



COMMUNITY CARE
PHYSICIAN NETWORK
— BRINGING VALUE HOME —

Medicaid Managed Care Member Enrollment

Your Questions Answered

Timeline for Medicaid Member Enrollment

- Open enrollment has been extended for the 27 counties in Regions 2 & 4 until December 13, 2019
- Open enrollment for Regions 1, 3, 5 & 6 begins on October 14, 2019 and ends on December 13, 2019
- Any beneficiary not enrolled by December 13, 2019 will be auto-assigned to a PHP on December 16, 2019
- Once auto-assigned to a PHP, the health plan will auto-assign the beneficiary to a PCP

How Medicaid Managed Care Member Enrollment Works

Member enrollment is a critical issue for CCPN's clinicians. There are several entities which will play a part in enrolling Medicaid members into the Medicaid Prepaid Health Plans (PHP) and then link them to their primary care physician (PCP).

The NC Department of Health and Human Services (NC DHHS) has contracted MAXIMUS to serve as North Carolina's independent Enrollment Broker. The Enrollment Broker is responsible for educating Medicaid members and enrolling Medicaid members into a Medicaid PHP. Please see our Medicaid Enrollment FAQ (on the back) for more information on this process.

While NC DHHS and the enrollment broker have indicated they are still finalizing some member enrollment issues, based on the information we have currently, Medicaid PHPs will be responsible for managing practice guidelines for member enrollment with PCPs.

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Frequently Asked Questions

How will beneficiaries be enrolled in the PHPs?

- Current Medicaid beneficiaries will select a plan through NC's independent Enrollment Broker.
 - Maximus will contact and assist current Medicaid enrollees in selecting a Medicaid PHP and PCP.
- New Medicaid beneficiaries will select their Medicaid PHP at application.
- Medicaid beneficiaries who do not choose a Medicaid PHP will be auto-assigned to one. NC DHHS is finalizing the auto-assignment algorithm process.
- A member has 90 days after their enrollment effective date to change their PHP without cause.
- At Medicaid redetermination, a member can remain with their current PHP or change to a different PHP

How will the auto-assignment process work for beneficiaries who do not choose a PHP?

Current Beneficiaries*:

NC DHHS has developed auto-assignment algorithms for every beneficiary determined eligible for Medicaid Managed Care who have not selected a PHP during the eligibility application process or during the open enrollment period (crossover populations only). The algorithm is defined according to the following components in this order:

- If the beneficiary is a member of a special population (such as a member of a federally recognized tribe, or BH I/DD Tailored Plan eligible).
- Beneficiary's geographic location.
- Historic provider-beneficiary relationship, determined using claims data and PHP provider networks.
- Plan assignments for other family members.

At redetermination after Medicaid Managed Care launch, if the member does not choose a different plan the member will be auto-assigned to the same PHP from the prior year.

New Beneficiaries:

The auto-assignment algorithm is according to the following components in this order:

- If the beneficiary is a member of a special population.
- Plan assignments for other family members.
- Beneficiary's geographic location.
- Previous PHP enrollment during the previous 12 months.

*This information comes from the RFP. The state has not yet finalized the exact auto-assignment process. Additional information can be found in the DHB presentation NC Medicaid Enrollment Broker Update on 3/8/19

How will members choose PCPs?

- During open enrollment, NC's enrollment broker will help current Medicaid beneficiaries select a PCP. If the member does not select a PCP, they will be auto-assigned a PCP.
- After open enrollment ends, beneficiaries will have to contact their PHP to change their PCP.
- New Medicaid beneficiaries will select their PCP at application. If they do not choose a PCP, it will be auto-assigned.

Where can I find more information?

Helpful websites are listed below:

- Enrollment Broker:
<https://ncmedicaidplans.gov>
- Enrollment Broker Presentation:
<https://files.nc.gov/ncdhhs/NC-Medicaid-Managed-Care-Enrollment-Broker-Presentation-web.pdf>
- Beneficiary Enrollment Overview for Providers:
<https://files.nc.gov/ncdma/Beneficiary-Experience-Paper-20190016.pdf>
- NC DHHS Medicaid Transformation:
<https://www.ncdhhs.gov/assistance/medicaid-transformation>

Information in these FAQs have been condensed for space. Sources:

NC Medicaid Enrollment Broker Update Mar. 8, 2019
<https://files.nc.gov/ncdma/NC-Medicaid-Enrollment-Broker-Update--08Mar2019-.pdf>

NC Medicaid Managed Care Update Mar. 8, 2019
<https://files.nc.gov/ncdma/MCAC-NC-Medicaid-Managed-Care-Update--08Mar2019-.pdf>

DHHS Awards Contract for Medicaid Managed Care Enrollment Broker Services to MAXIMUS
<https://www.ncdhhs.gov/news/press-releases/dhhs-awards-contract-medic-aid-managed-care-enrollment-broker-services-maximus>

RFP 30-190029-DHB Section VI. Contract Performance and Section VII. Attachments A-N.
<https://files.nc.gov/ncdhhs/30-190029-DHB-2.pdf>

Questions about enrollment?

Contact your CCPN Provider Relations Representative or CCPN directly at
CCPNSupport@communitycarenc.org