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PRESS RELEASE

NC MEDICAID MANAGED CARE ENROLLMENT BEGINS JULY 15TH

If you are one of the 24,000 individuals in Randolph County that receive Medicaid or help those that do, please be aware. Most people will get the same Medicaid services in a new way --- through health plans. This is called “*Medicaid Managed Care.*” The majority of the individuals in Randolph County who receive Medicaid benefits will be mailed *enrollment packets* beginning June 28, 2019. The packets will include information on the new managed care system and educate beneficiaries on how to choose a Prepaid Health Plan (PHP) that will administer their services. To be clear, most Medicaid beneficiaries will need to take *action* and choose a health plan. If you do not choose a health plan by September 13th, a plan will be chosen for you by the enrollment broker. The enrollment packets will have the information needed to choose and enroll.

There are new players in Medicaid Managed Care. These new players are the *Enrollment Broker* and the *Prepaid Health Plans* (PHP). A PHP is a group of doctors, hospitals and other health care professionals. They work together to provide needed care for patients. Each PHP has its own network of qualified doctors and health care professionals. The local Department of Social Service’s basic role in determining eligibility for Medicaid does not change, but beneficiaries will need to add these new players to their contact list.

Only the Enrollment Broker (which is a separate entity from your local DSS) can answer questions and enroll beneficiaries in a PHP. In order for a Medicaid beneficiary to keep their current doctor they should *contact the Enrollment Broker*, called Maximus. Maximus can help determine which plans the doctor works with, then enter the beneficiary’s choice of one of those plans. Medicaid beneficiaries can *call the Enrollment Broker at 1-833-870-5500* (TTY 1-833-870-5588) between 7 a.m. and 8 p.m. 7 days a week. The call is a free call. Enrollment is also available *online* at ncmedicaidplans.gov.

A Medicaid family should receive one enrollment packet per household. The packet will explain which family members need to choose a PHP and Primary Care Provider (PCP).

After a beneficiary enrolls in a plan, the PHP will send them information and a new Medicaid card. That card will be used to get health care services. For those who live in Randolph County, the deadline to enroll is September 13, 2019. On September 16, 2019, PHPs and PCPs will be automatically assigned for those that did not select a PHP or PCP with the Enrollment Broker.

For information about Medicaid eligibility, contact your local DSS. For more information about choosing and enrolling in a health plan, call Maximus directly at **1-833-870-5500**.

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www.randolphcountync.gov/Departments/Social-Services

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