



# NC Local Health Director Orientation

Perspectives on Clinical Operations in Medicaid

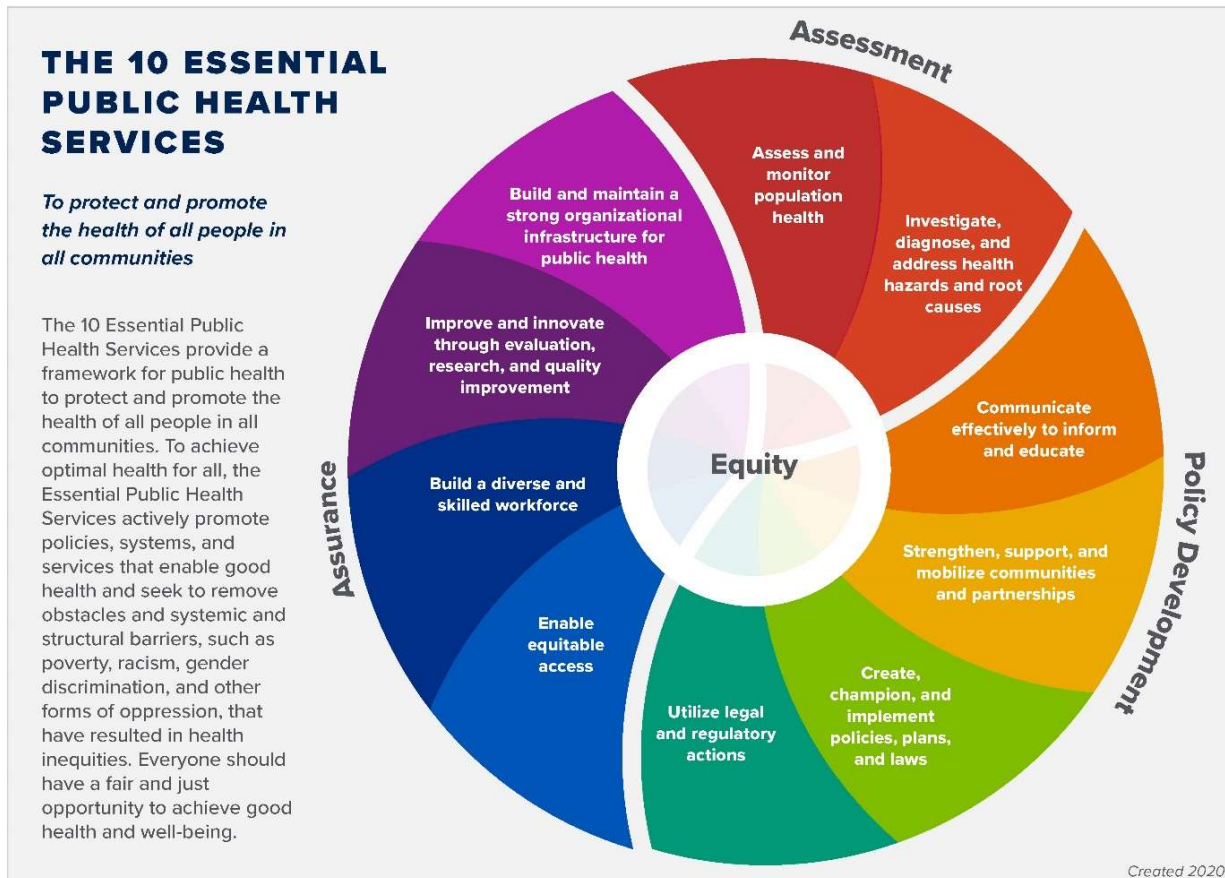
*A few basics for local health directors*



## **Goals for this session**

- Overview of NC Medicaid and public health services
- Key factors to consider
- Questions to ask
- Where to find more resources

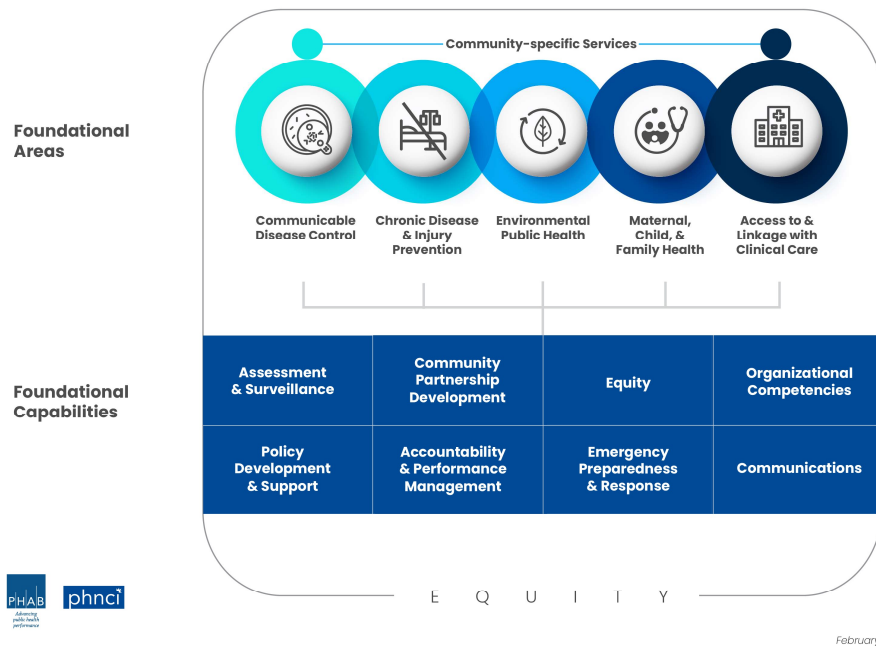
# Our historical framework



Source: [The Public Health National Center for Innovations \(September, 2020\)](#)

# Foundational Capabilities of Public Health

## Foundational Public Health Services



- ✓ Assessment/Surveillance
- ✓ Emergency Preparedness and Response
- ✓ Policy Development and Support
- ✓ Communications
- ✓ Community Partnership Development
- ✓ Organizational Administrative Competencies
- ✓ Accountability/Performance Management
- ✓ Equity

Source: [PHNCI](https://www.phnci.org/) (February, 2022)

# Core Public Health Services

## Core services

- Communicable Disease Control*
- Chronic Disease & Injury Prevention*
- Environmental Public Health*
- Maternal, Child, & Family Health*
- Access & Linkage with Clinical Care*
- Equity –threaded through and grounding all services*

*Our aim is to strive for foundational capabilities across each of the core public health services provided in the community*

# Clinical Services Considerations

- Is this a service that is a gap in my community for individuals or groups?
- Do we have the capacity or budget to support what it takes to offer?
- Have we run the numbers based on expected volume (visits) and payer mix (types of insurance or uninsured) with a comparison of cost?
- Have we considered a partnership with another entity –another LHD, a private provider or clinic, or a community health center/FQHC?
- Have we considered changing landscapes in the community or in policy?
- Have we thought about staff capacity for all of our priority services?

# Clinical Services Considerations

- Scheduling*
- Clinic flow & exam rooms available*
- Staffing needs & their credentials (medical assistant, lab, nurse, provider)*
- Transportation for patients*
- Connecting patients to other needs (healthy opportunity pilot options & NCCARE 360)*
- Time from patient visit to claim creation*
- Time from claim creation to bill process to payment received*
- Not all clinical services are created equal*
- Sliding fee scale –training, policy & procedure, watch out for compliance with Title X and Title V*
- Remember some programs like Family Planning require verbal attestation of income*

# Clinical Services Considerations

## **Front office procedures**

- Verifying Medicaid participation/active enrollment*
- Who is the primary care provider and payer for the patient?*

## **Billing process and metrics**

- Credentialing process & verification of providers on Medicaid portal (NC TRACKS or other)*
- Denials*
- Trends*

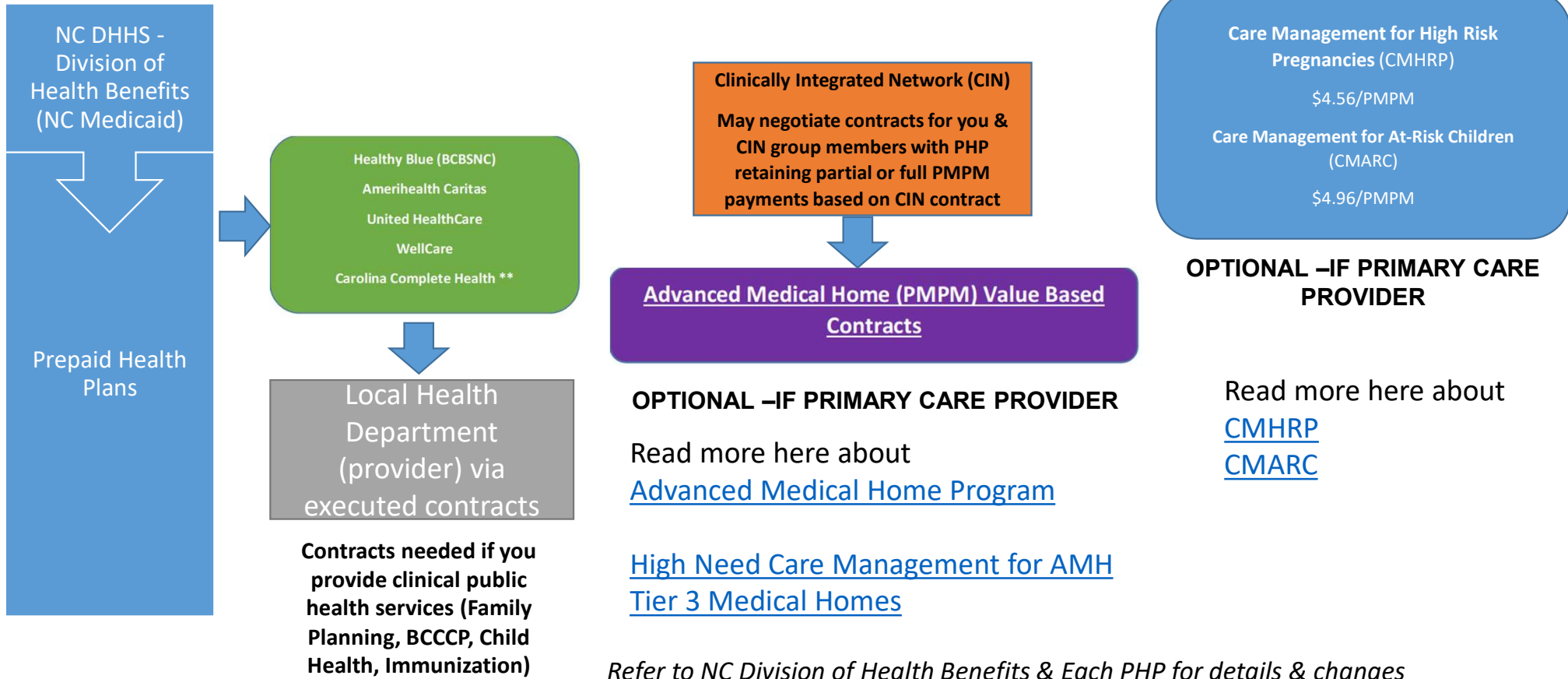
## **Finance tracking & budgeting**

- Quarterly intergovernmental transfer payments –refer to in-depth presentation*
- Annual Medicaid cost reporting –refer to in-depth presentation*
- Payer mix & operating costs*
- Cash flow*

## **Medical malpractice coverage** \*process for renewals and new hires

## **Clinical competencies and oversight** –some may be required by PHP or Medicaid







- [NC Medicaid Fact Sheets](#)
- Medicaid Managed Care
  - NC TRACKS Provider Portal: Call 800-688-6696 or [visit this website](#)
  - Provider Ombudsmen: [Medicaid.ProviderOmbudsmen@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsmen@dhhs.nc.gov)
  - [Contracting with Health Plans](#)
- [Standard Plans](#) –launched July, 2021
- [Tailored Plans](#)–planned to launch October 1, 2023
  - Includes children receiving CAP/C; People receiving CAP/DA for disabled adults; People who receive both Medicaid and Medicare; People in nursing facilities >90 days; Children in foster care; former foster care youth; children receiving adoption assistance. *\*Remember, legislation or federal amendments can change this list*
  - Exempt/Excluded populations: Federally recognized tribal members; individuals who qualify for services through Indian Health Services



- **NC Health Connex –NC Health Information Exchange**

- Required if you are participating in a public insurance program in NC but timelines vary –check the resources below for updates
- Participation Agreement
- Work flows for adults & minor’s consent
- Compliance with NC Minor’s Consent Law –Direct Secure Messaging
- Read more here about [NC Health Connex](#)
- HIPAA Alliance (list serve of LHD staff) is a great resource as is UNC School of Government, in addition to NC Health Connex staff
- Talk to your electronic health record vendor



- Healthy Opportunities Pilots –*NC is first state approved for project*
  - Available in 3 regions in NC: Access East, Inc; Community Care of Lower Cape Fear; Impact Health
  - Additional support for social determinants of health factors including food, housing, transportation, and interpersonal safety
  - NC Local Health Department Manual Healthy Opportunities Pilot -11.23.22
- Medicaid Expansion –anticipated fall, 2023 or after
  - NC Coverage Gap Map by County –by Care4Carolina prior to expansion
  - 2021 Community Education Handbook –by Care4Carolina –see pg. 6



- NC Association of Local Health Directors
- Your mentor(s)
- County Department of Social Services
- NC Division of Public Health –Local & Community Support Team
  - Section Chief, Administrative, Local & Community Support
  - Chief Public Health Nurse Branch Head & Local Technical Assistance Team
- NC Division of Health Benefits –NC Medicaid

