About the Enrollment Broker

The Enrollment Broker is responsible for choice counseling for health plan and primary care provider (PCP) selection; as part of this, the Enrollment Broker is also responsible for mailing all notices and handling enrollment.

"An Enrollment Broker is an entity that performs choice counseling or enrollment activities, or both. Eligibility services are completed by NC Medicaid, not by the Enrollment Broker. Enrollment Brokers and subcontractors must not have direct or indirect financial ties to any Health Plan or healthcare provider that furnishes services in the same state where the Enrollment Broker work is performed."

What is Medicaid Transformation?

Medicaid Transformation is changing the way most people receive Medicaid services. NC Department of Health and Human Services (NCDHHS) will transition Medicaid and NC Health Choice from fee-for-service to Managed Care.

What is Managed Care?
Under NC Medicaid Managed Care, the State has contracted with Prepaid Health Plans (PHPs) that will assume all the risk for the members they cover. PHPs will be paid a pre-determined set rate per person to provide health care services. Beneficiaries will be able to choose their health plan.

Who is impacted?
Approximately 1.6 million of the current 2.3 million Medicaid beneficiaries will transition to NC Medicaid Managed Care. These beneficiaries are referred to as the “crossover population.”
What is Medicaid Transformation?

What is the EBCI Tribal Option?
The State has contracted with the Cherokee Indian Hospital Authority (CIHA) to support the Eastern Band of Cherokee Indians (EBCI) in addressing the health needs of American Indian/Alaskan Native Medicaid beneficiaries. This new delivery system, the EBCI Tribal Option, will manage the health care for Tribal Medicaid beneficiaries primarily in Cherokee, Graham, Haywood, Jackson, and Swain counties.

Who is impacted?
Approximately 4,000 Tribal Medicaid beneficiaries will transition to NC Medicaid Managed Care.
NC Medicaid Managed Care Transition Timeline

- **March 1, 2021**
  - Mailings Start

- **March 15, 2021 – May 21, 2021**
  - Open Enrollment

- **April 15, 2021**
  - Reminder Postcard

- **May 22, 2021**
  - Auto-Enrollment

- **July 1, 2021**
  - Health Plan Coverage Starts

- **July 1, 2021 – Sept. 30, 2021**
  - 90 Day Choice Period
What is auto-enrollment?

Auto-Enrollment

Auto-Enrollment

May 22, 2021 – May 26, 2021

• Beneficiaries who did not choose a health plan during open enrollment were automatically enrolled in one. A PCP was assigned as well.

• Exempt beneficiaries stayed in NC Medicaid Direct.

• Tribal-Exempt and Tribal-Excluded beneficiaries living in the 5-county service area were auto-enrolled in the EBCI Tribal Option.
**Sample Mandatory Confirmation Notice**

![Image of the mandatory confirmation notice]

---

**Name** / ID Number | Health Plan / Start Date / Phone | PCP / Address / Phone
--- | --- | ---
Patricia A. Jones XXX-XXXXX | HCare | Dr. Sally Phelps 101 Blair Street Raleigh, NC 27609 919-856-6290

**June 30, 2021**

If you change your health plan before June 30, 2021, the new health plan will start on July 1, 2021.

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

If you don’t change your health plan by September 30, 2021

You will stay in your health plan until your Medicaid recertification date, unless you have a special reason. Reasons are listed on the Health Plan Change Request form. For a copy of the form, go to [medicaidplan.gov](http://medicaidplan.gov).

We will send you another letter telling you when you can choose a new health plan without a special reason.

If you need certain services to address needs related to developmental disability, behavioral health, traumatic brain injury, or substance use disorder

You may have more choices. To learn more about your choices, call us at 1-833-870-5590 (TTY: 1-833-870-5598).

**Questions?**

We can help. Go to [medicaidplan.gov](http://medicaidplan.gov) or call us at 1-833-870-5590 (TTY: 1-833-870-5598). Our extended hours are from 7 a.m. to 8 p.m. 7 days a week. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team

---

To get this information in other languages or formats such as large print or audio, call 1-833-870-5590.
After Auto-Enrollment

What is next?

• 97% of beneficiaries eligible to transition to NC Medicaid Managed Care chose or were auto-enrolled in a health plan that has their primary care provider (PCP) in-network.

• The Enrollment Broker is here to help you:
  • Answer any questions you may have
  • Provide choice counseling
  • Change health plans (if you wish to change)
  • View health plans that a provider is contracted with
Enrollment Broker Services in North Carolina

Communications hub
Choice counseling
Enrollment
Outreach and education
Partnering with DSS and local organizations
Website and mobile app
Roles and Process

1. DSS
   - Determine Eligibility
   - Refer Beneficiaries to the Enrollment Broker

2. NC MEDICAID
   - Define Population as Mandatory, Exempt or Excluded
   - Auto-Enrollment

3. ENROLLMENT BROKER
   - Mails Notice and Enrollment Packet to Beneficiaries

4. ENROLLMENT BROKER
   - Choice Counseling and Health Plan Enrollment Outreach

5. HEALTH PLAN
   - Sends Health Plan Information to Members
How to Support Members:

1. Direct them to ncmedicaidplans.gov to learn more.

2. Direct them to ncmedicaidplans.gov to chat with an Enrollment Specialist.

3. Direct them to download and use the NC Medicaid Managed Care mobile app.

4. Tell them to call 1-833-870-5500 (TTY: 711 or RelayNC.com) to speak with an Enrollment Specialist. The call is toll free.
The NC Medicaid Managed Care website provides an integrated experience for members to manage their health plan choice needs. This is a great resource to direct members for questions about the health plans. The website includes the following tools and information:

- Questions and answers
- Health Care Option Guide
- Medicaid and NC Health Choice Provider and Health Plan Lookup Tool
- Meetings and Events

Enrollment Specialists are available via a chat tool to answer questions.
Medicaid and NC Health Choice Provider and Health Plan Lookup Tool

A comprehensive search capability supports members who wish to maintain their existing provider relationships by streamlining health plan selection.
Health Plan Lookup Tool

- Members can select up to three health plans to view side-by-side.
- Members can view:
  - Copays
  - Services covered
  - Website
  - Phone number
Web Chat

• Web chat service is available via a secure web portal.
• Web chat adds an online alternative for real-time assistance for users.
• Members can begin a web chat conversation from any page on the website via the “Chat with Us!” button.
• Web chat is also compatible with iOS and Android operating systems for mobile users.
• Enrollment Specialists will provide chat assistance, answer questions, and direct members to appropriate pages on the website to learn more.
NC Medicaid Managed Care Mobile App

Multilingual
In English or Spanish, members can authenticate and change their Medicaid health plan.

Real-time Data
The data-drive mobile app presents information and options specifically matched to each member’s Medicaid case. This allows individuals to change to a health plan that is right for them.

Health Plan Option Guide
Members can use the Health Care Option Guide to view health plans to enable informed decisions. They can view health plan benefits and services in addition to contact information.

Public Access
Logged-in users can review and edit their profile information, helping to maintain accurate and up-to-date information.

FAQs/Help
Members can access built-in help features, frequently asked questions, and tutorial screens for ease of use. For additional assistance, contact information is provided for the call center, including easy to tap buttons to call instantly.

Provider Search
Members can easily search providers by name, city, county, zip code, provider languages, provider gender, clinic name, specialty, or affiliate hospitals. Provider listings also include the health plans they are contracted with.
• The mobile app allows for seamless connection and interaction with members.

• Within the app, the Head of Household can:
  • View all case contact information
  • Edit some case contact information
  • View all member enrollment information
  • Edit all member enrollment information
Find a Health Plan

- All health plans available in a member’s county will display, as well as the total number of health plans available.

- Users can open the link to the Health Care Option Guide to view information about the health plans.

- Members can change a health plan.
Provider Search Results

List View

Map View
Enrollment

• Users can only make enrollment changes to one member at a time.

• Users can use the app to:
  o Change health plans
  o Search for a PCP in guest mode
  o Request for disenrollment
  o Search for a PCP
Enrollment Call Center

Enrollment Specialists are available at the Call Center for support. The call is toll free.

We are available to:

- Provide choice counseling
- Support search for preferred PCP
- Discuss health plan services
- Help new members change health plan
- Assist with some demographic changes
- Disenroll members as needed
- Process Enrollment Broker complaints and grievances
- Facilitate appeals process
- Provide support for the website and mobile app
- Aid with deaf and non-English speaking members

HOURS:
7 a.m. - 5 p.m.
Monday - Saturday

1-833-870-5500
TTY: 711 or RelayNC.com

The call is toll free
Partner Engagement & Community Outreach

**Partner Engagement Events**

**Types of Events:**
- Community education:
  - Virtual Presentation
  - Virtual Meet and Greet
- Community events:
  - Virtual Informational meeting

**Types of Materials:**
- Marketing materials:
  - Flyers, posters, etc.

**Community Outreach Events**

**Types of Events:**
- Community education:
  - Virtual Presentation
- Community events:
  - Virtual Informational meeting

**Types of Materials:**
- Marketing materials:
  - Flyers, posters, etc.
Outreach Events: Home Page
Outreach Events: Meetings – Select County
Key Takeaways
How Members Can Get Support

There are several ways that members can get information or support. Online and mobile app are recommended.

ONLINE
Learn about the health plans by going to ncmedicaidplans.gov, where they can also chat with an Enrollment Specialist

MOBILE APP
Available on Android or iPhone
To get the free app, members should search for NC Medicaid Managed Care in Google Play or the App Store

CALL
Learn about the health plans by speaking with an Enrollment Specialist via phone at 1-833-870-5500
TTY: 711 or RelayNC.com
The call is toll free.
Answering Member Questions…

Who To Contact

ABOUT ELIGIBILITY
Contact their local DSS
Find contact information at ncdhhs.gov/localdss

ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS
Call the NC Medicaid Contact Center:
1-888-245-0179

ABOUT CHOOSING OR CHANGING A HEALTH PLAN
Go to ncmедicaidplans.gov
Use the NC Medicaid Managed Care mobile app
Call 1-833-870-5500 (TTY: 711 or RelayNC.com)
The call is toll free.

ABOUT HEALTH PLAN BENEFITS, REPLACEMENT CARDS, OR CHANGE IN PCP
Call their health plan
*EBCI Tribal Option members will contact DSS for replacement cards and change in PCP
# Health Plan Contact Information

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Website</th>
<th>Phone</th>
<th>TTY: 711</th>
</tr>
</thead>
<tbody>
<tr>
<td>* EBCI TRIBAL OPTION</td>
<td><a href="http://www.EBCITribalOption.com">www.EBCITribalOption.com</a></td>
<td>1-800-260-9992</td>
<td></td>
</tr>
<tr>
<td>WellCare</td>
<td><a href="http://www.wellCare.com/nc">www.wellCare.com/nc</a></td>
<td>1-866-799-5318</td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare</td>
<td><a href="http://www.UHCCommunityPlan.com/NC">www.UHCCommunityPlan.com/NC</a></td>
<td>1-800-349-1855</td>
<td></td>
</tr>
<tr>
<td>Healthy Blue</td>
<td><a href="http://www.HealthyBlueNC.com">www.HealthyBlueNC.com</a></td>
<td>1-844-594-5070</td>
<td></td>
</tr>
<tr>
<td>* Carolina Complete Health</td>
<td><a href="http://www.CarolinaCompleteHealth.com">www.CarolinaCompleteHealth.com</a></td>
<td>1-833-552-3876</td>
<td>711 or 1-833-552-2962</td>
</tr>
</tbody>
</table>

*EBCI Tribal Option and Carolina Complete Health are not offered in all counties.
Questions?
Thank you!