

Date: Thursday, June 30, 2022

Q1. Will the Medicaid ID care list the PCP and CM provider?

Answer: It will list the primary care provider's (PCP's) name, address, and phone number. There will be an insert with the welcome packet from Trillium that will include the assigned TCM.

Q2. Is there a specific area on the website where the ppt will be located?

Answer: We will post the recordings on the Tailored Plan pages on our website: trilliumhealthresources.org/for-individuals-families/medicaid-transformation-information-for-recipients and trilliumhealthresources.org/for-individuals-families/medicaid-transformation-information-for-members

The Enrollment Broker's call center will be open for the Tailored Plans soon:
Phone: 1-833-870-5500 (TTY: 1-833-870-5588)
Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday
Please visit NCMedicaidPlans.gov for more information.

Q3. If we get a notification that we are transitioning to a Standard Plan, but feel that might not be the best fit - what can we do?

Answer: The enrollment letters will include instructions on steps to take if you feel you should be placed on the Tailored Plan.

Q4. How do we know those websites and resources for the brokers?

Answer: Enrollment broker and NC Medicaid Ombudsman website addresses are shared in the Q&A. Ombudsman website is: ncmedicaidombudsman.org/

Q5. I had a difficult time connecting. What is a tailored plan and why do we need it?

Answer: Both plans will coordinate services for physical and behavioral health. The Standard Plans best serve individuals with mild to moderate behavioral health needs, and the Tailored Plans are better suited for those with severe mental health, substance use, intellectual/developmental disability, or traumatic brain injury. The Enrollment Broker's website includes more details here: ncmedicaidplans.gov/learn/nc-medicaid-managed-care-health-plans

Q6. Do you have to have to a tailored plan to continue with the innovations?

Answer: The Enrollment Broker will be able to answer all questions related to services that are available in the Tailored Plan but not the Standard Plan. Learn more here: ncmedicaidplans.gov/learn/nc-medicaid-managed-care-health-plans. You do need to be enrolled in a Tailored Plan (unless you are a member of the EBCI) in order to continue with the NC Innovations Waiver.

Q7. Will enrollment packages go directly to those living in group homes or will it be mailed to the family? Who completes the packet?

Answer: The enrollment letters and welcome packets will be mailed to the individual, guardian, or legally responsible person who is designated on the mailing list provided by NCDHHS.

Q8. Does the provider directory allow you to search for primary care providers. It appears to focus only on BH/IDD/SUD?

Answer: Physical health providers will be available on our directory starting in August.

Q9. If member misses deadline to select a health provider and is assigned one they do not want, can they change?

Answer: Yes, the letter and handbook will include instructions for how and when you can change your PCP or TCM. Contact Member and Recipient Services at 1-877-685-2415 starting 8/15/22 to select your PCP or TCM provider. You can call the same number to make a change twice a year without a reason and any time with a reason.

Q10. Is there a simple way to enroll in the future Webinars?

Answer: trilliumhealthresources.org/for-individuals-families/medicaid-transformation-information-for-members