



NC Get Covered Coalition Meeting – Notes
Medicaid Managed Care: Introduction to Healthy Blue
Friday, May 17, 2019, 10:00 - 11:30 a.m.
Community Care of North Carolina’s Training Room
2300 Rexwoods Drive, Raleigh, NC 27607
Zoom Link: <https://zoom.us/j/484820506>
Dial-in Number: 1 929 436 2866
Meeting ID: 484 820 506

Desired Outcome

- Shared understanding of Healthy Blue’s role in Medicaid managed care.

Meeting Notes

Getting to Know Healthy Blue + Q&A

Angela Boykin, Director of Medicaid and Chief Administrative and Compliance Officer, Blue Cross and Blue Shield of NC/Healthy Blue

- **See attached PowerPoint slides.**
- NCDHHS is asking Prepaid Health Plans (PHPs) to work together, along with organizations servicing communities.
- BCBSNC selected Amerigroup/Anthem to align with because they have lots of Medicaid experience. This is not a joint venture or partnership; Anthem doesn’t own BCBSNC. BCBSNC is the contract owner and Amerigroup is the subcontractor. Anthem/Amerigroup leadership will be in all regions of the state; they will live and work here.
- Heard from other states that North Carolina’s phased-in approach to Medicaid managed care is a smart one.
- On May 20, PHPs can begin marketing. The PHPs don’t come up with their own benefits; it’s directed by the state in order to create a level playing field. The PHP’s value-added services have been submitted to NCDHHS but not yet approved.
- Regarding provider networks, any willing provider can contract with a PHP but it’s completely voluntary. If a provider doesn’t want to contract, they don’t have to.
- Regarding communication to dual-eligibles (Medicaid and Medicare), this group will be phased in later. NCDHHS will assist in educating dual-eligibles about what to expect, etc.
- Some coalition partners are concerned about the lack of in-person enrollment assistance that will be available to Medicaid beneficiaries. PHPs are required to work with Maximus. Maximus cannot show bias; they will employ “coaches” who will work with DSS to provide choice counseling to beneficiaries.
- Community partners are welcomed to challenge the PHPs and Maximus if it appears that beneficiaries’ needs are not being met. Everyone agrees that the consumer comes first.
- Not everything related to the appeals process has been worked out yet. Medicaid members will have several opportunities to appeal; there is a process that will need to be followed.

- BCBSNC doesn't yet know how Medicaid members will be attributed. Expect to know by mid to late summer.

Partner Announcements

- Mark Van Arnam, NC Navigator Consortium
 - Hearing that there might be another RFP for Navigator organizations
 - Working with limited funds to provide outreach
 - Looking for new sources of funding – Navigator organizations will apply to be CAC Designated Organizations (CDOs) again this year
- Cheryl Hallock, Access East, Inc.
 - Actively doing outreach (e.g., NC Potato Festival)
 - Farmworker program up and running
- Julieanne Taylor, Charlotte Center for Legal Advocacy
 - Special Enrollment Period (SEP) outreach at halfway houses, local hospitals (e.g., maternity wards), immigrant justice programs, local community colleges, etc.
 - Doing Marketplace appeals
- Jan Plummer, Mountain Projects, Inc.
 - Outreach at local casino, "Touch a Truck" event in Macon County, Employee Wellness event in Haywood County
 - Working with people who still need exemptions/appeals
 - New job posting
- Brendan Riley, NC Justice Center
 - Crossover deadline came and went – House passed its budget; Senate will be next
 - A lot is happening – Medicaid transformation, efforts to close the coverage gap, Association Health Plans, etc.

Wrap-up and Next Steps

- The next NC Get Covered coalition meeting is scheduled for Friday, June 21 from 10:00 a.m. to 11:30 a.m. Please mark your calendar! Location TBA.

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