



**Medicaid Expansion
Enrollment
Assister Partner
Engagement Session**

April 3rd, 2024

Agenda

- **Introduction and Logistics**
- **Level setting**
- **Meet Shakira**
- **Expansion Updates & Needs**
- **Breakout discussions**
- **Group Discussion**
- **Calls to Action**

Logistics

- This meeting is being recorded for note-taking purposes
- The slides and notes will be sent out after the meeting
- We welcome your feedback! Please feel free to raise your hand or add a question/ comment to the chat during our time together

Introductory Poll Questions

Level Setting

- As of December 1, 2023, approximately 600,000 North Carolinians are newly eligible for Medicaid under the expansion.
 - Medicaid income requirements are being expanded to include adults ages 19-64 earning up to 138 percent of the Federal Poverty Line.
- Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health and more with no premiums or deductibles and a copay of \$4 for some services.
 - Medicaid Family Planning beneficiaries under 139% FPL have been auto-mapped onto full Medicaid as of December 1st- **some may not be aware that they have full Medicaid**

FFM Determination State



- As of February 1st, 2024, NC has become a Federally-Facilitated Marketplace determination state
- This means that Healthcare.gov can **determine** an individual to be eligible for Medicaid, rather than **assessing** their eligibility for Medicaid
 - In many cases, the application is still transferred to the state to make the final decision for the category of Medicaid, and the state may request more information.

Meet Shakira



Shakira Greene
BIPOC Community Engagement Coordinator
SGreene@caresharehealth.org

Website Reminder



Care Share's Medicaid Expansion Resources are now housed at

equitypn.org/nc-medicaid-expansion/

- This includes recordings and materials from our Medicaid Expansion Regional Trainings, recordings of webinars, and slides/ takeaways from these Partner Engagement Sessions

Flag: New FPL Guidelines

- As of April 1st, NC Medicaid is using the updated 2024 Federal Poverty Guidelines
- Be mindful that any previously printed flyers will not have the most up-to-date income eligibility information

Family Size	Income Limit, Before Taxes
Single adult	\$1,732/month or less
2	\$2,392/month or less
3	\$2,969/month or less
4	\$3,588/month or less
Each additional person	Add \$597/month

Tailored Plan Announcement



"It's official! **Tailored Plans will launch on July 1.** At a legislative committee hearing today, NC Medicaid shared that the Local Management Entities (LMEs) that will run Tailored Plans – Alliance Health, Partners Health Management, Trillium Health Resources, and Vaya Health – are all ready to go live. As always, we are committed to being ready to serve and care for North Carolinians that use these services.

Tailored Plans include services for people with serious mental health issues, substance use issues, intellectual and developmental disabilities, and traumatic brain injury. People with NC Medicaid Direct who receive services for these needs may be moved to a Tailored Plan. The name will change, but the services will not.

Later this month, we'll be sending you a toolkit to share with your networks so that people know what to expect with the launch of Tailored Plans. "

Prescription Copays



- Beneficiaries being unable to afford copays: "Under 42 C.F.R. 447.52(e)(2) providers are generally prohibited from denying “services to an eligible individual on account of the individual's inability to pay the cost sharing.”
 - This means patients should not be denied service based on an inability to pay.
 - Please keep reporting any occurrences in which a beneficiary is denied service based on an inability to pay so we can share that with the state.
 - Guidance found in the [NC Medicaid Outpatient Clinical Coverage Policy Number 9](#)
- The same protections are in effect for non-prescription copays as well (office visits, etc.). Guidance linked here: [NC Medicaid State Plan Amendment](#)

Prescription Copays



5.5 Co-payments

5.5.1 Medicaid Co-payment Requirements

An eligible Medicaid beneficiary, who receives prescribed drugs, is required to make a co-payment of \$4.00 for each prescription received unless they are exempt for one of the reasons listed below in **Subsection 5.5.2**. A provider may not deny services to any Medicaid beneficiary because of the individual's inability to pay a deductible, coinsurance or co-payment amount. A provider may not willfully discount copays for a Medicaid beneficiary, and an individual's inability to pay does not eliminate his or her liability for the cost sharing charge. The provider shall open an account for the beneficiary, collect the amount owed at a later date, and document all attempts to collect the copay. If the account has not been paid, the pharmacy may in the course of normal accounting principles, write-off the charges and stop monitoring the claim.

5.5.2 Co-payment Exemptions for a Medicaid beneficiary

A Medicaid beneficiary is exempt from a co-payment for any one of the following:

- a. The beneficiary is under 21 years of age;
- b. The beneficiary resides in a nursing home facility, Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) or a mental health hospital;
- c. Adult care home and hospice beneficiaries are responsible for co-payment.
- d. The drug is classified as family planning (birth control medication). Exemption from the co-pay for family planning drugs is indicated on the drug file and does not require any additional indicators. Do not collect a co-pay for oral contraceptives;
- e. The beneficiary is classified as a CAP beneficiary as indicated on the beneficiary's Medicaid Identification Card (MID card);
- f. The beneficiary is pregnant. The co-payment exemption is made automatically by the claims processing system for an eligible beneficiary. In the event that the system does not override the copay, the pharmacy may use any of the ICD-10-CM codes listed in **Attachment J** to indicate pregnancy; or
- g. A "4" in the Prior Authorization Type Code or a "2" in the pregnancy indicator field on a point-of-sale (POS) claim also indicates an exemption from the co-payment deduction for pregnancy.
- h. The beneficiary is a member of a federally recognized tribe.

Guidance for Unhoused Folks

- Putting an address on an application for folks who are unhoused/ experiencing homelessness.
 - The latest guidance from two DHHS staff members is that "There is not a time limit for how long a homeless individual can use the DSS address."
 - If you hear of any instances of a DSS office not allowing an individual to use their county DSS office as their address, **please let me know.**

Upcoming Webinar:

Benefits Application Best Practices for People Experiencing Homelessness

April 11, 2:30pm

[Register](#)

Breakout Discussions



- How's it going? (15 minutes)
 - What are the most common roadblocks you encounter when completing a Medicaid application? What is your course of action to work around these roadblocks?
 - What are you hearing about beneficiaries' experiences once they're approved for Medicaid?
 - What are the perceptions of Expansion in the communities you work in?
 - What are you doing to reach marginalized or vulnerable populations?
- What support/ resources do you need? (5 minutes)

Group Discussion

- Are there any problems you're encountering that we can troubleshoot/ pass up to DHHS?
- Who isn't being reached with information about Medicaid Expansion?
- What resources do you need to help support your consumers/ beneficiaries through the process of Medicaid Expansion?

Upcoming Medicaid Expansion Events

Enrollment Assister Appreciation Celebration & Reception

- Monday, April 15th from 2pm to 7pm in Raleigh
- We can help cover accommodations for folks that live outside of the Triangle
- A time to celebrate all the amazing work that you have done!

[Registration Linked Here!](#)



Get Covered Winston-Salem Medicaid Expansion Enrollment Event

All are welcome to learn more about attaining health care coverage through expanded Medicaid. Medicaid Application Assistors will be available to begin the enrollment process for eligible attendees.

Friday, April 12 | 10 am - 1 pm

Speakers: NC Representative Donny Lambeth, Kate B. Reynolds Charitable Trust Vice President of Programs Adam Linker, Care4Carolina Executive Director Abby Emanuelson

Lunch will be provided.

ATTEND



bit.ly/3UOSiCi

HOST A TABLE



bit.ly/3SPVPam

Location:

**Goodwill Industries Headquarters
Self Reliance Hall**
2701 University Parkway
Winston-Salem, NC 27101



Get Covered Sandhills Medicaid Expansion Enrollment Event

All are welcome to learn more about attaining health care coverage through expanded Medicaid. Medicaid Application Assistors will be available to begin the enrollment process for eligible attendees.

Tuesday, April 16 | 11 am - 2 pm | Fayetteville Tech

Speakers: North Carolina Senator Jim Burgin, Care4Carolina Executive Director Abby Emanuelson

Lunch will be provided.

ATTEND



bit.ly/medexftcc

HOST A TABLE



bit.ly/vendorftcc

LOCATION



bit.ly/3SX8Tej



Navigator Consortium Enrollment Events

UPCOMING EVENTS

07 Apr	Wake Co. Medicaid Expansion Enrollment Event 📍 2200 New Bern Ave Raleigh, NC 27610 VIEW ON MAP 🕒 10:00 - 02:00 READ MORE
10 Apr	Harnett & Lee Co. Medicaid Expansion Enrollment Event 📍 455 McKinney Pkwy, Lillington, NC 27546 VIEW ON MAP 🕒 11:00 - 04:00 READ MORE
11 Apr	Wake Co. Medicaid Expansion Enrollment Event 📍 2200 New Bern Ave. Raleigh NC 27610 VIEW ON MAP 🕒 10:00 - 02:00 READ MORE
25	Macon Co. Medicaid Expansion Enrollment Event 📍 149 Siler Farm RD. Franklin, NC 28734 VIEW ON MAP

UPCOMING EVENTS

08 May	Sampson & Cumberland Co. Medicaid Expansion Enrollment Event 📍 115 N. Boulevard Clinton, NC 28328 VIEW ON MAP 🕒 10:00 - 03:00 READ MORE
16 May	Wake Co. Medicaid Expansion Enrollment Event 📍 2200 New Bern Ave. Raleigh NC 27610 VIEW ON MAP 🕒 10:00 - 02:00 READ MORE

- Listed on [NCNavigator.org](https://www.ncnavigator.org)
- Contact tonip2@legalaidnc.org and angelac2@legalaidnc.org if you'd like to get connected with these events

Calls to Action

equitypn.org/nc-medicaid-expansion/

Care Share's Medicaid Expansion Webpage

medicaid.ncdhhs.gov/reports/medicaid-expansion-dashboard

Medicaid Expansion Data Dashboard

Non-MAGI Medicaid Eligibility: Core Concepts for Enrollment Assistants
April 16th at 2pm

[Register Here](#)

Upcoming Beyond the Basics Webinar

CONNECT WITH US



Hollis Smith

Medicaid Expansion Outreach & Education
Coordinator

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**THANK
YOU!**

[CARESHAREHEALTH.ORG](https://caresharehealth.org)

 **[EQUITYPN.ORG](https://equitypn.org)**

