

NC Medicaid Managed Care Open Enrollment Begins July 15

Good afternoon:

I wanted to give you an update on the Department's work to implement NC Medicaid Managed Care. The Medicaid Managed Care call center (833-870-5500) and [website](#) went live on June 28. Beneficiaries are already using both to learn more about managed care and enroll in a health plan. NC Medicaid Managed Care Phase 1 is on track for beneficiaries to begin using their health plan on November 1.

NC Medicaid Managed Care Phase 1 covers counties in regions 2 and 4:

- Region 2: Alleghany, Ashe, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Stokes, Surry, Watauga, Wilkes, Yadkin
- Region 4: Alamance, Caswell, Chatham, Durham, Franklin, Granville, Johnston, Nash, Orange, Person, Vance, Wake, Warren, Wilson

This week, Phase 1 enrollment packets started being mailed to beneficiaries in regions 2 and 4. (Open enrollment for Phase 1 officially begins July 15.) Enrollment packets include:

- [Letter](#)
- [Information Sheet](#)
- [Enrollment Form](#)
- [Health Plan Comparison Chart](#)

The Department is committed to sharing information and updates about the transformation to Medicaid Managed Care, including open enrollment. On July 15 at 2:30 p.m., join NCDHHS Secretary Mandy Cohen, M.D., and NC Medicaid team members for an update on NC Medicaid Managed Care implementation and a closer look at NC Medicaid Managed Care Phase 1 open enrollment activities. There will be an opportunity to ask questions. [Registration](#) is required to access the webcast.

Additionally, the Department has provided enrollment materials for use by county agencies and partners:

- [County Playbook](#): Collection of resources for county leaders, including an overview of Medicaid transformation and timelines
- [Managed Care Populations and Enrollment Notices](#)
- Enrollment materials
 - [Fact Sheet](#)
 - [Flyer](#)
 - [Palm Card](#)
 - [Poster](#)
 - [Q&A](#)

As you know, transitioning to managed care is the most significant change that NC Medicaid has ever undertaken. With any rollout of this magnitude, there will be issues and questions that arise. We are committed to doing everything possible to resolve problems quickly and make sure beneficiaries, providers and county agencies have the support they need. Thank you for your ongoing partnership and support to launch this major effort. Please contact our

SWAT team with any issues that arise by calling (919) 527-7460 or emailing MedicaidSWAT@dhhs.nc.gov.