

Monthly Director's Report to Board of Social Services



August 2019

Submitted by:
Jerrie McFalls, Director

~ **NC Medicaid Transformation:** Medicaid is changing from fee for service to managed care for most beneficiaries. Henderson County had 27,636 beneficiaries on June 30, 2019. 19,126 of those are projected to be a part of managed care. Phase 1 will include approximately 13,244 individuals who will choose or be auto assigned a PHP (Pre-Paid Health Plan). 5,882 will move into managed care in mid-2021 in tailored plans designed to meet their health care needs. Around 8,510 beneficiaries will remain in fee for service which will be called NC Medicaid Direct.

- Phase 1 of Medicaid Transformation enrollment is in process in Regions 2 and 4 of NC. Henderson County is in Phase 2. Enrollment packages will be mailed to our beneficiaries on October 1, 2019. Open enrollment will occur between October 14 and December 13, 2019. Auto assignment for those who do not choose their PHP will begin on December 16, 2019. Day 1 of the Health Plan coverage is February 1, 2020. This will be the biggest change to NC Medicaid ever!
- Open enrollment for the Affordable Care Act (ACA) is from November 1-December 15, 2019. This is the busiest time of year for our Medicaid staff because additional applications must be processed to determine Medicaid eligibility before applicants can obtain insurance through the marketplace.
- The impact of transformation on DSS is expected to be increased foot traffic and phone calls and the need for DSS staff to have a “warm transfer” of clients to the enrollment broker who can assist them in choosing a PHP. We expect to have a broker on site during open enrollment.
- Four PHP’s will serve our County. Please see the chart enclosed of added services offered by each of the companies.
- We have identified a DSS workgroup to plan our approach so we can minimize the impact of open enrollment in both managed care and the ACA on our Medicaid staff. Since the open enrollments overlap, we expect the volume of calls and walk-ins to greatly increase from October 14 - December 13, 2019.

~ **Social Services Institute:** Two DSS Board Members and nine Staff participated in the Institute this year. For many this was their first opportunity to attend. Staff have expressed that the Institute was a positive experience and they benefitted from the information they received.

Employees of the Month: The August Employees of the Month list is attached