Medicaid Managed Care

A guide for people with North Carolina Medicaid

What you need to know about North Carolina's Medicaid Managed Care

1. You do not need to do anything now.

Medicaid Managed Care will begin in July 2019 or later. Some people will begin later than this, but no one will begin earlier. Until then, the current Medicaid system will remain in place.

You will receive updates often as Medicaid Managed Care gets closer to starting. You will know exactly what will change for you, what you need to do, and how to do it.

2. Eligibility rules will stay the same.

Just like today, eligibility may change due to your income and other causes, but there will be no new eligibility rules or restrictions under Medicaid Managed Care.

3. The same health services will be covered.

Essential health services will continue to be covered under Medicaid Managed Care, including:

- Primary care and hospital services
- Mental health and substance use services
- Pregnancy and childbirth
- Prescription drugs
- Long-term services and supports

4. You will be able to choose your health care plan.

You will get to choose a plan based on what is important to you, such as making sure you and your family are in the same plan.

5. Your share of Medicaid costs, if any, will stay the same.

Just like today, no one will pay premiums or deductibles in Medicaid Managed Care. Services that have a copay today, will continue to have a copay under Medicaid Managed Care.

6. Most, but not all, people will be in Medicaid Managed Care.

More than 90% of enrollees will be in Medicaid Managed Care. A small number will stay in the current Medicaid system because of the type of services they need (for example, those only in the family planning program).

Common Questions

What is Managed Care?

In Medicaid today, people enroll in a health care plan that is run by the state government. In Medicaid Managed Care, people enroll in a health care plan that is run by a prepaid health plan or "PHP."

What will be different for me in Medicaid Managed Care?

Most things will stay the same. The main difference is that you will get to choose a health care plan that best fits your personal situation.

When will Medicaid Managed Care start?

Most people will transition to Medicaid Managed Care beginning in July 2019. Some groups, such as foster children and others who are eligible for both Medicare and Medicaid, will transition to managed care later.

Will the state government continue to be involved?

Yes. The N.C. Department of Health and Human Services will work closely with PHPs to ensure that people continue to receive quality health care.

Learn more

In August 2017, the North Carolina Department of Health and Human Services released its detailed proposed program design for Medicaid Managed Care. This proposed program design was written mostly to give doctors, hospitals, and PHPs the information they need to get ready to move their businesses to Medicaid Managed Care.

Anyone can read the proposed program design at ncdhhs.gov/nc-medicaid-transformation or pick up a copy at 101 Blair Dr., Raleigh, NC 27603.

Tell us what you think by Sept. 8

Your feedback is always encouraged. Input from beneficiaries, doctors and others in the community continues to help the Department design the best possible Medicaid Managed Care program.

Written comments on the Medicaid Managed Care proposed program design received by Sept. 8, 2017, will be used by the Department as it determines changes needed to the Section 1115 demonstration waiver submitted last year.

Please send written input to:

Email: Medicaid.Transformation@dhhs.nc.gov

U.S. Mail: Department of Health and Human Services, Division of Health Benefits,
1950 Mail Service Center, Raleigh NC 27699-1950

Drop-off: Department of Health and Human Services, Dorothea Dix Campus, Adams Building,
101 Blair Dr., Raleigh NC

Send questions about North Carolina's move to Medicaid Managed Care to Medicaid.Transformation@dhhs.nc.gov. For more information, visit ncdhhs.gov/nc-medicaid-transformation.