



# **Vaya Health Provider and Learning Summit**

## **Medicaid Transformation**

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**Deputy Secretary, NC Medicaid**

**July 20, 2021**

# Managed Care Go Live

- In general, rollout has been smooth
- A few issues related to Provider payments and NEMT
- Most issues being addressed
- Largest Medicaid check write

# What should Beneficiaries do if they have issues?

1

## Check to see what health plan you are enrolled in

Beneficiaries were mailed a health plan welcome kit that includes their Medicaid ID card

If you still have questions or didn't receive the welcome kit you can call the Enrollment Broker at 833-870-5500

2

## Call your health plan if you have questions about benefits and coverage

The number is listed on your Medicaid ID card, or you can find a list at [medicaid.ncdhhs.gov/transformation](https://medicaid.ncdhhs.gov/transformation)

3

## If you still have questions, you can reach out to the NC Medicaid Ombudsman

Call 877-201-3750 or visit [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org)

# What should Providers do if they have issues?

1

**Check in NCTracks for the Beneficiary's enrollment (Standard Plan or Medicaid Direct) and Health Plan**

If you still have questions, call the NCTracks Call Center:  
1-800-688-6696

2

**Call the Health Plan (PHP) for coverage, benefits, and payment questions.**

You can find a list of health plan contact information at <https://medicaid.ncdhhs.gov/transformation/health-plans/health-plan-contacts-and-resources>

3

**Contact the Provider Ombudsman with unresolved problems or concerns.**

Call 1-866-304-7062 or visit [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)



## **North Carolina's Vision**

**“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”**

# Tailored Plans

- Awards week of 26<sup>th</sup>
- Still committed to July 1
- LME/MCO's have significant amount of work to be ready
- Providers have a significant amount of work to be ready
- Consumers will need a lot of communication and support
- Big lift but Vision is right!

# Questions/Discussion

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