll:

#### ① Choose a primary care provider (PCP)

- Your **PCP** could be your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. You can also choose a new PCP.
- You can choose a different PCP for each member.
- Remember, health plans work with different PCPs. To keep your doctor, clinic or other provider as your PCP, find out which plans they work with. Then choose one of those plans.
- You can ask your provider which plans they work with. Or you can call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- You can also find a list of doctors and other specialists for each plan at [ncmedicaidplans.gov](http://ncmedicaidplans.gov).

#### ② Choose a health plan in NC Medicaid Managed Care

- If you want to keep your provider as your PCP, choose a health plan your PCP works with.
- Read the Health Plan Comparison Chart that came with this letter. It tells you about the plans and added services they offer.
- Compare the plans and choose the best one for you.

#### ③ Enroll in one of these ways

- Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Mail the enrollment form in the envelope that came with this letter. Or fax it to 1-833-898-9655.

More on next page ►

MEDICAID EB TRANS ENG 190812

[ncmedicaidplans.gov](http://ncmedicaidplans.gov) | **1-833-870-5500** (TTY: 1-833-870-5588)

2

### We will choose a health plan for you if you don't choose by December 13, 2019

It's better if you choose because you know your health care needs best.

### If you decide later that you want to change your health plan

You will be able to change your health plan until **April 30, 2020**.

After that, unless you have a special reason, you cannot change your health plan until your Medicaid recertification date.

If you think you should not be enrolled in a health plan because you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder, you can request a reconsideration. This is a review of the decision. To ask for a reconsideration call us at **1-833-870-5500** (TTY: 1-833-870-5588).

### What happens next

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan's member services number on your ID card.

You can start using your new health plan on **February 1, 2020**. Until then, get care and services the way you do now.

### Questions?

We can help. Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 8 p.m., 7 days a week. After December 13, 2019, we are open from 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,  
NC Medicaid Team

MEDICAID EB TRANS ENG 190812

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.


3

Download at [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)





# Sample Excluded Notice

 NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

**NOTICE TO HEALTH PLAN MEMBER WHO MAY NO LONGER ENROLL (EXCLUDED) AND WILL NOW BE NC MEDICAID DIRECT**  
NC Medicaid 20190925 v1.0

Patricia A. Jones October 1, 2019  
1234 Any Main St  
Raleigh, NC 27603-1000

Dear Patricia A. Jones:

**You are now in NC Medicaid Direct**

The people below will get health care services through NC Medicaid Direct starting on the date listed. This change is because Patricia A. Jones is [\[reason\]](#).

Name / ID Number	Health Care Services / Start Date
Patricia A. Jones	NC Medicaid Direct
123-45-6789	February 1, 2020

Due to this change, you cannot choose a health plan through NC Medicaid Managed Care.

**What happens next?**

You will get a new ID card and details in the mail. Use the plan you are in now until your NC Medicaid Direct starts. If you need to see a doctor before you get your new ID card, bring this letter with you to your visit.

**What may change?**

You will get your same Medicaid services through NC Medicaid Direct. But, you cannot choose an NC Medicaid Managed Care plan. To learn more, call **1-888-245-0179**. We can also tell you about community services you may be able to get.

[More on back ▶](#)

MEDICAID EB EXCLU ENG 190812

To get this information in other languages or formats such as large print or audio, call 1-833-870-5500.

**Questions?**

We can help. Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588), 7 a.m. to 5 p.m., Monday through Saturday. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,  
NC Medicaid Team


**SAMPLE**

MEDICAID EB EXCLU ENG 190812

ncmedicaidplans.gov | 1-833-870-5500 (TTY: 1-833-870-5588) 2

Download at [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Sample Exempt Notice

 NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

Questions? Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

**NOTICE TO HEALTH PLAN MEMBER WHO MAY NOW CHOOSE MEDICAID DIRECT OR STAY ENROLLED IN A HEALTH PLAN (EXEMPT)**  
NC Medicaid 20190925 v1.0

Patricia A. Jones  
1234 Any Main St  
Raleigh, NC 27603-1000

October 1, 2019

Dear Patricia A. Jones:

**You now have more choices**

The people below are in the NC Medicaid Managed Care health plans listed. You can choose a new plan at any time. If you chose a primary care provider (PCP), your PCP is listed below. There are more choices for Patricia A. Jones because [\[reason\]](#).

Name / ID Number	Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones 123-45-6789	WellCare <b>February 1, 2020</b> 1-866-799-5318	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

**Do you want to change to NC Medicaid Direct?**

- If you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder you may want to change to NC Medicaid Direct.
- To learn more or to change to NC Medicaid Direct, call us at **1-833-870-5500** (TTY: 1-833-870-5588). You do not need to send an enrollment form.

More on back ►

MEDICAID EB EXEM MCE1-ENG 190812

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

**If you want to keep your NC Medicaid Managed Care health plan**  
You do not have to do anything if you want to keep the health plan listed.

**If you want to stay in NC Medicaid Managed Care, but want to change your health plan**

You can choose a new plan at any time. To learn about the plans and the services they offer:

- Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Read the Health Plan Comparison Chart in the welcome packet mailed to you.

To change your plan, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the NC Medicaid Managed Care mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). You can change your plan at any time.

**If you change your health plan before January 31, 2020, the new plan will start on February 1, 2020**

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

**Questions?**

We can help. Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,  
NC Medicaid Team


MEDICAID EB EXEM MCE1-ENG 190812

[ncmedicaidplans.gov](http://ncmedicaidplans.gov) | 1-833-870-5500 (TTY: 1-833-870-5588) 2


Download at [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Enrollment Packet: Informational Flyer

**SAMPLE**

 In NC Medicaid Managed Care, you choose a doctor for most of your Medicaid-covered services. You also choose a health plan that is right for you. All plans offer the same Medicaid services you have today. Each plan offers added services.

**Here are steps to help you choose a primary care provider and health plan**

 **Step 1: Choose a primary care provider (PCP)**


Health plans work with different PCPs. To keep your family doctor, clinic or other health care provider as your PCP, first find out which plans they work with. Then choose one of those plans.

Here are three ways you can find out which plans your PCP works with:

- Ask your PCP.
- Call us at **1-833-870-5500** (TTY: 1-833-870-5558).
- Find a list of doctors and other specialists for each plan at [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or on the mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).


To help you choose a new PCP, think about your answers to these questions:

- Is there a doctor you already like?
- How far are you willing to travel to see a doctor? To find providers near you, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the mobile app.
- Do you need a PCP who speaks a certain language? To find PCPs who speak languages other than English, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the mobile app.

 **Step 2: Choose a health plan in NC Medicaid Managed Care**

Choose a plan your PCP is in. Use these questions to help you choose the best plan for you:

- Do you want to keep your current doctor or clinic? Or do you want a new one?
- Does the health plan have the doctors, hospitals and specialists you use? To find out, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the mobile app.
- Does anyone in your family have special health needs?
- What added services does the plan have? To see each plan's added services, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the mobile app. Or read the Health Plan Comparison Chart that came with this welcome packet.

 **Step 3: Enroll in one of these ways**

- Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).
- Use the NC Medicaid Managed Care mobile app.
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Fill out the enrollment form and mail it in the envelope that came with this welcome packet. Or fax it to 1-833-898-9655.

MEDICAID INFORMATION SERVICES 8827

**Questions and answers**

**Who must choose a health plan?**

Most people in NC Medicaid must choose a health plan in the NC Medicaid Managed Care program. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan. To find out which group you are in, read the letter that came with this welcome packet. To learn more about NC Medicaid Direct, go to [ncmedicaidplans.gov/learn/get-answers](http://ncmedicaidplans.gov/learn/get-answers).

**What is a health plan?**

A health plan is a group of doctors, hospitals and other providers. They work together to give you the health services you need.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. To see the full list of NC Medicaid covered services provided by the plans, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov).

Health plans also have added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy.

**What is a primary care provider (PCP)?**

Your PCP is your family doctor, clinic or other health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

**Can I keep my doctor as my PCP?**

Yes, if your doctor is in the health plan you choose. Ask your doctor what health plans they are in. Or, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or use the mobile app.

**Will I lose any services?**

No. You will not lose any services. Some plans have added services.

**What if I have more questions?**

We can help!  
Call us at **1-833-870-5500**  
(TTY: 1-833-870-5588).  
The call is free.  
We can speak with you in other languages.

**To get this information in other languages or formats such as large print or audio call 1-833-870-5500.**

<b>ATTENTION:</b> For free interpreter services, call <b>1-833-870-5500</b> (TTY: 1-833-870-5588).	<b>Español (Spanish)</b> ATENCIÓN: Para servicios gratuitos de intérprete, llame al <b>1-833-870-5500</b> (Número de TTY: 1-833-870-5588).	<b>繁體中文 (Chinese)</b> 注意：如需免費的譯員服務，請撥打 <b>1-833-870-5500</b> (TTY: 1-833-870-5588)。
--	---	--

NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.

MEDICAID INFORMATION SERVICES 8827

Download at [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Enrollment Packet: Enrollment Form



**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
Division of Health Benefits

## Enrollment Form

You can use this form to choose or change a health plan and PCP for each person listed. Or enroll online, using the mobile app, or by phone.

**Choose or change your health plan in one of these ways:**

- Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
- Use the free NC Medicaid Managed Care mobile app.
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Fill out this form and mail it to us in the envelope provided. Or fax it to 1-833-898-9655.

**PATRICIA A. JONES**  
1234 ANY MAIN ST  
RALEIGH, NC 27603-1000

**SAMPLE**

0000329489\*

<b>Person 1</b>	<b>Patricia A. Jones, 02/16/1985</b>	ID Number: <b>123-45-6789</b>
▶ Choose a primary care provider (PCP). Make sure the PCP is in the health plan you choose.		
PCP's first and last name	PCP's phone number (optional)	
PCP's address (street, city, state, ZIP Code)		
Do you want this PCP for everyone listed on this form? <input type="checkbox"/> Yes <input type="checkbox"/> No		
▶ Choose one health plan.		
<input type="checkbox"/> WellCare <input type="checkbox"/> HealthyBlue <input type="checkbox"/> Carolina Complete Health <input type="checkbox"/> UnitedHealthcare Community Plan <input type="checkbox"/> AmeriHealth Caritas		
<b>Person 2</b>	<b>Rodney C. Jones, 07/04/1988</b>	ID Number: <b>987-65-4321</b>
▶ Choose a primary care provider (PCP). Make sure the PCP is in the health plan you choose.		
PCP's first and last name	PCP's phone number (optional)	
PCP's address (street, city, state, ZIP Code)		
▶ Choose one health plan.		
<input type="checkbox"/> WellCare <input type="checkbox"/> HealthyBlue <input type="checkbox"/> Carolina Complete Health <input type="checkbox"/> UnitedHealthcare Community Plan <input type="checkbox"/> AmeriHealth Caritas		
<b>Person 3</b>		ID Number:
▶ Choose a primary care provider (PCP). Make sure the PCP is in the health plan you choose.		
PCP's first and last name	PCP's phone number (optional)	
PCP's address (street, city, state, ZIP Code)		
▶ Choose one health plan.		
<input type="checkbox"/> WellCare <input type="checkbox"/> HealthyBlue <input type="checkbox"/> Carolina Complete Health <input type="checkbox"/> UnitedHealthcare Community Plan <input type="checkbox"/> AmeriHealth Caritas		

**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

001-833-870-5500

<b>Person 4</b>		ID Number:
▶ Choose a primary care provider (PCP). Make sure the PCP is in the health plan you choose.		
PCP's first and last name	PCP's phone number (optional)	
PCP's address (street, city, state, ZIP Code)		
▶ Choose one health plan.		
<input type="checkbox"/> WellCare <input type="checkbox"/> HealthyBlue <input type="checkbox"/> Carolina Complete Health <input type="checkbox"/> UnitedHealthcare Community Plan <input type="checkbox"/> AmeriHealth Caritas		
<b>Person 5</b>		ID Number:
▶ Choose a primary care provider (PCP). Make sure the PCP is in the health plan you choose.		
PCP's first and last name	PCP's phone number (optional)	
PCP's address (street, city, state, ZIP Code)		
▶ Choose one health plan.		
<input type="checkbox"/> WellCare <input type="checkbox"/> HealthyBlue <input type="checkbox"/> Carolina Complete Health <input type="checkbox"/> UnitedHealthcare Community Plan <input type="checkbox"/> AmeriHealth Caritas		
<b>Person 6</b>		ID Number:
▶ Choose a primary care provider (PCP). Make sure the PCP is in the health plan you choose.		
PCP's first and last name	PCP's phone number (optional)	
PCP's address (street, city, state, ZIP Code)		
▶ Choose one health plan.		
<input type="checkbox"/> WellCare <input type="checkbox"/> HealthyBlue <input type="checkbox"/> Carolina Complete Health <input type="checkbox"/> UnitedHealthcare Community Plan <input type="checkbox"/> AmeriHealth Caritas		

**If a Medicaid member is not listed on this Enrollment Form:**

- Call us at **1-833-870-5500** (TTY: 1-833-870-5588), or
- Write the member's name and ID number in a blank space on this form. Then choose the member's primary care provider (PCP) and health plan.

Sign and date	
▶ Head of household or guardian sign here	Date
▶ Authorized representative If you are an authorized representative for this household, fill out this section and sign below.	
Name of authorized representative	Phone number
Address (street, city, state, ZIP Code)	
▶ Authorized representative sign here	Date

2

Download at [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Enrollment Packet: Comparison Chart



## Health Plan Comparison Chart

All plans are required to have the same type of Medicaid services you get now. These include:

- Doctor visits
- Hospital visits
- Behavioral health care
- Prescriptions
- Eye care
- Medical supplies
- Lab tests and X-rays
- Therapies
- Hospice

To see the full list of NC Medicaid covered services provided by the health plans, go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Health plans also have added services. To compare added services, see the other side.

<p><b>1-866-799-5318</b> TTY: 711 <a href="http://wellcare.com/nc">wellcare.com/nc</a> 7 a.m. to 6 p.m., Monday through Saturday</p>	<p><b>1-800-349-1855</b> TTY: 711 <a href="http://uhcommunityplan.com/nc">uhcommunityplan.com/nc</a> 7 a.m. to 6 p.m., Monday through Saturday</p>	<p><b>1-844-594-5070</b> TTY: 711 <a href="http://healthybluenc.com">healthybluenc.com</a> 7 a.m. to 6 p.m., Monday through Saturday</p>	<p><b>1-855-375-8811</b> TTY: 1-866-209-6421 <a href="http://amerihealthcaritasnc.com">amerihealthcaritasnc.com</a> 24 hours a day, 7 days a week</p>	<p><b>1-833-552-3876</b> TTY: 711 or 1-800-735-2962 <a href="http://carolinacompletehealth.com">carolinacompletehealth.com</a> 7 a.m. to 6 p.m., Monday through Saturday</p>
<p><b>Statewide</b> (all 100 counties)</p>	<p><b>Statewide</b> (all 100 counties)</p>	<p><b>Statewide</b> (all 100 counties)</p>	<p><b>Statewide</b> (all 100 counties)</p>	<p><b>Only available in the counties listed below</b></p>

MEDICAID EB COMP CHART ENG 19 0100






**Carolina Complete Health is only available in these counties:** Alamance, Alexander, Anson, Bladen, Brunswick, Cabarrus, Caswell, Catawba, Chatham, Cleveland, Columbus, Cumberland, Durham, Franklin, Gaston, Granville, Harnett, Hoke, Iredell, Johnston, Lee, Lincoln, Mecklenburg, Montgomery, Moore, Nash, New Hanover, Orange, Pender, Person, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union, Vance, Wake, Warren, Wilson

**Questions?** Go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov). Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages. You can get this information in other languages or formats, such as large print or audio.

Download at [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Enrollment Packet: Comparison Chart

**Added services:** Use this chart to compare the added services that each health plan offers. Some services may be only for members who qualify. For questions, call **1-833-870-5500** (TTY: 1-833-870-5558)

 WellCare Beyond Healthcare. A Better You.	 UnitedHealthcare Community Plan	 HealthyBlue	 AmeriHealth Caritas North Carolina	 carolina complete health
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>▪ \$120 GED voucher</li> </ul> <hr/> <p><b>Prenatal</b></p> <ul style="list-style-type: none"> <li>▪ Up to \$450 in rewards for baby products</li> </ul> <hr/> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>▪ \$75 yearly in rewards gift cards</li> <li>▪ 20% CVS discount card</li> <li>▪ 24-week voucher for Weight Watchers®</li> </ul> <hr/> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>▪ Boy Scouts, Girl Scouts or 4-H Club membership</li> </ul> <hr/> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>▪ Hearing aid (up to \$300 value)</li> <li>▪ Up to \$120 yearly value for over-the-counter drugs</li> <li>▪ Cell phone with 1,000 monthly minutes, free texts and 1GB of data</li> <li>▪ Rides to classes and events</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>▪ Life skills training</li> </ul> <hr/> <p><b>Prenatal</b></p> <ul style="list-style-type: none"> <li>▪ Free breast pump</li> <li>▪ Up to \$100 in rewards for baby products</li> </ul> <hr/> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>▪ Up to \$75 yearly in rewards gift cards</li> <li>▪ 13-week voucher for Weight Watchers®</li> </ul> <hr/> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>▪ \$75 yearly for youth club membership</li> </ul> <hr/> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>▪ \$100 yearly value in alternative healing, acupuncture, massage therapy</li> <li>▪ Up to \$150 for hypoallergenic mattress cover and pillowcase for asthma</li> <li>▪ Cell phone with 350 monthly minutes, free texts</li> <li>▪ Free meal delivery up to 14 days, if qualify</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>▪ \$50 annual gift card for school supplies</li> <li>▪ GED exam voucher (up to \$160 value)</li> <li>▪ 24 hours of online tutoring for members ages 6-18, if qualify</li> </ul> <hr/> <p><b>Prenatal</b></p> <ul style="list-style-type: none"> <li>▪ Up to \$75 yearly rewards for doctor visits</li> </ul> <hr/> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>▪ \$40 a month for groceries, if qualify</li> <li>▪ 13-week voucher for Weight Watchers®</li> </ul> <hr/> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>▪ \$75 yearly for youth club membership</li> <li>▪ Up to \$150 for after school sports and activities</li> </ul> <hr/> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>▪ Cell phone with monthly data, minutes and bonus minutes</li> <li>▪ \$20 Uber or Lyft gift card for college students for grocery stores, local events</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>▪ GED exam voucher</li> </ul> <hr/> <p><b>Prenatal</b></p> <ul style="list-style-type: none"> <li>▪ Home visits for high-risk pregnancy</li> </ul> <hr/> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>▪ \$75 yearly in rewards gift cards</li> <li>▪ 13-week voucher for Weight Watchers®</li> </ul> <hr/> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>▪ Boys &amp; Girls Club membership at participating locations for members under 19</li> </ul> <hr/> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>▪ Acupuncture, massage therapy, biofeedback</li> <li>▪ Extra pair of glasses and eye exam every 2 years for members ages 21 and older</li> <li>▪ Free meal delivery up to 7 days after hospital stay, if qualify</li> <li>▪ Home visits and supplies such as pillow case covers for asthma</li> <li>▪ Cell phone with 1,000 monthly minutes, free texts</li> </ul>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>▪ GED exam practice supplies</li> </ul> <hr/> <p><b>Wellness</b></p> <ul style="list-style-type: none"> <li>▪ Virtual care visits</li> <li>▪ \$75 yearly value in rewards</li> <li>▪ \$20 monthly for approved foods</li> <li>▪ YMCA membership</li> <li>▪ 10-week voucher for Weight Watchers® with 14 weeks of online tools</li> </ul> <hr/> <p><b>Youth</b></p> <ul style="list-style-type: none"> <li>▪ Boys &amp; Girls Club membership for members ages 6-18</li> </ul> <hr/> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>▪ \$125 yearly for vision items for members ages 21 and older</li> <li>▪ \$30 quarterly value per household for over-the-counter drugs</li> <li>▪ Home visits and supplies such as air filters and mattress covers for asthma</li> </ul>

Download at [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](https://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Enrollment Packet: Region 4 Postcard



**You have a new health plan  
in your area!**



In the new way to get Medicaid,  
you can choose a health plan.  
If you already chose a plan, you  
can change it.



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

**You now have a new health plan  
in your area.** These are the health  
plans you can choose:

- AmeriHealth Caritas
- Carolina Complete Health
- HealthyBlue
- UnitedHealthcare Community Plan
- WellCare

Choose or change a plan in one of  
these ways:

1. Online at [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
2. Use the NC Medicaid Managed Care  
mobile app
3. Call us at 1-833-870-5500  
(TTY: 1-833-870-5588)

**Questions?**

Call us at 1-833-870-5500  
(TTY: 1-833-870-5588).

MEDICAID EB NEW PLAN REG 4 ENG 191015



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

Download at [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)





# Reminder Postcard



**It's time to choose a health plan!**



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

## Choose a health plan by December 13, 2019

In the new way to get Medicaid, you need to choose a health plan. We sent you a packet in the mail. If you don't choose a plan, we will choose one for you.

Choose a plan in **one** of these ways:

1. Online at [ncmedicaidplans.gov](http://ncmedicaidplans.gov)
2. Use the NC Medicaid Managed Care mobile app
3. Call us at **1-833-870-5500**  
(TTY: 1-833-870-5588)
4. Mail the Enrollment Form we sent you

**Questions?** Call us at **1-833-870-5500**  
(TTY: 1-833-870-5588).

MEDICAID EB REMIND ENG 190516



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

PATRICIA A. JONES  
1234 ANY MAIN ST  
RALEIGH, NC 27603-1000

**SAMPLE**

# **Outreach and Education**

# Partner Engagement & Member Outreach

## Partner Engagement Events



### Types of Events

- Onboarding sessions
- Cross-functional trainings
- Monthly webinars
- Readiness



### Types of Materials

- Managed care toolkit
- Presentations
- Recordings
- Systems training

## Member Outreach Events



### Types of Events

- Member education:
  - Enrollment events
- Community events
  - Meet & greet
  - Informational booth



### Types of Materials

- Media campaigns
- Marketing materials
- Flyers, fact sheets, etc.

# Outreach Materials

## POSTER

## FACT SHEET

## Q&A

## PALM CARD

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Everything – physical health, mental health and medicines – will come from the same health plan.

You will also choose a primary care provider (PCP). A PCP could be your family doctor, clinic or other health care provider. They will help you with your health care needs.

Most people wanting Medicaid must choose a health plan. A small number of people will not need to choose a health plan because of the type of health services they need. They will stay enrolled in NC Medicaid Direct.

**WHAT YOU NEED TO DO**

- Choose a primary care provider (PCP)**  
Health plans work with different PCPs. To keep your doctor, clinic or other health care provider as your PCP find out which health plan they work with. You can also choose a new PCP. For a list of doctors for each health plan, go to [nemedicaidplans.gov](http://nemedicaidplans.gov) or the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). If you do not choose a PCP, your health plan will choose one for you.
- Choose a health plan in NC Medicaid Managed Care**  
Compare the health plans and choose the best one for you. There are the health plans available in NC Medicaid Managed Care:
  - WellCare
  - UnitedHealthcare Community Plan
  - HealthyBlue
  - AmeriHealth Caritas
  - Carolina Complete Health\*

**Enroll in one of these ways:**

- Go to [nemedicaidplans.gov](http://nemedicaidplans.gov)
- Use the NC Medicaid Managed Care mobile app
- Call us 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

After you enroll, your health plan will mail you an enrollment packet and Medicaid card. You will use your Medicaid card to get health services.

**IF YOU HAVE MORE QUESTIONS**

- About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss)
- About choosing or enrolling in a health plan: Go to [nemedicaidplans.gov](http://nemedicaidplans.gov) (for all features available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
- About your health plan or benefits: Call your health plan.
 

WellCare	1-866-799-5318	(TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1855	(TTY: 711)
HealthyBlue	1-844-594-5070	(TTY: 711)
AmeriHealth Caritas	1-855-375-8811	(TTY: 1-866-209-4201)
Carolina Complete Health*	1-833-552-3876	(TTY: 711 or 1-800-735-2962)

**Enroll in one of these ways:**

- Go to [nemedicaidplans.gov](http://nemedicaidplans.gov)
- Use the NC Medicaid Managed Care mobile app
- Call us 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

After you enroll, your health plan will mail you an enrollment packet and Medicaid card. You will use your Medicaid card to get health services.

**IF YOU HAVE MORE QUESTIONS**

- About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss)
- About choosing or enrolling in a health plan: Go to [nemedicaidplans.gov](http://nemedicaidplans.gov) or call us at 1-833-870-5500 (TTY: 1-833-870-5588). For a list of health plans, visit the website, use the mobile app or call us toll free.
- About your health plan or benefits: Call your health plan.
 

WellCare	1-866-799-5318	(TTY: 711)
UnitedHealthcare Community Plan	1-800-349-1855	(TTY: 711)
HealthyBlue	1-844-594-5070	(TTY: 711)
AmeriHealth Caritas	1-855-375-8811	(TTY: 1-866-209-4201)
Carolina Complete Health	1-833-552-3876	(TTY: 711 or 1-800-735-2962)

You can view more information for the health plans at [nemedicaidplans.gov/choose/comparisons](http://nemedicaidplans.gov/choose/comparisons).

**GET ANSWERS**

We're here to help you understand your primary care provider (PCP) and health plan choices. Here are answers to questions you may have.

If you have other questions, call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

**What is NC Medicaid Managed Care?**  
NC Medicaid Managed Care helps you get the most out of your Medicaid benefits. Instead of one Medicaid program there are many health plans to choose from.

All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. Health plans may also offer added services such as programs to help you quit smoking, eat healthier and have a healthy pregnancy. Health plans work with different doctors and health care providers. Each plan has its own network of qualified doctors and health care providers. To keep your doctor, clinic or other provider, find out which plans they work with. Then choose one of those plans.

**What is NC Medicaid Direct?**  
Some people will be in NC Medicaid Direct because it provides services that meet specific needs. No Medicaid eligibility rules are not changing. If you have questions about your eligibility, contact your local Department of Social Services (DSS) office. Find contact information at [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss).

**Is Medicaid eligibility changing?**  
No. Medicaid eligibility rules are not changing. If you have questions about your eligibility, contact your local Department of Social Services (DSS) office. Find contact information at [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss).

**What is a primary care provider (PCP)?**  
Your PCP is your family doctor, clinic or health care provider. Your PCP will help you with your health care needs. They will also coordinate your care with other health providers.

**What is a health plan?**  
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need.

**Do I have to choose a health plan?**  
It depends. Most people in NC Medicaid must choose a health plan. Some people can choose to stay in NC Medicaid Direct. They will not need to choose a plan.

To find out if you must enroll, go to [nemedicaidplans.gov/choose/comparisons](http://nemedicaidplans.gov/choose/comparisons). If you still have questions, call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588). Or use the chat tool to chat with us online.

**NC MEDICAID IS CHANGING**

You have a choice of health plans

**WHAT YOU NEED TO DO**

- Choose a primary care provider (PCP)
- Choose a health plan
- Enroll:
  - Go to [nemedicaidplans.gov](http://nemedicaidplans.gov)
  - Use the NC Medicaid Managed Care mobile app
  - Call us 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

**QUESTIONS?**

- About eligibility: Contact your local Department of Social Services (DSS) office: [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss)
- About choosing or enrolling in a health plan: Go to [nemedicaidplans.gov](http://nemedicaidplans.gov) or call 1-833-870-5500 (TTY: 1-833-870-5588). The call is free.
- About your benefits: Call your health plan. [nemedicaidplans.gov/choose/comparisons](http://nemedicaidplans.gov/choose/comparisons)

WellCare	1-866-799-5318
UnitedHealthcare Community Plan	1-800-349-1855
HealthyBlue	1-844-594-5070
AmeriHealth Caritas	1-855-375-8811
Carolina Complete Health*	1-833-552-3876

\*Not offered in all counties

**FLYER**

**THERE IS A NEW WAY TO GET MEDICAID HEALTH CARE**

Most people will get the same Medicaid services in a new way – through health plans. You will be able to choose the health plan that is best for you. You will also choose a primary care provider (PCP).

**WHAT YOU NEED TO DO**

- Choose a primary care provider (PCP):  
To keep your doctor, clinic or other health care provider as your PCP find out which health plan they work with. You can also choose a new PCP. For a list of doctors for each health plan, visit the website, use the mobile app or call us toll free.
- Choose a health plan in NC Medicaid Managed Care:  
A health plan is a group of doctors, hospitals and other providers. They work together to give you the health care you need. Learn more [nemedicaidplans.gov/choose/comparisons](http://nemedicaidplans.gov/choose/comparisons).
- Enroll in one of these ways:
  - Go to [nemedicaidplans.gov](http://nemedicaidplans.gov)
  - Use the NC Medicaid Managed Care mobile app
  - Call us 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

**IF YOU HAVE MORE QUESTIONS**

- About your eligibility: Contact your local Department of Social Services (DSS) office. Find contact information here: [ncdhhs.gov/localdss](http://ncdhhs.gov/localdss)
- About choosing or enrolling in a health plan: Go to [nemedicaidplans.gov](http://nemedicaidplans.gov) (for all features available), use the NC Medicaid Managed Care mobile app or call us toll free at 1-833-870-5500 (TTY: 1-833-870-5588)
- About your health plan or benefits: Call your health plan. Find contact information here: [nemedicaidplans.gov/choose/comparisons](http://nemedicaidplans.gov/choose/comparisons)

Download at [medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care](http://medicaid.ncdhhs.gov/county-playbook-medicaid-managed-care)

# Answering Questions



## ABOUT ELIGIBILITY

Contact their  
local DSS

Find contact  
information at  
[ncdhs.gov/localdss](http://ncdhs.gov/localdss)



## ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS

Call the Medicaid  
Contact Center  
toll free:

**1-888-245-0179**



## ABOUT CHOOSING A PLAN OR PCP AND ENROLLING

Go to  
[ncmedicaidplans.gov](http://ncmedicaidplans.gov)  
(chat available)

Use the  
NC Medicaid  
Managed Care  
mobile app

Call **1-833-870-5500**  
(the call is free)

**TTY: 1-833-870-5588**

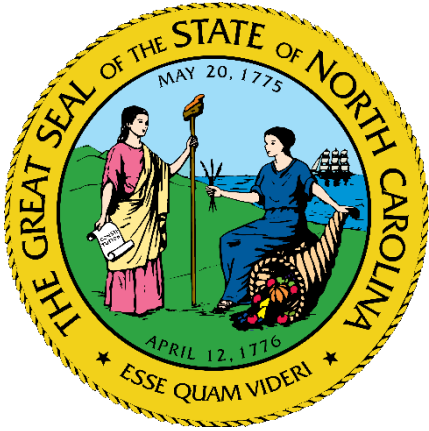


## ABOUT NC MEDICAID MANAGED CARE PLAN OR BENEFITS

Call their  
Health Plan

# Questions





# Medicaid Managed Care

**Department of Health and Human Services  
Secretary Mandy Cohen, M.D.**

**October 16, 2019**

NC Medicaid Managed Care call center: 833-870-5500

NC Medicaid Managed Care website: [ncmedicaidplans.gov](https://ncmedicaidplans.gov)

Enrollment materials: [medicaid.ncdhhs.gov/county-playbook-medicare-managed-care](https://medicaid.ncdhhs.gov/county-playbook-medicare-managed-care)

Webinar recordings and presentations: [ncdhhs.gov/medicaid-transformation](https://ncdhhs.gov/medicaid-transformation)