



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

NC MEDICAID MANAGED CARE ON-BOARDING SESSION

SPONSORED BY:
NC ASSOCIATION OF COUNTY DIRECTORS OF
SOCIAL SERVICES AND NC MEDICAID

FEB. 20, 2019 | UNION CO. AGRICULTURAL CONFERENCE CTR.
3230-D PRESSON ROAD, MONROE, NC

NC Medicaid invites you to an *On-boarding Session* for Directors, Program Managers and/or Supervisors and Line Staff. The goal of the session is to provide an overview of critical Managed Care processes & updates for DSS Leadership and staff. At the completion of the on-boarding session, the goal is for participants to understand:

1. Changes in Medicaid due to Managed Care
2. The Role of the Enrollment Broker for beneficiaries, DSS staff and NC Medicaid.
3. The Process for accessing support services across DHHS such as the Enrollment Broker and the NC Medicaid Contact Center and staff,
4. And provide feedback to Medicaid on strategies, process improvements, communications and training.

**NC MEDICAID MANAGED CARE
ON-BOARDING SESSION
FEBRUARY 20, 2019**

AGENDA

Morning Session

- 1. NC Medicaid Managed Care Overview 9:00-10:15 am**

Sandra Terrell, Director, Clinical and Operations,
NC Medicaid & Merritt Bradshaw, Medicaid Transformation
Project Manager – Member Operations, ECPF

BREAK 10:15- 10:30 am

- 2. Key Stakeholder Roles & Responsibilities 10:30 – 11:00 am**

Carolyn McClanahan, Associate Director, Medicaid
Eligibility Services & Sharnese Ransome, Executive
Director, NCACDSS

- 3. Enrollment Broker 11:00 - 12:15 pm**

Maritza Nowakowski, Program Director, MAXIMUS

LUNCH 12:15- 12:50 pm

Afternoon Session

- 4. Core Medicaid Functions of Local DSS Under
Managed Care 1:00-2:00 pm**

Carolyn McClanahan, Associate Director
Elizabeth Odell, Operational Support Team Rep.,
Medicaid

5. NC Medicaid Managed Care County Impacts 2:00-3:00 pm

Carolyn McClanahan, Associate Director
Elizabeth Odell, Operational Support Team Rep.,
NC Medicaid
Heather Skeens, Director, Guilford County
Dept. of Social Services
Marcy Maze, Assistant Director, Yadkin County
Dept. Of Social Services

BREAK

3:00-3:15 pm

6. System Integration (NC FAST & Call Centers) 3:15 - 4:15 pm

Carolyn McClanahan, Associate Director
NC FAST, Dan Meyer, P14 Implementation Manager
Call Centers- Maritza Nowakowski, Program
Director, MAXIMUS and Arthur Webb, Manager,
NC Medicaid, Contact Ctr.

7. Day 1 Question Submissions

4:15 pm

Sharnese Ransome, NC Medicaid & MAXIMUS

Please print your questions on the note cards at your table. Those we don't get to today, we will discuss tomorrow.

**NC MEDICAID MANAGED CARE
ON-BOARDING SESSION
DAY 2
FEBRUARY 21, 2019**

AGENDA

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|------------------------------|-------------------------|
| 1. Questions from Day 1 | 9:15 - 9:45 am |
| 2. Discussion and Engagement | 10:00 - 11:30 am |
| 3. Wrap-Up | 11:30 - 12:00 pm |