

JOINT LEGISLATIVE OVERSIGHT COMMITTEE
ON MEDICAID

NC Department of Health and Human Services

Medicaid Transformation Update

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Deputy Secretary for Medicaid

March 12, 2024

Verifying Tailored Plan Readiness

Can they meet contractual deliverables and operationalize the Program?

- Review contractual deliverables like operating plan, marketing materials, clinical coverage policies, and annual compliance plans
- Review ability and capacity to operationalize the Managed Care design

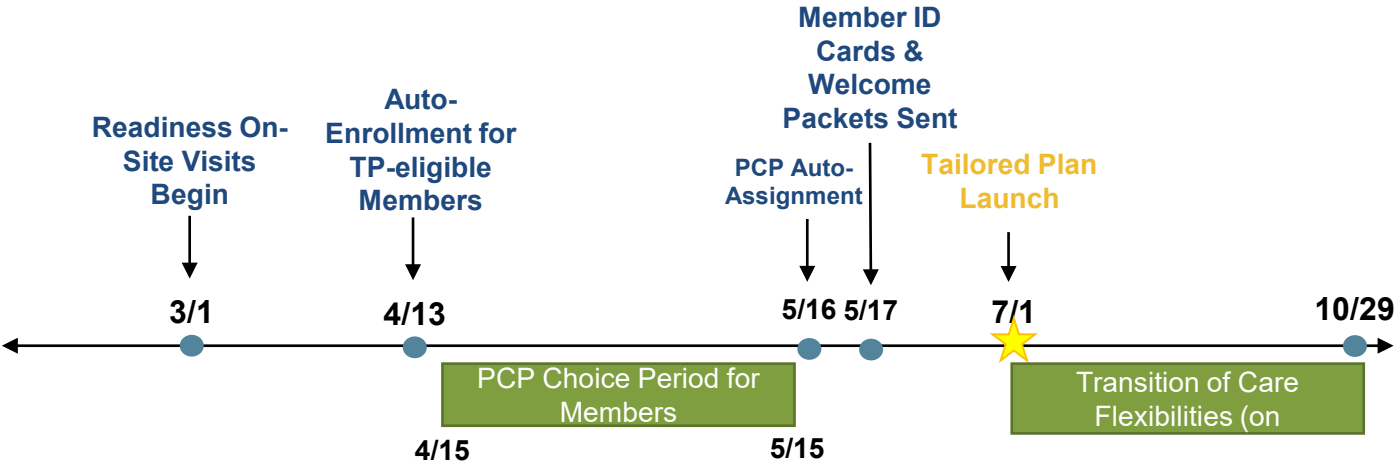
Do they have strong provider network coverage in their regions?

- Monitor Hospital, Advanced Medical Homes/PCP, OB/GYN, NEMT and Behavioral Health
- No more than 10% of members will be disrupted from their historical PCP

Do they have the technology to support operations?

- Monitor successful execution of test scenarios, including % complete vs planned, defects and speed of resolution
- Monitor late file submissions, issues affecting operations, and/or technology related incidents and problems

Implementation Key Activities and Timeline



Children and Family Specialty Plan

A single, statewide comprehensive NC Medicaid Managed Care plan to support Medicaid-enrolled children, youth, and families served by the child welfare system statewide, regardless of a member's geographic location

- **Jan. 16 – Released the revised Children and Families Specialty Plan Policy Paper**
- **Feb. 7 – Released Request for Proposal**
- **May 3 – Begin evaluation**

Implementing Home Health Electronic Visit Verification

Electronic Visit Verification (EVV) is a Fraud, Waste & Abuse program which tracks and monitors timely service delivery to verify people who should receive services, receive them

- **All states must implement EVV use for Medicaid-funded services**
- **Previous successful implementations of EVV for Personal Care Services (2021-22), EVV for Home Health in NC Medicaid Direct (2023)**
- **Due to outstanding issues in Home Health EVV for managed care, NC Medicaid directed Health Plans to:**
 - **Roll back EVV for home health for managed care**
 - **Pay outstanding and unpaid EVV claims back to October 2023**
 - **Propose project plan to go live Summer 2024**

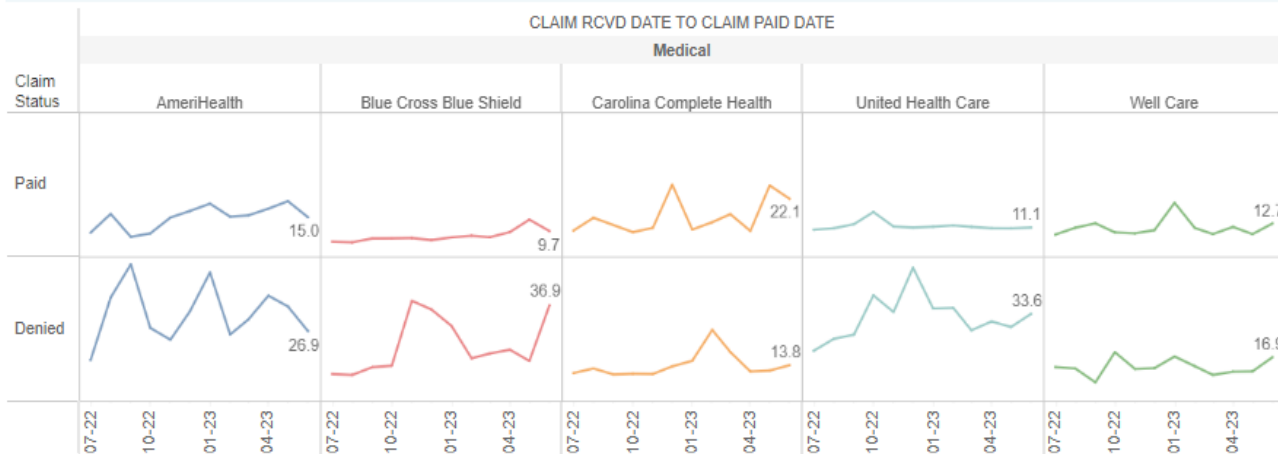
Claims Update

Average Process Times from Claim Receipt to Claim Payment - Medical Jul-22 to Jun-23

Claim Types..	Php Id	Claim Status		
		Paid	Denied	Grand Total
Medical	AmeriHealth	15.4	34.2	19.5
	United Health Care	11.7	32.6	16.1
	Carolina Complete Health	16.0	13.6	15.6
	Well Care	11.1	12.8	11.3
	Blue Cross Blue Shield	8.1	22.0	10.1

97.6% of Medical claims are paid within 30 days

Average Process Times Trends - Medical



99.6% of Pharmacy claims are paid within 14 days