



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #160

To: All Providers
From: Khristine Brewington, VP of Network Management, MS, LCMHC, LCAS, CCS, CCJP
Date: April 28, 2021
Subject: Provider Outreach to Patient Panels

PROVIDER OUTREACH TO PATIENT PANELS

Some providers are encouraging patients to sign up for managed care (i.e. the Standard Plans) and listing the health plans they have contracted with to help patients with health plan selection. We welcome this engagement from our providers, but please note that not all Medicaid beneficiaries are moving to managed care now. Receiving letters or other information from providers to sign up for a health plan is causing some confusion for beneficiaries who are not required to sign up at this time. **Members who are not required to sign up include those on the Innovations Waiver or people receiving intensive mental health or substance abuse services.**

We encourage members to call the NC Medicaid Enrollment Broker at 833-870-5500 (TTY: 833-870-5588). The enrollment broker is equipped to tell members if they are required to sign up for Medicaid Managed Care at this time and can help with making an informed choice if they are.

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.



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