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Network Communication Bulletin #155

To: All Providers

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VP of Network Management

Date: April 15, 2021

Subject: Public Comment Period Open for NC Medicaid Managed Care Quality Strategy, North Carolina's Transition to Managed Care: Supporting Members transitioning to the Standard Plan Option- Guidance for LME-MCO Providers, Medicaid Managed Care Webinar Series for Providers, Medicaid Transformation Resources

SPECIAL BULLETIN MEDICAID TRANSFORMATION

PUBLIC COMMENT PERIOD OPEN FOR NC MEDICAID MANAGED CARE QUALITY STRATEGY

The State released a draft version of the "[NC Medicaid Managed Care Quality Strategy](#)" paper. This document is now posted for public comment and a copy is attached below for your convenience.

SUBMIT FEEDBACK BY MAY 6, 2021

The North Carolina Department of Health and Human Services welcomes feedback on the proposed NC Medicaid Managed Care Quality Strategy. Please send written input by May 6, 2021 to:

Email: Medicaid.NCEngagement@dhhs.nc.gov

U.S. Mail: Department of Health and Human Services, Division of Health Benefits, 1950 Mail Service Center, Raleigh, NC 27699-1950. Attn: Quality Management Team

Note: *This Quality Strategy is drafted as if the Medicaid managed care program were already operational. The document reflects high-level Quality Strategy interventions and initiatives; in several areas, additional details are available but are purposely not included. Finally, federal rules dictate several elements of the Quality Strategy, and certain sections and the details in those sections are included solely to follow those guidelines.*



24-Hour Access to Care Line - 877.685.2415
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TrilliumHealthResources.org



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;
- 🌱 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 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.