ALLIANCE HEALTH
ALL PROVIDER MEETING
MARCH 17, 2021
AGENDA
Welcome - Cathy Estes Downs
Questions can be taken during the webinar through the chat box function for those accessing the webinar through their computers.

Alliance Updates

Changing Hearts and Minds- Doug Wright
Legislative Updates- Sara Wilson
Medicaid Managed Care Information- Cathy Estes Downs
TBI Waiver pilot update- Mike Milley
Licensed Practitioner Search Tool update- Amy Johndro
COVID Vaccine Distribution Update – Dr. Mehul Mankad
Appendix K Update-Cathy Estes Downs
COVID Rate Update-Cathy Estes Downs

Questions
Recording and copy of presentation of this meeting will be posted on the Alliance Website by March 22, 2021.
Next meeting is June 16, 2021  1-3 pm
https://www.alliancehealthplan.org/providers/all-provider-meetings/
Changing Hearts and Minds

• An introduction to a series of short videos talking about creating a Recovery Oriented System of Care.

• Then some valuable concepts and tools each of us can use to create a system that honors choice.

• 6 Videos in all.

https://www.youtube.com/playlist?list=PL50KI40ScrVh5IuD0gWmymK6KFD6q3EKt
Government Relations Update
Medicaid Managed Care
Important things to know

• Key Dates for Transitioning to Medicaid Managed Care
  • March 15, 2021 – Open Enrollment begins
  • May 14, 2021 – Open Enrollment ends
  • May 15, 2021 – Auto Enrollment for beneficiaries who have not selected a health plan
  • May 22, 2021 (approximate) – Transition of Care information is sent to each health plan for beneficiaries assigned to that health plan
  • July 1, 2021 – Medicaid Managed Care launch
Provider Playbook

- A place where you can access the latest information, tools and other resources to help you and your patients smoothly transition to Medicaid Managed Care. Visit the Provider Playbook often as resources will be added as they become available.

- [https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care](https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care)
Medicaid Managed Care

What can I do now to prepare?

Provider Contracting Deadlines for PHP’s

• In order to be included in the Medicaid and NC Health Choice Provider and Health Plan Look-up Tool and PHP provider directories used by beneficiaries during open enrollment (March 15, 2021), providers must submit signed contracts to PHPs by Feb. 1, 2021. In order for a provider’s information to be used in auto-enrollment (May 15, 2021), contracts must be submitted to PHPs by April 12, 2021.

• This allows sufficient time for signed contracts to be returned and for the PHP to process those contracts. Typically, PHP processing time is two to three weeks, but may take longer. Primary Care Providers need to contract with health plans in a timely fashion to avoid losing patients when health plans assign beneficiaries to in-network providers. More information is available here

• https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care
Ensure Your Information Displays Correctly in NC’s Provider Directory – Medicaid and NC Health Choice Provider and Health Plan Look-Up Tool

• The public version of the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool is now available at: https://ncmedicaidplans.gov/. Providers are encouraged to use this tool to confirm the availability and accuracy of information contained in their NCTracks provider enrollment record.

New Interim Reports to Assist Providers in Verifying Their Records

• Provider Directory Listing Report
• The Provider Directory Listing Report (generated March 14, 2021) is available to providers for the purpose of providing transparency about their Health Plan(s) contracting status, as well as the manner in which their data will appear in the public-facing provider directory once it launches.
• The report contains all active Medicaid and NC Health Choice providers that will be published on the Enrollment Broker (EB) website in the Medicaid and NC Health Choice Provider and Plan Lookup Tool. This list includes Primary Care Providers (PCPs) and specialty providers who are contracted with a Health Plan and/or Tribal Option as well as providers who are not participating in managed care to reflect the NC Medicaid Direct provider population.
• The report also identifies practices slated to be included in the auto-assignment process due to their participation with the Advanced Medical Home program, and gives providers the opportunity to correct erroneous demographic and affiliation data on their enrollment record in the secure NCTracks Provider Portal.

https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care
Provider Affiliation Report

- The Provider Affiliation Report (generated March 14, 2021) contains all active organizations, their service location and each affiliated individual provider. This report will only display individual to organization affiliations as found in NCTracks.
- If there are no such affiliations, no information will be displayed.
- The information listed will also be used by the EB to populate their public-facing provider directory.
- Organizations should use the search function to find the practice and verify the accuracy of the affiliated providers for the location listed and identify any invalid affiliations.
- Individual providers should use the search function to validate affiliation to both the organization and the organization location.
- Providers may use the NCTracks Managed Change Request (MCR) process, available in the Secure NCTracks Provider Portal, to modify any provider record or service location information as well as individual to organization affiliations. If the Provider Affiliation information is incorrect, the affiliated provider or the Office Administrator for the affiliated provider must update the group affiliation. Providers unable to find their practice associated with the correct Health Plans, should reach out directly to the Health Plan to discuss contracting options. Contact information can be found on the Health Plan Contacts and Resources webpage.
- **Note:** A Field Description tab is available on the report to connect the section of the MCR to the field in the report displaying the information.
- Additional information on updating an NCTracks provider record can be found here. Providers needing additional assistance with updating the information on their NCTracks provider record may contact the NCTracks Contact Center at 800-688-6696.
- Beneficiaries will begin using the tool for open enrollment starting March 15, 2021

https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care
The North Carolina Department of Health and Human Services (DHHS) developed policies and procedures for Transition of Care to support beneficiaries who transition between Medicaid Direct (fee-for-service) and Medicaid Managed Care delivery systems. The Transition of Care design intends to maintain continuity of care for each beneficiary and minimize the burden on providers during transition.

Along with the established Transition of Care policy, the Department has established technology and process requirements for all stakeholders to support the Transition of Care design.

**Transition of Care Policy**

Consistent with federal requirements and NC Medicaid’s vision to ensure continuity of care for members transitioning between prepaid health plans (PHPs) or service delivery systems, NC Medicaid has released the NCDHHS Transition of Care Policy. The draft policy was released for public comment in February 2020 and finalized on Feb. 25, 2021.

- [NCDHHS Transition of Care Policy](https://medicaid.ncdhhs.gov/transformation/care-management/transition-care)
- [Spanish:Política de transición de la atención médica](https://medicaid.ncdhhs.gov/transformation/care-management/transition-care)
Upcoming Trainings related to transition of care

• The State, PHP’s and LME/MCO’s have been participating in workgroups to help ensure the smooth transition of beneficiaries between plans.

• The LME/MCO’s in conjunction with the State will be hosting provider trainings in each LME/MCO to provide further guidance and next steps regarding transition of care.

• These trainings are anticipated to begin in April- please continue to monitor Provider News and the online Training Calendar [find here](#) to sign up for these important trainings.
North Carolina TBI Waiver Pilot

• The NC TBI Waiver is 1915(c) Waiver similar to NC Innovations in that it targets a specific group of beneficiaries to support in the home and community.

• The NC TBI Waiver was approved to begin May 1, 2018.

• Alliance was selected by the State to pilot the TBI Waiver.

• Alliance began operation of the waiver in Fall 2018.
North Carolina TBI Waiver Pilot

• The TBI Waiver offers in-home, residential, and community-based services.

• The TBI waiver has a rehabilitative focus and includes increased access to rehabilitative supports such as OT/PT/Speech, Cognitive Rehabilitation, and Life Skills Training.
North Carolina TBI Waiver Eligibility

• Individuals who sustained a diagnosed TBI on or after their 22nd birthday.

• The injury resulted cognitive, behavioral and or physical support needs.

• Individuals meet specialty rehabilitation hospital or skilled nursing level of care.

• Participants must meet financial eligibility requirements to participate in this Medicaid waiver.
North Carolina TBI Waiver Eligibility

A Traumatic Brain Injury is:

• Result of external forces, a bump, jolt, or blow to the head directly or indirectly.

• Can lead to potentially chronic challenges affecting not only the person, but their family and support network.

• Common causes are falls, motor vehicle collisions, assaults, or blasts.
North Carolina TBI Waiver Pilot

• Alliance joined with the state to solve problems and track important lessons learned while implementing the waiver.

• In addition to our existing network of service providers, Alliance established and is continuing to build upon a network of Allied Health and therapy providers.

• Alliance partnered with the Bran Injury Association of NC to provide training to providers and staff.
North Carolina TBI Waiver Pilot

• Alliance staff collaborated with the state to develop an assessment to address support needs specific to Traumatic Brain Injury.

• From 2019 to 2020, the number of participants in the waiver doubled.

• Alliance established a specialty residential program for TBI survivors with a community provider.
TBI Waiver Renewal

• The pilot period for the TBI Waiver will end April 2021.

• The Waiver will be renewed beginning May 2021 and CMS may approve some changes to increase accessibility of the waiver to survivors of TBI.

• The state plans to add another LME/MCO this year and roll the waiver out statewide within the next five years.
North Carolina TBI Waiver Enrollment

• There is not currently a waitlist for the TBI Waiver.
• Alliance maintains a list of people that are interested and may be eligible.
• Many referrals for the TBI Waiver have come from our provider partners in the community.
North Carolina TBI Waiver Enrollment

• If someone your company works with is a TBI survivor, please assist them to call our Access line for screening.

• Call 1-800-510-9132 and ask to speak with someone about TBI services.
March is Brain Injury Awareness Month

• TBI Waiver, Resources, and Services – Alliance Health
  March 24th at 12 noon – Register

• “Who Am I To Stop It?” documentary screening and panel event – March 27 at 10am – Register

• Brain Injury Association of NC – bianc.net
Licensed Practitioner Search Tool Update
Amy Johndro LCSW
Provider Network Operations Manager
Background

• Pertaining to: Licensed practitioners working under an agency, LIP Solo and LIP Group.

• Ability for stakeholders and members to search and contact practitioners. Accuracy is important.

• According to Provider Operations Manual it is important for providers to notify Alliance in writing any changes.
Reviewing Information on Practitioner Search

Go to Alliance Health website: www.alliancehealthplan.org
Practitioner Search Tool

- After you go to the online search tool you will look for a tab at the top of the page.
• You can search by your name here:
Accurate Information Required:

- Name
- Gender
- Discipline/Provider Type (Licensure)
- Specializations
- Organization affiliation (if required)
- Accepting new patients?
- Languages spoken (fluently)
- Office location
- Phone Number
Updates needed?

- Go to Alliance Health website under the “For Provider” tab and click on forms. Scroll down to the “Practitioner Search Tool Review Form”. Complete and return to Provider Network Helpdesk (providernetwork@alliancehealthplan.org).
COVID Vaccine Distribution Update

Mehul Mankad, MD
Alliance Chief Medical Officer
Vaccine Distribution Groups

Group 1  
ACTIVE  
- HCWers  
- LTC staff and residents  
- HCBS recipients

Group 2  
ACTIVE  
- >65 years old

Group 3  
ACTIVE  
- Frontline Essential Workers

Group 4  
ACTIVE  
- High risk adults <65 yo  
  - Includes IDD  
  - Includes SMI  
  - Includes smokers  
  - Includes overweight

Group 5  
Not yet  
- Everyone else

Details about HCWers
- Includes unpaid home caregivers who provide medical care

Details about HCBS
- Eligible for Group 1 vaccination if received HCBS services >30 days
- Location of client no longer matters
NC Vaccination Summary 12/14/2020-3/14/2021

- 100% of Arrived First Doses are being administered
- 20% of NC population has received at least some vaccine
- >200k people vaccinated each week
- Herd immunity requires >70% immunization
Mass Vaccination Site—Greensboro Four Seasons Town Centre

- Indoor vaccination
- Outdoor/drive through vaccination
- Online registration
- Processes 3,000 people per day, 7 days per week
More Information

- **Vaccine Communications Toolkit**
  - Includes fact sheets, flyers, graphics, postcards, presentations
  - English and Spanish

- **Find your spot** to take your shot
  - Group identifier
  - Transportation support
  - Vaccine provider county look up
Appendix K Update

Special Bulletin COVID-19 #159: Update on Appendix K Flexibilities

NC Medicaid has updated its emergency planning document, referred to as Appendix K, to extend its flexibilities on how Medicaid providers and beneficiaries may access and receive home- and community-based services (HCBS) through the Community Alternatives Programs for Children and Disabled Adults (CAP/C and CAP/DA), and the NC Innovations waiver and Traumatic Brain Injury (TBI) waiver.

CAP/C, CAP/DA, NC Innovations and TBI waiver Appendix Ks have been updated to include an anticipated end date of “through six months following the end of the Public Health Emergency.” The anticipated end date of the federal public health emergency is currently April 20, 2021.

As a result, NC Medicaid is moving forward with extending the Appendix Ks for CAP/C, CAP/DA, the NC Innovations waiver and TBI waiver to the new prospective end date of Oct. 20, 2021, while we await formal approval from CMS.

This Appendix K extension applies to all of the previously approved CAP/C, CAP/DA, NC Innovations and TBI waiver Appendix K flexibilities.
Update on Temporary COVID-19 RATES

Quick Reminder that due to the COVID-19 pandemic, Alliance Health is committed to providing financial support for our providers.

Alliance has made the decision to continue to offer the current temporary COVID rates thru June 30, 2021.
Questions?

Please remember that your Provider Network Development Specialist is your “go to” person to assist in answering and/or finding out answers to questions you may have.

If you are unsure of who your assigned specialist is you can contact the Provider Helpdesk at providernetwork@alliancehealthplan.org or check the listing on the Alliance website.