



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #147

To: All Providers

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Date: March 16, 2021

Subject: Free Training Opportunity through DMH/DD/SAS, NCDHHS Launches Statewide Open Enrollment for NC Medicaid Managed Care, Medicaid Transformation Resources

FREE TRAINING OPPORTUNITY

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is pleased to offer, in conjunction with UNC School of Government and the Governor's Institute, free training on 42 CFR, the federal code specific to confidentiality of patient records for individuals with substance use disorders. The training will cover the current regulations, including recent changes. CEUs are available for SUD professionals and there is no cost to participate.

Please click the link below for additional details and to register for the training.

[**DHHS UNC CONFIDENTIALITY WEBINAR FLYER**](#)

NCDHHS LAUNCHES STATEWIDE OPEN ENROLLMENT FOR NC MEDICAID MANAGED CARE

NCDHHS [announced on March 15](#) the launch of statewide open enrollment for NC Medicaid Managed Care. Beneficiaries can enroll through one of four channels: [online](#), by calling the NC Medicaid Managed Care Call Center at 833-870-5500 (TTY: 833-870-5588), through the free NC Medicaid Managed Care mobile app available on Google Play or the App Store, or by using the mail-in forms sent to them in an enrollment packet.

The [NC Medicaid Managed Care website](#) offers a wide variety of tools and resources to assist beneficiaries in choosing a primary care provider (PCP) and a health plan for their families' care. Resources include frequently asked questions, a chat function, and the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool. The Lookup Tool offers four categories of search capabilities, advanced search based on specialty and the ability to view all providers within an organization/location and by practice name.

A variety of public communications will be utilized, including television and radio ads, web and social media to inform beneficiaries of the enrollment channels that are available **through May 14, 2021, when open enrollment ends.**

Providers may anticipate an increase in calls from patients wanting to know which health plans providers have contracted with to help inform their plan selection. As outlined in a [March 1, 2021 Bulletin](#), providers can access the [NC Medicaid Help Center](#) with questions about managed care, COVID-19, Medicaid behavioral health services and a variety of other topics, as well as access helpful resource documents.

24-Hour Access to Care Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org)



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.

Please see below for current resources:

- 🌱 [NCDHHS Facts Sheets](#):
- 🌱 [My Learning Campus for Providers](#): Medicaid Transformation Training available
- 🌱 [Learn more about Medicaid Transformation](#)

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.

<https://www.trilliumhealthresources.org/regional-operations/system-of-care-community-collaboratives/community-collaborative-meetings>

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.