

# WELCOME

---

## DSS RECONNECT MEETING

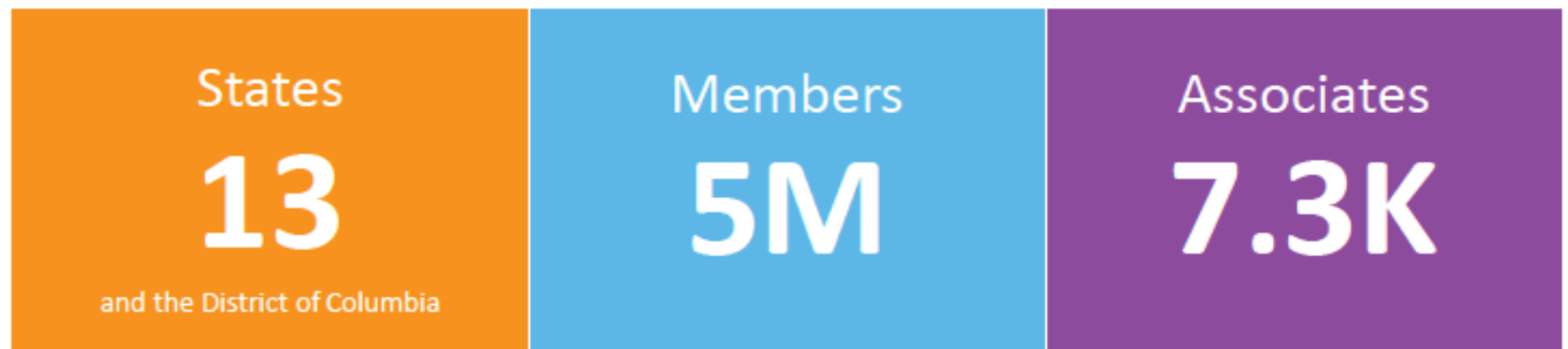
December 2020

- We want to hear from you today
  - Use the CHAT feature to share thoughts and feedback
  - Use the Q&A feature to submit questions and we'll answer as many possible at the end
- Sharnese will be emailing the PPT slides after the call

# AmeriHealth Caritas Family of Companies



- AmeriHealth Caritas North Carolina is part of the AmeriHealth Caritas Family of Companies.
- Founded in 1983
- **Our mission:** We help people get care, stay well, and build healthy communities
- **Our vision:** To be the national leader in empowering those in need, especially the underserved and the disabled, across their full life journey, from wellness to resilience, in order to reach their American Dream.



DSS Liaison: Brenda Radford

[bradford@amerihealthcaritasnc.com](mailto:bradford@amerihealthcaritasnc.com) 984-245-3504



## Medicaid Managed Care Expertise + Local Provider Leadership

- Unique Provider-Led Entity (PLE) established as a joint venture among the Centene Corporation and the North Carolina Medical Society (NCMS), in partnership with the North Carolina Community Health Center Association (NCCCHA).
  - Doctors leading the design and development of programs for Medicaid members to ensure best outcomes.
  - Centene brings extensive Medicaid Managed Care experience to NC, serving uninsured and underinsured members across 50 states.
- Serving Medicaid members in Regions 3, 4 and 5.
- Headquartered in Charlotte, NC with offices in Durham and Wilmington.

## Partnering with Local and State Government Agencies and Community Organizations

- Committed to working with state, local DSS offices, providers, and community organizations to ensure Medicaid transformation is a success.
- Onsite and state-of-the-art virtual resources for educating and engaging with members to ensure they get the most from their Medicaid benefits and value added services.
- Fully invested in partnerships with urban, rural, provider, and tribal organizations to support member Social Determinants of Health (SDoH) needs.

## Innovative Approaches to Member Care



- Supporting members where they live with care management delivered by AMH providers, health departments, and care management entities. Wrap-around services ensure comprehensive best-in-class care management for North Carolinians.
- Personalized support to ensure a seamless transition of care for members. Warm handoffs for complex care members and those with high needs (i.e., NEMT, LTSS, high-risk pregnancy, at-risk children, and other complex needs).

## Enhanced Value Added Services

- \$100 per year for new mothers, including car seat, diapers, diaper bags, and breast pump
- \$75 per year for child education support including school supplies and online tutoring
- \$75 per year for after school sports, activities, and clubs for children
- \$75 Healthy Rewards gift card and \$100 per year for healthy foods
- Cell phone with 250 minutes per month with free calls and texts
- 14 weeks of Weight Watchers® including online tools
- \$125 per year for glasses, contacts, and other vision items

DSS Liaison: Faith Samples  
Faith.L.Samples@carolinacompletehealth.com



BlueCross BlueShield  
of North Carolina

HealthyBlue<sup>®</sup>



Blue Cross and Blue Shield of North Carolina has served North Carolinians with their health care needs since 1933.

We live here. We love our state.

**We are thrilled to finally get a chance to serve Medicaid members in partnership with you.**

- We will bring members all the Medicaid benefits they expect, plus excellent service and innovative ideas to help them live healthy lives.

- Together, we will address:



Food security



Access to care



Housing



Trauma and resilience

- We have representatives living in each region to support specific needs and provide education to members.

**Kristy Kent**, Healthy Blue DSS Liaison

919-606-3414

[Kristy.Kent@bcbsnc.com](mailto:Kristy.Kent@bcbsnc.com)



# Local Support to Ensure Your Needs are Met

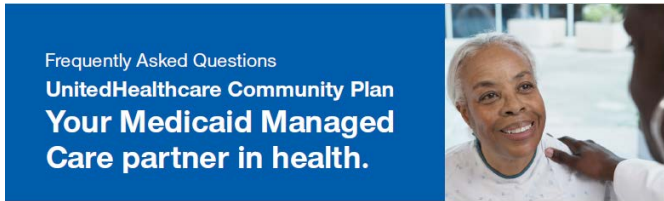


## DSS Liaison

LaTasha Bennett [latasha\\_bennett@uhc.com](mailto:latasha_bennett@uhc.com)

Plus 7 Community Collaboration Advocates Statewide

## Quick Reference Guide:



**Q. How do I change my primary care provider?**

**A.** Call our Member Services Line toll-free **1-800-349-1855, TTY 711** and one of our representatives will be happy to help you make this change.

**Q. Where can I find a list of full benefits and "value-added" additional services?**

**A.** The full list can be found at [UHCCommunityPlan.com/NC](http://UHCCommunityPlan.com/NC) and the Member Handbook.

**Q. How can I schedule transportation to and from my medical appointment?**

**A.** Call Member Services toll-free at **1-800-349-1855, TTY 711** and choose the option to schedule a ride. We offer transportation through Logisticare, our dedicated transportation vendor.

**Q. Where can I find a list of primary care doctors or specialists?**

**A.** Call Member Services toll-free at **1-800-349-1855, TTY 711**. They can help find a provider or specialist that meets your needs.

**Q. What can I do if I lose my member ID card?**

**A.** Call Member Services toll-free at **1-800-349-1855, TTY 711**. They can help you request a new card. You can also go online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) to view and print your member ID card.

**Q. Who should I contact regarding billing issues?**

**A.** Call Member Services toll-free at **1-800-349-1855, TTY 711**.

**Q. Do I have to have a referral to specialists?**

**A.** If you need specialized care that your Primary Care Provider (PCP) cannot give, your PCP will refer you to a specialist who can.

Women do not need a PCP referral to see a plan OB/GYN doctor or another provider who offers women's health care services.

For some services, you need pre-approval (prior authorization).

If you have trouble getting a referral you think you need, contact Member Services at **1-800-349-1855, TTY 711**.

## How We Can Work Together

- Share Information and Resources
- Collaborative Partnership
- Customized Support





Contact Information:  
Shaune Lancit, Director of Community Engagement, DSS Liaison  
(813) 514-7829  
[Shaune.lancit@wellcare.com](mailto:Shaune.lancit@wellcare.com)



**Mission Statement** – Our **mission** is to ensure that every WellCare of NC member receives quality health care and with our support, has the opportunity to live their best life.

**Vision Statement** – WellCare of North Carolina's vision is to be the leader in government-sponsored health care programs in North Carolina in collaboration with our members, providers, and government partners; while fostering a rewarding and enriching culture that inspires our associates to do well for others and themselves.

**WellCare and DSS** – WellCare of NC has established a multi-layered approach to its partnership with DSS. Shaune Lancit, Director for Community Engagement, serves as the primary DSS liaison at the state level.

- Our six Community Relations Representatives (CRR) live in your counties and serve as the primary DSS liaisons for every local DSS office.
- The CRR will meet with local DSS offices at least quarterly.
- Our goal is to understand the needs of local DSS offices and communities they serve.
- Our commitment is to find quick solutions to challenges that may arise during implementation and after go-live.

**WellCare Transportation Broker:** One Call is committed to serving Medicaid members in the state of North Carolina (NC) and our contract aims to provide a technology-based, customer service focused solution for Medicaid transportation within the state. One Call has contracted providers currently in place through-out North Carolina and will continue to contract with private NEMT providers, Transit Agencies and Ambulance companies to create a robust network. We will also subcontract with each County's Department of Social Services to fulfill trips based on member needs for those that have NEMT services.





## Non-Emergency Medical Transportation

### **What are the hours of operation?**

Monday through Saturday, 7 a.m. to 6 p.m. (Eastern Time)

### **What are the hours to schedule Urgent appointments such as discharges?**

- 24/7 – 365 days

### **Is there an advance notice requirement for routine (non-urgent) medical appointments?**

- 2 business days in advance

### **When will Members start requesting rides?**

- June 1, 2021 is considered 'First Call'

### **What Outreach Services does LogistiCare offer?**

Outreach is the channel/link between LogistiCare and the various stakeholders, community partners and NEMT members.

LogistiCare's skilled Outreach team maintains relationships with our our Community Partners, Tribal Communities and Community Stakeholders in an effort to ensure Facility and member needs are being met.

### **Does LogistiCare offer advance training to our High Utilizer Facilities?**

LogistiCare's Outreach Team will initiate Outreach at least 90 days prior to our Pre Go Live date (6/1). This will consist of education and information about the services offered to Stakeholders such as Healthcare facility staff, Hospitals, Clinics as well as NEMT members. This includes but is not limited to virtual systems training, program and information policies processes and procedures.

### **What other services does LogistiCare's Outreach offer?**

LogistiCare's Outreach team also provides multiple avenues to education such as: Site Visits/Virtual Meetings, Conference calls, Electronic Materials/Communication as well as ongoing training as needed and individual needed support for our Stakeholders, Community Partners, Tribal Communities, DSS Agencies and NEMT members.

### **How can we follow-up on contracting to provide NEMT services?**

LogistiCare's Provider Relations team can be reached at [ncnetwork@logisticare.com](mailto:ncnetwork@logisticare.com). Contracting activities are fully engaged in NC to ensure network readiness for Members.

***One Call is committed to serving Medicaid members in the state of North Carolina (NC) offering a contract that provides a technology-based, customer service focused solution for Medicaid transportation within the state.***

### **Contracting Efforts:**

- *Contracted transportation providers currently in place through-out North Carolina and will continue to contract with private NEMT providers, Transit Agencies and Ambulance companies to create a robust network.*
- *Subcontract with each County's Department of Social Services to fulfill trips based on member needs for those that have NEMT services.*

### **Collaboration with DSS Agencies**

- *Directly outreaching to stay in communication and partner to best fit each DSS Agency's needs.*
- *Discuss and coordinate scheduling expectations and One Call value adds.*
- *Important emphasis for the member experience to provide a seamless transition.*

Contact:  
Nick LoPiccolo  
Manager, Network Development  
[Nicholas\\_lopiccolo@onecallcm.com](mailto:Nicholas_lopiccolo@onecallcm.com)  
P: 314-708-8307



## Q&A

---

# DSS RECONNECT MEETING

December 2020

- We want to hear from you today
  - Use the CHAT feature to share thoughts and feedback
  - Use the Q&A feature to submit questions and we'll answer as many possible at the end
- Sharnese will be emailing the PPT slides after the call