

It is estimated 15% of patients will choose a Prepaid Health Plan (PHP), and over 80% will be assigned to an Advanced Medical Home (AMH). These tips will help ensure that you maintain relationships with your established Medicaid patients, and establish new relationships with patients who are attributed to your practice who you have never seen.

## NC MEDICAID MANAGED CARE



### KNOW YOUR PATIENT PANEL AND UPDATE ENROLLMENT

- Reconcile current Medicaid empaneled patients with the Carolina Access list i.e., patients assigned to you versus patients you see.
- Reach out to patients not seen in over 12 months to schedule a well visit. This facilitates the Medicaid managed care broker to link patients with the appropriate primary care provider, if there is a claim from Advanced Medical Home (AMH) within the last year.
- Contact DSS to reassign patients who should not appear on your list. You can also provide the list to your local Community Care network to have DSS reassign.
- Contact patients on your list who you have never seen to schedule a wellness visit.



### ATTEMPT TO SCHEDULE WELLNESS VISIT

- **Sample script:** *Hello, I am calling from X practice. Our provider has you on his/her list as a patient and we want to be sure you are receiving the access you need to health care services. According to our records, we haven't seen you for a physical this year. It's important that you check in with your provider even if you haven't been sick. Are you interested in making an appointment?*
- Track which patients have been contacted, record their response, and update their contact information in your system. [See a sample tracking spreadsheet.](#)



### BEGIN CONVERSATIONS WITH MEDICAID PATIENTS

- Provide basic education to Medicaid patients on NC's transition to managed care and the plan selection process.
- Reassure patients that you would like to maintain the relationship as their primary care provider.
- Resources: [7 Things You Need to Know About NC's Move to Medicaid Managed Care](#) and [NC DHHS website on Medicaid Transformation](#)



### CHECK NCTRACKS

Review your information in NCTracks and ensure all providers are current and all practice information is up to date.