



JOINT LEGISLATIVE OVERSIGHT COMMITTEE ON MEDICAID

NC Department of Health and Human Services

LME/MCO Overview

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Deputy Secretary, Medicaid

April 2, 2024

DHHS Oversight of LME/MCOs

- **Statutory Requirements for DHHS**
 - **GS 122C-124.2 -- semi-annual audit/certification**
 - **GS 122C-125.3 -- quarterly "dashboard"**
- **Contractual Requirements for LME/MCOs**
 - **Monthly Standardized Financial Reports**
 - **Solvency Measures**

Getting Ready for July 1 Go Live as of March 22

	Experience	Alliance	Partners	Trillium	Vaya
MEMBER EXPERIENCE	TP Enrollment (as of 3/6/2024)	~50,000 members	~39,000 members	~69,000 members	~35,000 members
	PCP Choice, Assignment & Mailings	<ul style="list-style-type: none"> 95% of Members will be able to retain their historical PCP 	<ul style="list-style-type: none"> 94% of Members will be able to retain their historical PCP 	<ul style="list-style-type: none"> 91% of Members will be able to retain their historical PCP 	<ul style="list-style-type: none"> 91% of Members will be able to retain their historical PCP
	NEMT Service Line and NEMT Outreach	<ul style="list-style-type: none"> Expecting mild Member abrasion when trying to schedule NEMT appointments as part of Transition due to lack of contracted and credentialed providers 	<ul style="list-style-type: none"> Expecting no issues and that Members can schedule NEMT appointments within reasonable time 	<ul style="list-style-type: none"> Expecting mild Member abrasion when trying to schedule NEMT appointments as part of Transition due to lack of contracted and credentialed providers 	<ul style="list-style-type: none"> Expecting mild Member abrasion when trying to schedule NEMT appointments as part of Transition due to lack of contracted and credentialed providers

PROVIDER EXPERIENCE	PCP Panel Management	<ul style="list-style-type: none"> Primary Care Providers will see new members being assigned to them, as ≈2500 members are not able to keep their historical PCP. 	<ul style="list-style-type: none"> Primary Care Providers will see new members being assigned to them, as ≈2300 members are not able to keep their historical PCP. 	<ul style="list-style-type: none"> Primary Care Providers will see new members being assigned to them, as ≈6100 members are not able to keep their historical PCP. 	<ul style="list-style-type: none"> Primary Care Providers will see new members being assigned to them, as ≈3100 members are not able to keep their historical PCP.
	Provider Payments and Authorizations	<ul style="list-style-type: none"> Expecting no significant issues; Starting Phase 4 testing. 	<ul style="list-style-type: none"> Expecting mild provider abrasion; Providers will have to split BH and PH claims to submit separately. Starting Phase 4 testing. 	<ul style="list-style-type: none"> Expecting mild provider abrasion; Providers will have to split BH and PH claims to submit separately. Starting Phase 4 testing. 	<ul style="list-style-type: none"> Expecting no significant issues; Starting Phase 4 testing.
	Pharmacy POS	<ul style="list-style-type: none"> Expecting no issues in Pharmacy POS claims adjudication; Pharmacies will likely get paid on time to dispense medication for Members based on POS Readiness sessions. 	<ul style="list-style-type: none"> Expecting no issues in Pharmacy POS claims adjudication; Pharmacies will likely get paid on time to dispense medication for Members based on POS Readiness sessions. 	<ul style="list-style-type: none"> Expecting no issues in Pharmacy POS claims adjudication; Pharmacies will likely get paid on time to dispense medication for Members based on POS Readiness sessions. 	<ul style="list-style-type: none"> Expecting no issues in Pharmacy POS claims adjudication; Pharmacies will likely get paid on time to dispense medication for Members based on POS Readiness sessions.

Risk Rating Key: No Risk for Go-Live Mild Risk for Go-Live Moderate Risk for Go-Live Significant Risk for Go-Live

LME/MCO CEOS

- **Alliance Health: Rob Robinson**
- **Partners Health Management: Rhett Melton**
- **Trillium Health Resources: Joy Futrell**
- **Vaya Health: Tracy Hayes**