

**JOINT LEGISLATIVE OVERSIGHT COMMITTEE  
ON MEDICAID AND NC HEALTH CHOICE**

**NC Department of Health and Human Services**

# **Medicaid Transformation Update**

**Dave Richard, Deputy Secretary for  
Medicaid**

**Jay Ludlam, Assistant Secretary for  
Medicaid Transformation**

**April 12, 2022**

# Medicaid Program Updates

- **Standard Plan**
  - Implementing as designed
  - Addressing Challenges
- **Other Medicaid Program Update**
  - Healthy Opportunities
  - InCK Program Launch
  - Extension of Postpartum coverage
- **Tailored Plans**
- **Children and Families Specialty Plan**

# Standard Plan

## Features of Managed Care

- Utilization Management
- Administrative Variation
- Continuous Improvement & Innovation

## Managed Care Challenges

- NEMT
- Claim Payment



## Tools

- Health Plan Oversight
- Member & Provider Ombudsman

## NC Medicaid Help Center

- NC Medicaid continues to track questions, issues, trends, open and unresolved cases
- Top issues- claims/provider reimbursement, eligibility/enrollment, provider enrollment/contracting, EVV
- Have maintained 94% of cases closed out

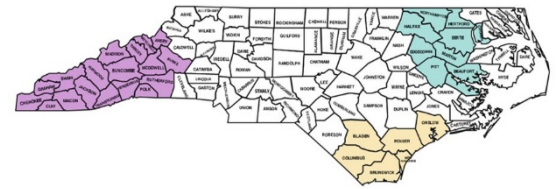
### Help Center Case Statistics\*

Opened this Week	Closed this Week	Opened to Date	Closed to Date
238	210	13,833 	13,062 

\*Totals for week ending 4/1/22

# Healthy Opportunities Update

- 1<sup>st</sup> in nation SDOH program designed to improve health of Medicaid beneficiaries while reducing costs.
- Launched March 15, 2022, for qualifying Medicaid members in 33 Standard Plan, managed care counties.
- 1<sup>st</sup> individual received services in Transylvania county
- Examples of food services include:
  - Fruit and vegetable prescriptions and healthy food boxes/meals
  - Medically-tailored meal delivery
  - Food and nutrition access case management
  - Group nutrition classes
- Next phase
  - Housing services and Transportation on May 1<sup>st</sup>
  - Toxic Stress services on June 15<sup>th</sup>



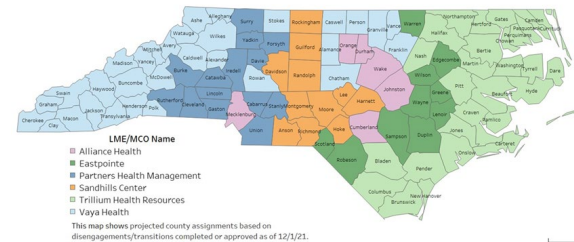
# NC Integrated Care for Kids (InCK)

- **NC InCK launched in January 2022 for children who are insured by Medicaid or CHIP (NC Health Choice) in 5 counties:**
  - **Alamance, Orange, Durham, Granville, Vance**
- **CMS pilot grant aims to improve quality of care for children under 21 years of age through prevention, early identification, treatment of behavioral and physical health needs**
- **Builds on Medicaid's whole-person Advanced Medical Home (AMH) care management model and practice-based incentive programs.**
- **Brings in additional data from schools and juvenile justice to better identify children who could benefit from additional care management supports.**
- **Children and families will have the chance to work with a family navigator from their AMH or their Medicaid health plan**

# Extended Postpartum Coverage

- The American Rescue Plan Act of 2021 (ARPA) offered states the option to extend postpartum coverage to 12 months (through 2027)
- 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
  - 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
- Coverage became effective on April 1, 2022

# Tailored Plan Update



- **Tailored Plans, Enrollment Broker and Medicaid work continues towards December 2022 implementation**
- **Current Focus**
  - Readiness activities - approval of policies and procedures - onsite reviews begin in July
  - Healthy Opportunities kickoff for rollout in late winter 2023
  - Data system testing began in March
- **What's Next - June**
  - Enrollment Broker Provider Directory
  - TP Member and Provider Service Lines Go-Live