



**carolina
complete health™**

Additional Member Benefits

Non-Emergency Medicaid Transportation,
Value-Added Services, Interpretation Services

August 2022

Why we're in business

OUR PURPOSE

Transforming the health of the
community, one person at a time

What we do

OUR MISSION

Better health outcomes at lower costs

What we represent

OUR PILLARS



Focus on the
Individual



Whole
Health



Active Local
Involvement

What drives our activity

OUR BELIEFS

We believe healthier individuals create more vibrant families and communities.

We believe treating people with kindness, respect and dignity empowers healthy decisions.

We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well.

We believe in treating the whole person, not just the physical body.

We believe local partnerships enable meaningful, accessible healthcare.

North Carolina's Only Physician-Led Medicaid Plan

A joint venture between **Centene Corporation**, the **North Carolina Medical Society (NCMS)**, the **North Carolina Community Health Center Association (NCCHCA)** and the shareholders in the **CCH Network** to collaborate on a patient-focused, provider-led approach to Medicaid Transformation.



A first-of-its-kind partnership

Carolina Complete Health is the result of a collaboration between the North Carolina Medical Society, the North Carolina Community Health Center Association, and Centene Corporation.



Provider-led

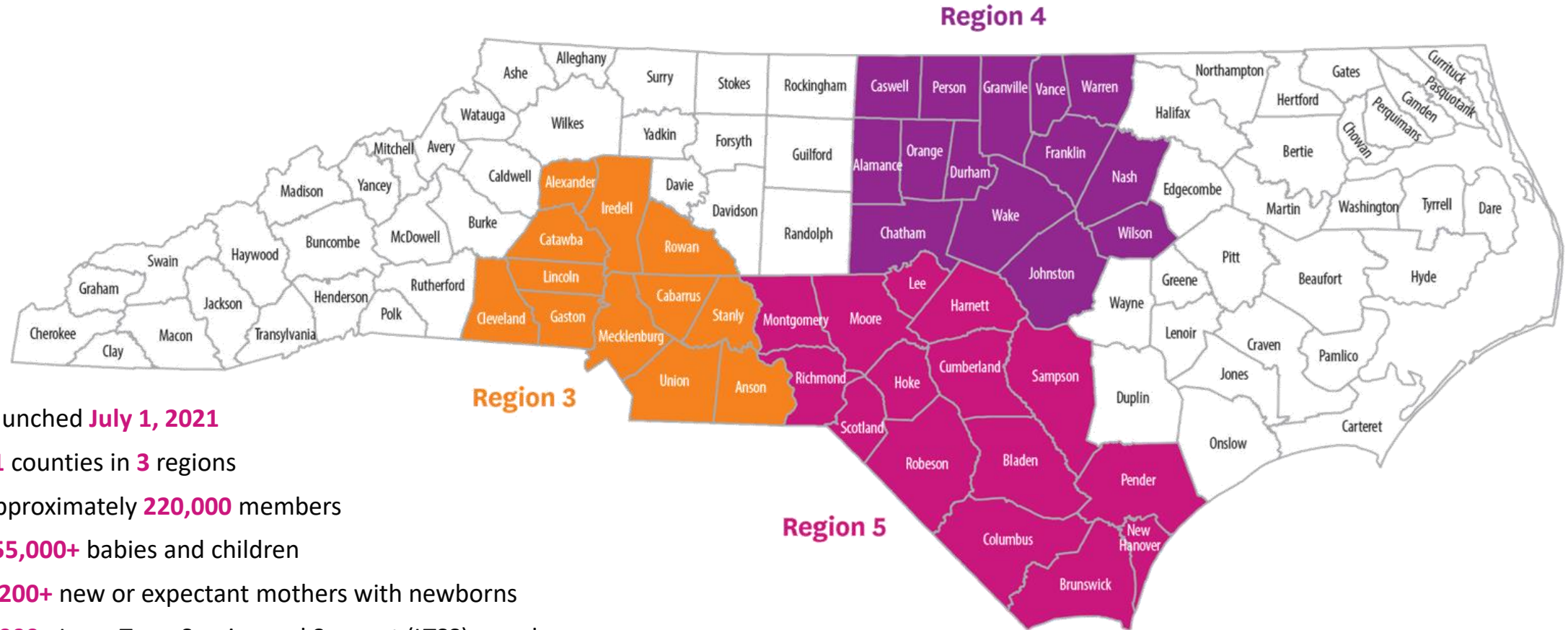
We give doctors and FQHCs (Federally Qualified Health Centers) a voice in key policymaking. We believe providers are essential to Medicaid Transformation and are committed to helping providers remain strong and viable, especially important during the pandemic.



Patient-centered

Carolina Complete Health helps patients get the care they need, when they need it, through local, regional and community-based resources.

Our Commitment to North Carolina



- Launched **July 1, 2021**
- **41** counties in **3** regions
- Approximately **220,000** members
- **155,000+** babies and children
- **5,200+** new or expectant mothers with newborns
- **2,000+** Long-Term Service and Support (LTSS) members
- **9,000+** Providers in Network
- Corporate office in Charlotte with regional offices in Durham and Wilmington

Value-Added Services

Value-Added Services



At Carolina Complete Health, we understand that health is more than what happens at a doctor's office.

Social Determinants of Health (transportation, education, housing) can account for up to 80% of the factors that influence overall health and longevity.

That's why Carolina Complete Health developed Value-Added Services to support the children, expectant parents, and families covered by Medicaid.

\$75 Healthy Rewards

- All members receive a My Health Pays Rewards Visa Card within two weeks of enrollment.
- Members can earn up to \$75 in rewards loaded on the card when they complete specific healthy activities such as a care needs screening or a wellness visit.
- Members can also receive an additional \$75 reward for their first, second, or booster vaccination received between 11/15/21 – 12/31/22.



Healthy Activities Eligible For Rewards

- **\$20 - Care Needs Screening.**

Must be completed within the first 90 days of becoming a member

- **\$20 - Child Well Care Visit.**

Ages 2-20 years old. Once per year.

- **\$25 - Infant Well Care Visit.**

Must complete all six visits with assigned PCP. 2, 4, 6, 9, 12, and 15-month infant well care visits.

- **\$20 - Adult Well Care Visit.**

Ages 21-65. Cannot earn the same year as Care Needs Screening reward.

- **\$10 - Flu Vaccine.**

Ages 18 and up. Once per flu season: September-April.

- **\$20 - Comprehensive Diabetes Care**

Ages 18 and up. Must complete all of the following once per year:

HbA1c test

Kidney screening

Retinopathy screening (dilated eye exam)

For Pregnant And New Moms

- **\$10 - Notification of Pregnancy (NOP) Form**

Limited to one form submission per pregnancy.

- **\$10 - Postpartum Doctor Visit.***

Must be completed within 21-56 days after delivery. Requires NOP submission.

*To be eligible for this reward, member must notify CCH they are pregnant prior to having their baby by calling Member Services or submitting a completed Notification of Pregnancy (NOP) form.

Child Education Support

Education is a key indicator of future economic success and overall health.

That's why Carolina Complete Health provides members enrolled in Pre-K – 12th grade with their choice of online tutoring OR school supplies.

NOTE: Carolina Complete Health proposed changes to this Value-Added Service in 2022. If approved by the state, members enrolled in Pre-K – 3rd grade will be able to receive up to 24 hours of math/reading tutoring AND school supplies.



*This change to the previous child education support offering is pending State approval.

New Parent Support

At Carolina Complete Health, our goal is to help members deliver healthy babies and support newborn care.

In addition to our Start Smart for Baby® education program, eligible members can receive:

- infant car seat
- Diaper bag
- Or breast pump

NOTE: Eligibility based on member expecting and/or delivering a baby within 12 months.



\$75 Youth Activities and Child Development

Enhancing and expanding childhood experiences can positively impact child development and overall health.

That's why Carolina Complete Health members ages 6-18 can receive a \$75 voucher toward any participating youth or after school activity.

Current partner organizations include, the YMCA, Boys and Girls Clubs of America, Girl Scouts, Girls on the Run, Discovery Place, Girls Pursuing Science, and 4-H.



YMCA and WW[®] Health Management Programs

Eligible Carolina Complete Health members may receive access to online tools for YMCA pre-diabetes and high blood pressure management programs, as well as WW[®] weight management programs.

NOTE: Member eligibility is determined by Carolina Complete Health's Care Management Team based on members' health risk factors associated with obesity and Body Mass Index (BMI). Member must be age 18 years or older with a BMI equal to or greater than 25.



*This change to the previous WW[®] offering is pending State approval.

Other Value-Added Services

- Eligible members may also receive:
 - A cell phone to stay connected to their doctor*
 - Up to \$120 per year for over-the counter products
 - Up to \$120 per year for healthy foods*
 - Asthma support and supplies*

*Eligibility requirements apply. Visit carolinacompletehealth.com for more information.

Value-Added Services Help Support Health Equity

- 126,000+ Members have been impacted by our Value-Added Services program
- 120,800+ received My Health Pays rewards
- 2,300+ received My Healthy Balance food support
- 210+ received online tutoring
- 1,975+ received school supplies
- 2,210+ received an infant car seat or breast pump
- 625+ received vouchers for youth development activities

- Learn more about VAS:
<https://www.carolinacompletehealth.com/members/medicaid/resources/vas.html>

Non-Emergency Medical Transportation

Reminder: Non-Emergency Medical Transportation (NEMT)

- Carolina Complete Health can arrange and pay for member transportation to and from appointments for Medicaid-covered services.
- Call **ModivCare**, Carolina Complete Health's transportation provider, up to 30 days before the appointment to arrange for round-trip transportation. There is no limit to the number of trips during the year between medical appointments, healthcare facilities, or pharmacies.
- **ModivCare Member Reservations Number:**
[855-397-3601](tel:855-397-3601)
- For more information: [Carolina Complete Health Transportation Services](#)
- For PHP NEMT Information: [NC DHHS NEMT Fact Sheet](#)



Added Benefit due to Infant Formula Shortage



Non-Emergency Transportation (NEMT) is also available for members to get to locations where they may buy infant formula through August 31, 2022. To arrange transportation, please call NEMT at [1-855-397-3601](tel:1-855-397-3601).

NEMT Benefits include:

- NEMT to a Medicaid-covered service
- NEMT appropriate for the member to the nearest Medicaid provider
- Travel-related expenses including
 - Lodging
 - Food
 - Parking fees/tolls
 - Transportation vouchers (e.g., taxis, ride-sharing services, public transit)
 - Mileage reimbursement if member uses personal vehicle (member can call member services at 1-833-552-3876)

Exceptions and Pre-authorizations

- **NC Health Choice beneficiaries are not eligible to receive NEMT services**
- For certain types of trips, Carolina Complete Health may need to review the request or require additional information before scheduling the trip.

Preauthorization Required

- Out-of-network providers/facilities
- One-way trip exceeding 100 miles
- Out-of-state providers/facilities
- One-way trip exceeding \$200 (excluding costs associated with surcharges)
- Trips for services not covered by Carolina Complete Health (excluding dental services)
- Pick-up or drop off address differs from the address on file (excluding provider's offices/hospitals)

NEMT Resources

- [Fact Sheet - NEMT Overview](#) - April 19, 2022
- [Fact Sheet - NEMT Case Scenarios](#) - April 19, 2022
- [NEMT Questions and Answers](#) - May 25, 2021
- [Fact Sheet - Non-Emergency Medical Transportation \(NEMT\): Part 1](#) - Feb. 16, 2022
- [NEMT Contact Numbers](#) - Feb. 15, 2022

Interpretation Services

Interpretation Services

Carolina Complete Health provides free language assistance to all members in person and telephonically/virtually

Telephonically/virtually

- Language Line: Toll Free 1-866-998-0338
- Account Number 13982
- Medicaid PIN #6329

In-person via Language Services Associates (LSA)

- Contact vendor by phone: 866-827-7028
- Enter Account Number #47716855
- Speak with representative on the details of language needed for appointment or home visit.

Centene - Carolina Complete Health

CALL 866.827.7028

To Schedule a Qualified Face-to-Face Interpreter

- When greeted by a Face-to-Face Interpreting Project Coordinator, please provide the following information:
 - **Account Code:** 47716855
 - **Requestor Information (Name / Phone Number / Email)**
 - **Date and Time of Appointment**
 - **Address (be sure to include the suite, apartment, floor and / or room number, if applicable)**
 - **Member Name**
 - **Member ID Number and Date of Birth**
 - **Type of Appointment**
 - **Product**
 - **Approximate Length of Appointment**
 - **Onsite Point of Contact Name and Phone Number**
- Please schedule all Face-to-Face Interpreting sessions at least 48 hours in advance.
- Thank you for choosing LSA! We look forward to working with you in the future and meeting all of your multicultural communication needs.



www.lsaweb.com

CLAS Trainings

Standard Plan Cultural Competency Training

- [Recording](#)
- [Slides \(PDF\)](#)

The U.S. Department of Health and Human Services Office of Minority Health (OMH) offers guides, toolkits, and additional trainings through their website.

- [CLAS Guide, Report, and Toolkit from OMH](#)
- [Education](#)

NC AHEC is developing a Diversity, Equity, and Inclusion curriculum

- [View all the current DEI online courses. Check back later for more options!](#)

Standard Plan Tribal Training

- This is intended to provide information and to assist providers with cultural awareness and sensitivity when serving Native American tribal members. This training represents an updated map of tribal coverage in NC, as well as feedback from the aforementioned groups.
- [Tribal Training \(PDF\)](#)

Thank you!
Questions?
Contact Carolina Complete Health
1-833-552-3876
