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Network Communication Bulletin #152

To: All Providers

From: Kristine Brewington, VP of Network Management, MS, LCMHC, LCAS, CCS, CCJP

Date: April 6, 2021

Subject: North Carolina's Transition to Managed Care: Supporting Members Transitioning to the Standard Plan Option- Guidance for LME-MCO Providers, Medicaid Transformation Provider Education Opportunities, Medicaid Managed Care Webinar Series for Providers, Medicaid Transformation Resources

SPECIAL BULLETIN MEDICAID TRANSFORMATION

NC'S TRANSITION TO MANAGED CARE: SUPPORTING MEMBERS TRANSITIONING TO THE STANDARD PLAN OPTION- GUIDANCE FOR LME-MCO PROVIDERS

In July 2021, many members currently served by Trillium Health Resources will transition to the Standard Plan option under NC Medicaid Managed Care. Supporting Medicaid members through transitions between service delivery systems is called *transitions of care*. The transitional period surrounding the launch of the Standard Plan option is referenced as *Crossover*.

Trillium Health Resources is partnering with NC DHHS to provide an overview of Crossover-related processes designed to support providers in ensuring member continuity of care through the transition to the Standard Plan option.

REGISTER FOR ONE SESSION BY CLICKING ON THE BUTTONS BELOW!

After registering, you will receive an email invite from messenger@webex.com to add it to your calendar. Make sure you check your spam/junk folder for the invite!

Register for April 28th Session at
2:00 to 3:30pm

Register for May 12th Session at
10:00 to 11:30am

THESE SESSIONS WILL PROVIDE CROSSOVER GUIDANCE INCLUDING:

- Submitting service authorization requests during the Crossover timeframe;
- Minimizing the risk of member service disruption;
- Locating current information about NC Medicaid Managed Care design and contracting with the PHPs;



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- Identifying a beneficiary's NC Medicaid Managed Care eligibility and as applicable, selected/assigned PHP;
- Other topics specific to assisting providers, members and other stakeholders through the transition to NC Medicaid Managed Care.

MEDICAID TRANSFORMATION PROVIDER EDUCATION OPPORTUNITIES

HEALTH PLAN VIRTUAL MEET AND GREET SESSIONS

NC Medicaid and NC Area Health Education Centers (AHEC) are hosting virtual health plan meet and greet sessions beginning on March 23. NC Medicaid consultants and health plan representatives will be available to address your concerns and questions about the transition to Medicaid Managed Care.

Virtual meet and greet sessions are structured as conversations between providers and health plan staff with a question and answer session for participants. Sessions will be delivered live with a recording and transcript made available after each event.

- 🌱 April 6 - Primary Care & Specialty Providers
- 🌱 April 7 - Long Term Services & Supports
- 🌱 March 25 and April 8 - Behavioral Health Providers

For the full schedule and to register, visit the [AHEC Medicaid Managed Care webpage](#).

Have questions about partnering with health plans as you transition to NC Medicaid Managed Care? Scroll below the webinar registration to view the **Health Plan Meet & Greet** schedule.

1. PRIMARY CARE & SPECIALTY PROVIDERS #2: TUESDAY, APRIL 6

- | | |
|---|--|
| 🌱 United Healthcare: 7:45-8:45 a.m.
Registration Link | 🌱 Carolina Complete: 1:15-2:15 p.m.
Registration Link |
| 🌱 Wellcare: 9:30-10:30 a.m.
Registration Link | 🌱 Healthy Blue: 2:45-3:45 p.m.
Registration Link |
| 🌱 Amerihealth Caritas: 11:15 a.m.-12:15 p.m.
Registration Link | |

2. LONG-TERM SERVICES & SUPPORTS #2: WEDNESDAY, APRIL 7

- | | |
|---|--|
| 🌱 Wellcare: 7:45-8:45 a.m.
Registration Link | 🌱 Healthy Blue: 1:15-2:15 p.m.
Registration Link |
| 🌱 Amerihealth Caritas: 9:30-10:30 a.m.
Registration Link | 🌱 United Healthcare: 2:45-3:45 p.m.
Registration Link |
| 🌱 Carolina Complete: 11:15-12:15 p.m.
Registration Link | |


3. BEHAVIORAL HEALTH PROVIDERS #2: THURSDAY, APRIL 8TH

 Amerihealth Caritas: 7:45-8:45 a.m.
[Registration Link](#)

 Carolina Complete: 9:30-10:30 a.m.
[Registration Link](#)

 Healthy Blue: 11:15 a.m.-12:15 p.m.
[Registration Link](#)

 United Healthcare: 1:15-2:15 p.m.
[Registration Link](#)

 Wellcare: 2:45-3:45 p.m.
[Registration Link](#)

MEDICAID MANAGED CARE WEBINAR SERIES FOR PROVIDERS

The [North Carolina Department of Health and Human Services Division of Health Benefits](#) and North Carolina AHEC are offering three monthly evening webinar series to help prepare providers, practice managers, and quality managers for Medicaid Managed Care going live on July 1, 2021.

Hosted by Shannon Dowler, MD, Chief Medical Officer of the NC Division of Health Benefits, two series will feature changing subtopics on Medicaid Managed Care on the first Thursday of each month and clinical quality on the third Thursday of each month through June 2021.

North Carolina AHEC and NC DHHS are also partnering to offer a third webinar series on the [Advanced Medical Home](#) program on the second Thursday of each month.

MEDICAID TRANSFORMATION RESOURCES

During Medicaid Transformation, with the launch of the Standard Plans in 2021 and Tailored Plans in 2022, Trillium will continue sharing information with our provider network. Trillium will host trainings, pass along updates from NC DHHS, and help answer questions from providers.

The Trillium Regional Directors are giving presentations on the Medicaid changes that will be occurring July 1, 2021 at each of the Community Collaboratives. We encourage Community Stakeholders to join these meetings learn the impact that it might have on your agency and community. Visit the

[Collaboratives Community Meetings Schedule](#) on our website.

Please see below for current resources:

 [NCDHHS Facts Sheets](#)

 [My Learning Campus for Providers](#) - Medicaid Transformation Training available

 [Learn more about Medicaid Transformation](#)

 [NCDHHS Health Plan Contacts & Resources](#)

 [North Carolina AHEC Managed Care Website](#)

REMINDER FOR SUBMITTING BATCH CLAIMS

NCTracks has recently received feedback from providers that they are unable to upload batch claims. This is generally caused by missteps when submitting batch files. NCTracks has put together a quick reference guide to help providers avoid common mistakes. Visit [Submitting Batch Claims](#) to learn more.

UPDATED PROVIDER PERMISSION MATRIX AVAILABLE

The Provider Permission Matrix (PPM) located on the [Provider Enrollment page](#) has been updated. Providers are encouraged to download the updated version to see if their taxonomy enrollment requirements have been updated. The PPM is a great asset for providers to determine what is required for enrollment and/or re-verification (such as fingerprinting, site visits, etc.) depending on provider type.

[NCTracks Home](#)

Any questions about this Communication Bulletin that does not already have an email listed for questions from that specific section, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.