



Value-Added Services

Provider Lunch and Learn Series:

- March 20, 2025
- June 25, 2025
- September 18, 2025
- December 18, 2025
- [Register Here](#)

Lunch and Learn Goals

- Educate providers on the Carolina Complete Health's Value-Added Services and how they may support patient/member health
- Show providers how they can help patients/members access Value-Added Services
- Get provider input/feedback on Value-Added Services, including changes that might be considered for the future

About Carolina Complete Health

- Only Provider-Led Medicaid Managed Care Plan in NC.
- Established through a joint venture between NCMS, NCCHCA, and the Centene Corporation. Centene is the largest Medicaid and Marketplace organization in the United States).
- Selected by Trillium and Partners to provide physical health for Tailored Plans scheduled to launch in 2024.
- Provide Medicaid in three regions (41 counties) to over 260,000 Medicaid members. Also insure over 120,000 Marketplace members through Ambetter of NC.
- 350+ employees and offices in Charlotte, and Durham.



Our mission is to improve the health of the community, one person at time.

Overview of Value-Added Services

Standard Plan Benefits vs. Value-Added Services

| Standard Plan Benefits | Value-Added Services |
|--|---|
| <ul style="list-style-type: none">• The NC DHHS requires that all Medicaid plans provide Standard Benefits such as doctor visits, hospitalization, preventive services, and prescription drugs.• Standard Benefits are the same for all five plans in North Carolina. Copays for Standard Plan Benefits are also the same.• Standard Plan benefits do not differentiate one plan from another. | <ul style="list-style-type: none">• As part of the transition to Medicaid Managed Care, NC DHHS was committed to increasing support for Social Determinants of Health (SDOH) such as education, food insecurity, transportation, etc. Research shows that SDOH can impact up to 80% of health outcomes.• NC DHHS invited the five Medicaid Managed Care plans to submit/file their Value-Added Services with some guidelines including a cap of \$75 for rewards to incent healthy behaviors. Non-monetary Value-Added Services can exceed \$75.• Every Medicaid Managed Care plan in NC has a suite of Value-Added Services. Prospective members can view each plan’s extras on the broker materials, NC DHHS website, and health plan websites.• There is no cost to members for Value-Added Services.• The state refers to these as Added Services, Carolina Complete Health refers to them as Value-Added Services, and other plans refer to them as Extra Benefits or Additional Benefits. |

Carolina Complete Health Value-Added Services



**\$75 REWARDS
FOR HEALTHY
ACTIVITIES**



**\$50 BACKPACK
AND SCHOOL
SUPPLIES**



**\$150 PARENT'S
PACKAGE**
(Infant care seat,
diapers)



**12 HOURS OF
ONLINE
TUTORING**



**\$150 VOUCHER
FOR CHILDREN'S
PROGRAMS**



**CELL PHONE
WITH 250
MINUTES**



**\$120 CVS
PHARMACY
SUPPLIES**



**WEIGHT
WATCHERS® AND
YMCA PROGRAMS**



**\$120 PER YEAR
HEALTHY FOOD
VISA® CARD**



**GED Testing and
Support**



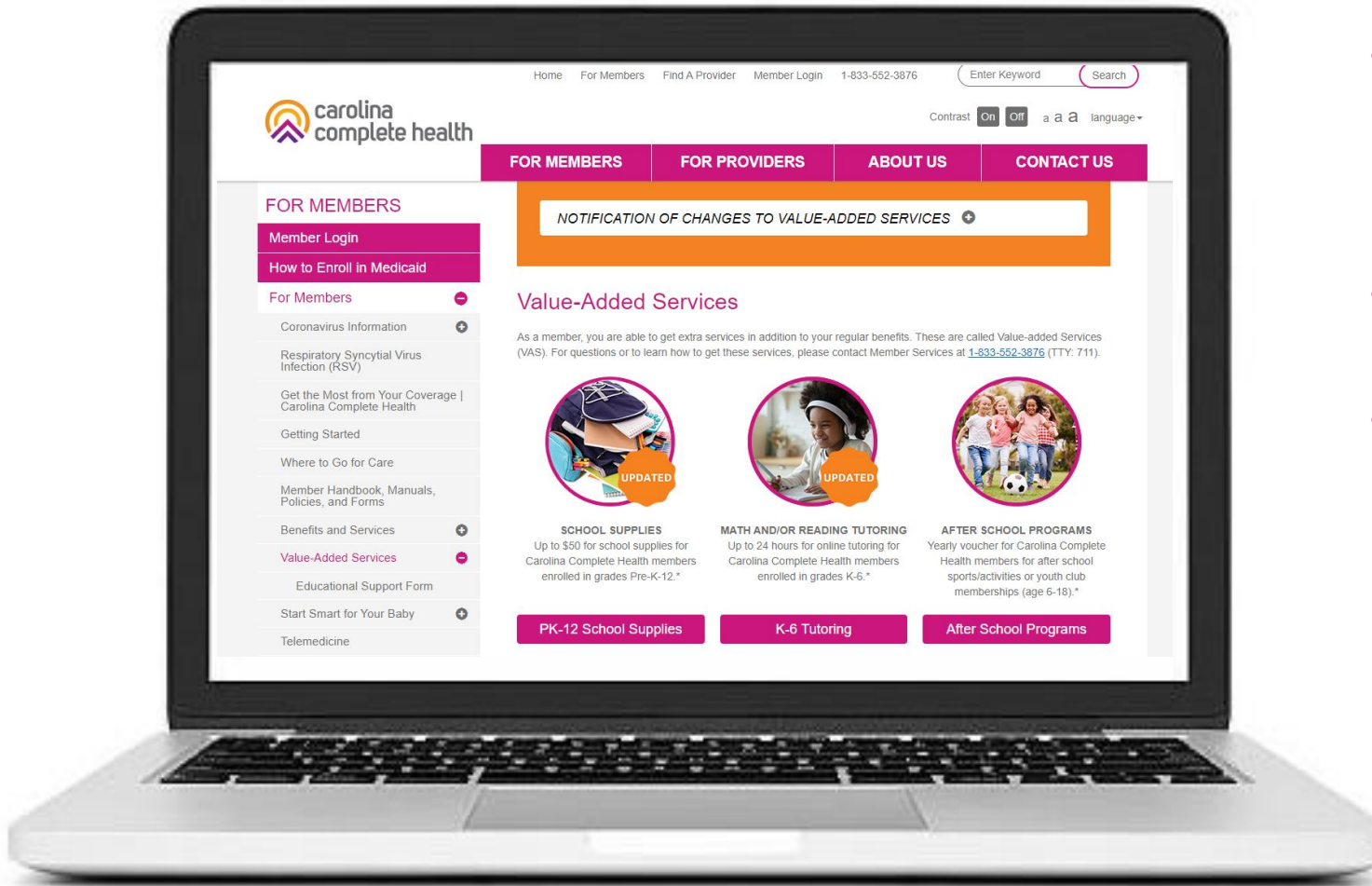
**\$150 ASTHMA
SUPPORT
SUPPLIES**



**MENTAL HEALTH
SUPPORT BY
TELADOC**

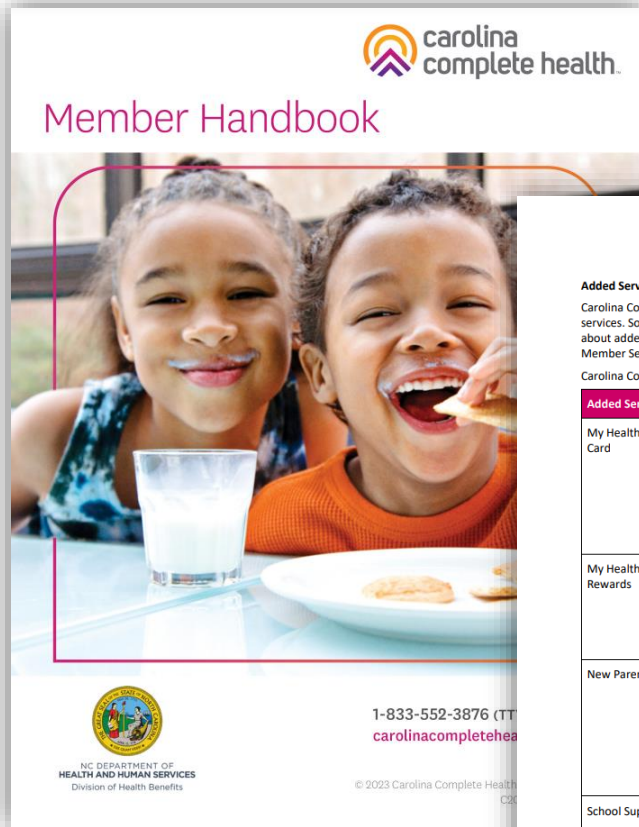
Value-Added Services Resources

Member Website



- Most up-to-date information on Value-Added Services is on website at www.carolinacompletehealth.com/members/medicaid/resources/vas.html
- Learn about Value-Added Services and eligibility requirements
- Members can sign-up for most Value-Added Services using a webform – CCH customer service reps and care managers can complete sign-up on behalf of members if/when needed

Member Handbook



Added Services

Carolina Complete Health offers extra benefits at no cost to you. These are called added services. Some added services may only be available for members who qualify. To learn more about added services, members should visit www.carolinacompletehealth.com/vas or call Member Services at 1-833-552-3876 (TTY 711).

Carolina Complete Health offers the following added services:

| Added Service | Description and Eligibility | How to Get Added Service |
|----------------------------------|--|--|
| My Health Pays® Rewards Card | All members can earn dollar rewards for completing healthy activities such as completing an annual Carolina Complete Health Care Needs Screening, getting a flu shot, or getting an annual wellness visit. | All members receive a personalized Visa® debit card within two weeks of enrollment with information on how to earn rewards. Dollar rewards are loaded on the card after the member completes the activity. |
| My Healthy Balance® Food Rewards | Members who complete a Carolina Complete Health Care Needs Screening and are determined to have food insecurity are eligible for this program. | Members who are eligible for this program will receive a Visa® debit card. \$20 will be loaded on the card every month for six months up to \$120 per year per member. |
| New Parent's Package | Members who are expecting a baby or who have delivered a baby in the previous 12 months are eligible to receive a choice of a car seat and a box of diapers or an electronic breast pump and a box of diapers. | Visit Carolina Complete Health's website to complete a web form or call Member Services. |
| School Supplies | Members enrolled in pre-kindergarten through 12 th grade are eligible to receive a backpack with school supplies valued at \$50. | Visit Carolina Complete Health's website to complete a web form or call Member Services. |

| Added Service | Description and Eligibility | How to Get Added Service |
|--|---|---|
| Online Tutoring | Members enrolled in kindergarten through 6 th grade are eligible to receive 24 hours of online math and/or reading tutoring. | Visit Carolina Complete Health's website to complete a web form or call Member Services. |
| Summer Voucher | Members age 16+ and not enrolled in high school can receive a voucher. | Visit Carolina Complete Health's website to complete a web form or call Member Services. |
| Summer and Afterschool Program Voucher | Members aged 6-18 are eligible to receive a \$75 voucher that can be presented at any participating organization. | Visit Carolina Complete Health's website to complete a web form or call Member Services. |
| to Breathe Asthma Management Program | Members under the age of 18 and diagnosed by their PCP with asthma are eligible to receive up to \$300 in support to help reduce or eliminate triggers of asthma. This includes portable air conditioner, air purifier, HEPA vacuum, hypoallergenic bedding, green cleaning supplies, and more. | Visit Carolina Complete Health's website to complete a web form or call Member Services. Upon receipt of the request, a CCH Care Manager will reach out to the member to determine which items could help support the member. |
| Pre-Diabetes Health Management Program | Members age 18+ who are diagnosed with pre-diabetes by their PCP are eligible for this online program. | Visit Carolina Complete Health's website to complete a web form or call Member Services. Upon receipt of the request, a CCH Care Manager will reach out to the member to confirm eligibility. |

CAROLINA COMPLETE HEALTH
MEDICAID MANAGED CARE MEMBER HANDBOOK

| Added Service | Description and Eligibility | How to Get Added Service |
|---|--|---|
| YMCA High Blood Pressure Monitoring Program | Members age 18+ who are diagnosed with high blood pressure by their PCP are eligible for this online program. | Visit Carolina Complete Health's website to complete a web form or call Member Services. Upon receipt of the request, a CCH Care Manager will reach out to the member to confirm eligibility. |
| Weight Watchers® Program | Members who meet Body Mass Index requirements are eligible for this online program. | Visit Carolina Complete Health's website to complete a web form or call Member Services. Upon receipt of the request, a CCH Care Manager will reach out to the member to confirm eligibility. |
| Over the Counter (Pharmacy) Allowance | All members are eligible to receive \$30 per month (up to \$120 per year) to order select items from CVS (online or in-person). | Visit Carolina Complete Health's website to learn more and view a catalog of available items. To order by phone, call 1-888-262-6298 Monday through Friday from 9 a.m. to 8 p.m. |
| Vision Allowance | Members aged 21+ are eligible to receive extra vision benefits, including a \$125 retail allowance toward select prescription eyeglass frames and lenses, once every 2 years (730 days). | Visit an Enroll vision provider or call Member Services. |
| myStrength Mobile App | All members are eligible to access the myStrength app to help manage stress, anxiety, chronic pain, and more. | Visit Carolina Complete Health's website for link to download the app or call Member Services. |

Member Collateral



Value-Added Services

At Carolina Complete Health, members get Value-Added Services with their Medicaid health plan to support their health and well-being. To learn more about these services, please visit www.carolinacompletehealth.com/vas or call 1-833-552-3876 (TTY 711).

My Health Pays® Rewards Card

All Carolina Complete Health members receive a My Health Pays® Visa® Card within two weeks of enrollment. Members can earn dollars that are loaded on the card for completing healthy activities, such as a Care Needs Screening or Annual Wellness Visit.

New Parent's Package

Carolina Complete Health members who are expecting a baby or have delivered a baby within the past 12 months can receive their choice of a car seat and diapers OR an electronic breast pump and diapers. One Parent's Package per member per plan year valued at up to \$150.

24 Hours of Online Tutoring

Carolina Complete Health members enrolled in kindergarten through 6th grade can get up to 24 hours of math and/or reading tutoring per plan year. A parent/guardian consent form must be completed.



Room to Breathe Asthma Support Program

Carolina Complete Health members who are diagnosed with asthma by their Primary Care Physician (PCP) can be enrolled in the Room to Breathe Asthma Support Program. In addition to educational support, eligible members can receive up to a \$300 value in items per plan year to help reduce environmental triggers of asthma.

Over-the-Counter (OTC) Pharmacy Allowance

All Carolina Complete Health members can receive a \$120 per plan year allowance (\$30 per month) for commonly used over-the-counter products such as pain relievers, first-aid supplies, and medications, eye drops, toothpaste, and more.

School Supplies

Carolina Complete Health members enrolled in kindergarten through 12th grade can receive school supplies valued at up to \$50 per plan year. Basic school supplies include paper, pencils, glue sticks, and crayons.

Youth Development and Afterschool Programs

Carolina Complete Health members ages 6-18 can receive one \$75 voucher per plan year to use with participating organizations, including YMCAs, Boys & Girls Clubs of America, Girls on the Run, 4-H, Girl Scouts, and more.

GED® Test Voucher

Carolina Complete Health members ages 16 and older and not currently enrolled in high school can receive a GED® voucher to cover the cost of the GED® test. This support can help members take the next step to get a job or enroll in college.

Vision Extras

Carolina Complete Health members ages 21 and older can receive extra vision benefits, including a \$125 retail allowance toward select prescription eyeglass frames and lenses, once every two years (730 days).

Cell Phone Support

Carolina Complete Health members who lack reliable phone access can get a pre-programmed cell phone allowing calls to and from doctors, care managers, pharmacies, family contacts, our 24/7 nurse advice line, and 911. Eligibility requirements apply based on Care Management risk assessment.

WeightWatchers® Weight Management Program

Carolina Complete Health members who meet eligibility requirements based on Body Mass Index (BMI), can get a formerly WeightWatchers voucher for a program with digital and web-based classes and workshops to help support healthy weight loss.

YMCA Health Support Programs

Carolina Complete Health members who meet eligibility requirements based on a Care Needs Screening can join the YMCA Diabetes Prevention Program and the YMCA Blood Pressure Self-Monitoring Program. Both programs are backed by the Centers for Disease Control and Prevention (CDC).

Tribal Talking Circles

Native American members of Carolina Complete Health can receive \$100 on their My Health Pays® Visa® Card for completing two Tribal Talking Circles. Please contact your local tribal representative for more information. Carolina Complete Health is not responsible for coordinating Tribal Talking Circles.



carolinacompletehealth.com/vas

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Medicaid Managed Care coverage that covers more.

When you choose Carolina Complete Health, you get the Medicaid Managed Care benefits you need plus extra value-added services you want to help you and your family stay healthy. All from a locally-based health plan with a team of doctors, nurses, social workers, and customer service representatives to help you make the most of your plan.

With Carolina Complete Health

you'll



PLUS, you'll receive Value-Added Services including:

Hours of math and/or reading tutoring for members enrolled in kindergarten through 6th grade per plan year.

Basic school supplies for members enrolled in kindergarten through 12th grade per plan year. Supplies include paper, notebooks, pencils, glue sticks, and crayons.

A voucher to cover the cost of the GED® test for members ages 16 and older and not currently enrolled in high school. This support can help members take the next step to get a job or enroll in college.

One Parent's Package for members expecting a baby or delivered a baby within the past 12 months. Members can receive their choice of a car seat and diapers OR an electronic breast pump and diapers. One Parent's Package per member per plan year.

Up to \$125 My Health Pay rewards dollars for completing healthy activities, such as a Care Needs Screening or Annual Wellness Visit.

A Healthy Balance card for use at healthy food stores at Walmart® for members based on a screening.

WeightWatchers® online program for eligible members based on Body Mass Index.

\$75 Youth Enrichment Program voucher for members ages 6-18 per plan year. Members can use the voucher with participating organizations, including YMCAs, Boys & Girls Clubs of America, Girls on the Run, 4-H, Girl Scouts, and more.

Pre-programmed cell phone allowing calls to and from doctors, care managers, pharmacies, family contacts, our 24/7 nurse advice line, and 911. Eligibility requirements apply based on Care Management risk assessment.

\$125 credit once every two years for select prescription eyeglass frames and lenses. Members must be ages 21 and older.

\$120 allowance per member per plan year for over-the-counter products such as Tylenol, first-aid supplies, and cold medicine.

Provider Newsletter



Provider Pulse  carolina complete health network.

In this Edition of Provider Pulse:

News and Announcements:

- [MLK Holiday Payment Schedule](#)
- [Notification: Tobacco-Free Policy Requirement](#)
- [Reprocessing SNF claims that were denied due to delayed patient monthly liability \(PML\)](#)

Provider-Led Entity (PLE) Highlights:

- [Medical Policies up for Review](#)
- [Value-Added Services \(VAS\)](#)
- [CCH in the Community: 2023 Year in Review](#)

Provider Resources and Education

- [Risk Adjustment Program: 2024 Launch!](#)
- [Carolina Complete Health Secure Provider Portal](#)
- [Measure of the Month](#)
- [CARE Talks](#)
- [Early and Periodic Screening, Diagnostic and Treatment \(EPSDT\)](#)

Value-Added Service (VAS) program highlight

Value-Added Services

As Carolina Complete Health enters its third year as a Medicaid Managed Care plan in North Carolina, we wanted to provide an update on our Value-Added Services. Value-Added Services are extras that health plans offer to support Social Determinants of Health (SDOH).

Carolina Complete Health has provided over 450,000 Value-Added Services since July 2021.

Carolina Complete Health's Value-Added Services are easy for members to access through our website at www.carolinacompletehealth.com/vas. In most cases, the member can simply fill out a webform using their smartphone or computer to request the Value-Added Service. Members can also call 1-833-552-3876 to request a Value-Added Service.

If you are Medicaid provider, we encourage you to become familiar with these extra "benefits" as you may find them helpful in supporting your patients' overall health. [Please view the list below and visit our website for details on our Value-Added Services and eligibility requirements.](#)



**\$75 REWARDS
FOR HEALTHY
ACTIVITIES**



**\$50 BACKPACK
AND SCHOOL
SUPPLIES**



**\$150 PARENT'S
PACKAGE**
(Infant care seat,
diapers)



**12 HOURS OF
ONLINE
TUTORING
CCPN**



**\$150 VOUCHER
FOR CHILDREN'S
PROGRAMS**



**CELL PHONE
WITH 250
MINUTES**



**\$120 CVS
PHARMACY
SUPPLIES**



**WEIGHT
WATCHERS® AND
YMCA PROGRAMS**



**\$120 PER YEAR
HEALTHY FOOD
VISA® CARD**



**GED Testing and
Support**



**\$150 ASTHMA
SUPPORT
SUPPLIES**



**MENTAL HEALTH
SUPPORT BY
TELADOC**

Value Added Service Support for Members

\$150 New Parent's Package



What is this Value-Added Service?

- Choice of infant car seat and diapers.
- Pack n Play with fitted sheets.

Who is eligible for this Value-Added Service?

- Members who are expecting a baby or have delivered a baby within the past 12 months AND have completed Carolina Complete Health's Notice of Pregnancy (NOP) form.

How do members get this Value-Added Service?

- Members must fill out the webform on the website or contact member services at 1-833-552-3876 (TTY 711).

How can providers leverage this Value-Added Service?

- Providers who treat members who are expecting a baby or who have delivered a baby and need a car seat or electronic breast pump can refer members to this Value-Added Service by directing them to the website or by calling Member Services.

Room to Breathe Asthma Support Program



What is this Value-Added Service?

- Care management support with up to \$150 in supplies to help minimize triggers of asthma including hypoallergenic bedding, cleaning supplies, HEPA air purifier, dehumidifier, HEPA vacuum, or pest control products.

Who is eligible for this Value-Added Service?

- Members who have been diagnosed by their primary care provider with asthma. Health risk assessment required.

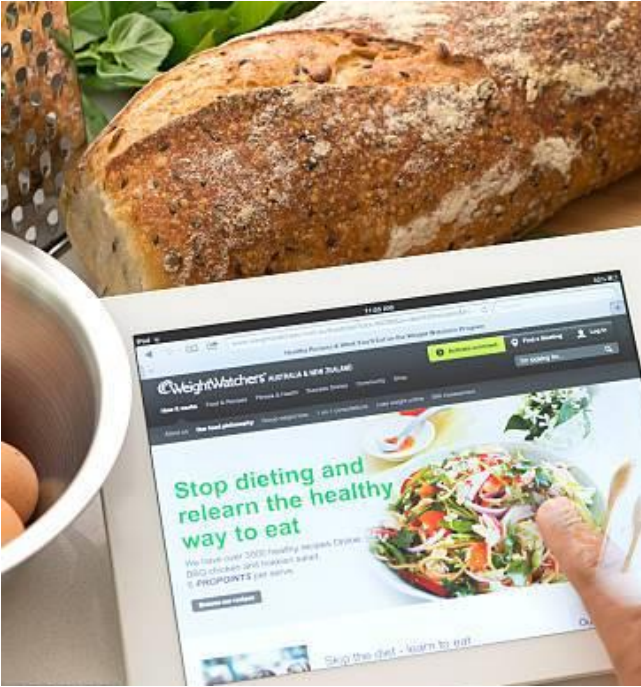
How do members get this Value-Added Service?

- Members must fill out the webform on the website or contact member services at 1-833-552-3876. Members will be connected to a care manager to discuss triggers of asthma and activities to help control it. Care manager will work with parent/guardian to identify supplies that may help minimize asthma for the child.

How can providers leverage this Value-Added Service?

- Providers who treat eligible members diagnosed with asthma can refer members to this Value-Added Service by directing them to the website or by calling Member Services.

Weightwatchers® Health Program



What is this Value-Added Service?

- Online 10-week digital program that consists of web-based classes and workshops. Members also receive access to 14 weeks of online tools per year.

Who is eligible for this Value-Added Service?

- Members aged 18+ with obesity and Body Mass Index (BMI) >25.

How do members get this Value-Added Service?

- Members must fill out the webform on the website or contact member services at 1-833-552-3876. Members will be asked to provide their height and weight to calculate BMI and determine eligibility.

How can providers leverage this Value-Added Service?

- Providers who treat members with obesity/high BMI can refer members to this Value-Added Service by directing them to the website or by calling Member Services.

WW Program Highlights

- 238 current members
- 19 members have reported weight loss
- 84 net pounds lost

K-6 Tutoring Support



What is this Value-Added Service?

- Carolina Complete Health offers up to 12 hours of online math and/or reading tutoring per member, per plan year, enrolled in kindergarten through 6th grade. Members can receive 1- 2 hours of tutoring per week. Sessions can be scheduled for one hour or 30-minute increments.

Who is eligible for this Value-Added Service?

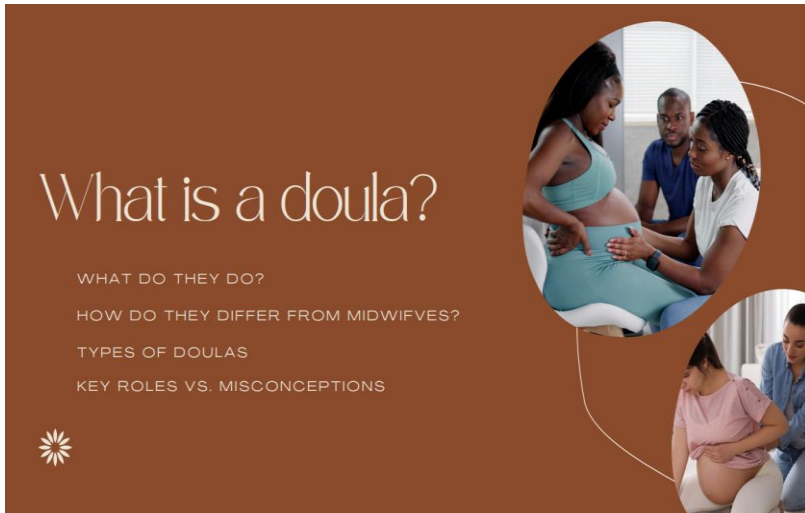
- Eligibility requirements apply. You must be a current Carolina Complete Health member to receive this Value-Added Service. Member must be enrolled in Kindergarten through 6th grade. One voucher per child, per plan year. Must complete separate VAS request form for each child.

How do members get this Value-Added Service?

- Visit the website or contact member services at 1-833-552-3876.

“This program has been a wonderful resource for my son's academic growth! It has not only improved his math and reading skills but has also helped him build confidence in his speech and self-expression. The tutor is incredibly patient, kind, and communicative, ensuring clear lesson plans and directives. Her dedication to student success is evident, and my son's progress this quarter truly reflects the positive impact of this program. I am grateful for this opportunity!”

Digital Doula Workshops



What is this Value-Added Service?

- Educational Workshops for members on doula services
 - Quarter 2 Session: What is a doula?
 - Virtual 5:30-6:30 pm June 25, 2025
 - Check the website for the next sessions in Quarter 3 & 4.

Who is eligible for this Value-Added Service?

- Members who are expecting a baby, in birth planning or have delivered a baby within the past 12 months.

How do members get this Value-Added Service?

- Members must fill out the RSVP form on the website for workshops or contact member services at 1-833-552-3876 (TTY 711).
- <https://www.highcountrydoulas.com/lets-get-started>

GED Support

What is this Value-Added Service?

- Carolina Complete Health offers up to GED support and testing through Pearson support group.

Who is eligible for this Value-Added Service?

- Eligibility requirements apply. You must be a current Carolina Complete Health member enrolled in the plan for at least 90 days and over the age of 18 to receive this Value-Added Service.

How do members get this Value-Added Service?

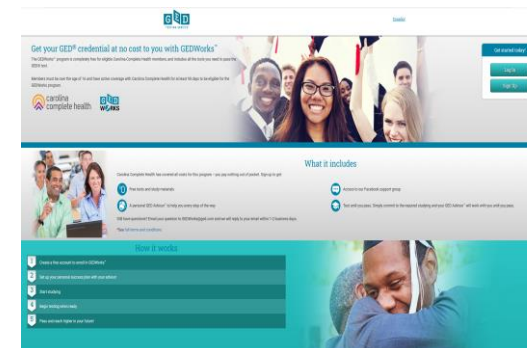
- Visit the website or contact member services at 1-833-552-3876.



The GEDWorks™ program is completely free for eligible Carolina Complete Health members and includes all the tools you need to pass the GED® test.

What's Included with GEDWorks™:

- Free tests and study materials
- A personal GED Advisor™ to help you every step of the way
- Access to our Facebook support group
- Tests until you pass. Commit to studying and your GED Advisor™ will work with you until you pass.



Teladoc Health



**Your anytime,
anywhere
healthcare benefit**

Access your healthcare by
phone, video or app.



24/7 Care

Need care for non-urgent and common conditions? Get same-day appointments with a certified provider from wherever you are. Teladoc Health providers diagnose, treat and even prescribe medicine if needed.

- Allergies
- Bronchitis
- Flu
- COVID-19
- Pink eye
- Rashes
- Sinus infections
- Sore throats
- And more

\$0/visit

Mental Health

Have real conversations and see progress with a therapist of your choice. Available 7 days a week from the privacy of your own home.

- Anxiety and depression
- Sleep issues
- Relationship conflicts
- Trauma and PTSD
- Medication management

Therapy \$0/visit
Psychiatry \$0/first visit
Psychiatry \$0/ongoing visits

Mental Health

Find support that works best for you. Connect with a coach for live sessions and get a personalized plan and digital content.

- Anxiety and depression
- Stress
- Sleep issues

No cost

Mental Health Support by Teladoc Health

[Teladoc Health External Link](#) is an online tool to help you live your best life. Members can find help for stress, anxiety, chronic pain, and more. It's safe, secure and personalized. Track your health, enjoy activities, and become inspired. Start today!

Mental Wellness Mobile App:

As a Carolina Complete Health member, members have access to the Teladoc Health mobile app to help you manage stress, anxiety, chronic pain and more.

The Teladoc Health mobile app provides personalized online learning for:

- ✓ Build emotional strength
- ✓ Find inspiration and stories of hope
- ✓ Support mind, body and spirit
- ✓ Track progress along your journey

Weightwatchers® Health Program



What else does this program offer?

- Online 10-week digital program that consists of web-based classes and workshops.
- Various virtual educational workshops throughout the year.
 - Q3 2025: September 18, 2025
 - Q4 2025: November 13, 2025

September Webinar
Providing educational wellness content to your entire population

From Dusk to Dawn: Cultivating Success with Daily Routines

- Don't miss out on this opportunity to transform your days. Join WeightWatchers to explore the powerful connection between your morning and night routines.
- Hold the date! This webinar will be hosted live on **September 18th at 10am PST/1pm EST**
 - ◆ Recording will be available on demand after the live event.
- Spread the word! Promotional materials will be available in **Mid July**
 - ◆ Assets: Raw copy and social posts copy and imagery

WeightWatchers

YMCA Blood Pressure Self-Monitoring Program

What is this Value-Added Service?

- The virtual four-month YMCA BPSM program offers personal support for members to build skills that help them manage high blood pressure, notice and control triggers that raise blood pressure, and eat healthier.
 - Studies show that taking your blood pressure at least twice a month for four months lowers your blood pressure.
 - Twice a month, participants attend the program and receive personal coaching, as well as attend monthly nutrition meetings.

Who is eligible for this Value-Added Service?

- The program is available to Carolina Complete Health members age, 18 years or older who have been diagnosed with high blood pressure. Participants cannot have had a recent cardiac event, have atrial fibrillation or other arrhythmias, or be at risk for lymphedema.

How do members get this Value-Added Service?

- Members must fill out interest form on member website or contact member services at 1-833-552-3876 (TTY 711).

YOUR NEW PATH TO BETTER HEALTH

Free YMCA Virtual Health Programs for Carolina Complete Health Members

If your health care provider has told you that you are at risk for type 2 diabetes or that you have high blood pressure, the YMCA and Carolina Complete Health can help. Figuring out how to start improving your health can be hard, but the YMCA is here for you with free virtual programs for Carolina Complete Health members who qualify.

Diabetes Prevention Program
A trained YMCA Lifestyle Coach leads a supportive, small group to help you learn how healthy eating, physical activity and behavior changes can reduce your risk for diabetes. Prediabetes can be reversed with lifestyle changes!

Blood Pressure Self-Monitoring Program
Research shows that the process of recording blood pressure at least twice a month over a period of four months lowers blood pressure. With this proven Y program, learn what can trigger high blood pressure and how to monitor your blood pressure for better health outcomes.

For questions about qualifying for these health programs, contact:
MedicalMemberships@YMCAtriangle.org

Contact your primary care provider or Carolina Complete Health Care Manager to complete a physician referral form to start one of these programs.

The YMCA is here for you!
ncymcas.org/programs

"The Diabetes Prevention Program has been a life-changing journey. The most important lesson I've learned is that my health is in my own hands. I am proud to say I have kept the weight off these past two years, and my A1C is now down to 5.4 from 5.9."
- Diabetes Prevention Program Participant

Physician Referral Form



☐ I am referring my patient to the following YMCA program(s).

☐ **YMCA Diabetes Prevention Program (for those with pre-diabetes)**

One-year program to help adults reduce their risk of converting to full diabetes by learning about physical activity and nutrition leading to weight loss and risk reduction. **Who is eligible?** For Active adult members age 18 years or older, Adult members at risk for diabetes, Adult members with a BMI equal to or greater than 25, Adult members with an A1C between 5.7% - 6.4%.

☐ **Blood Pressure Self-Monitoring Program (BPSM)**

Adults: 4-month program. Participants measure their blood pressure twice a month, attend two personalized consultations per month and attend monthly nutrition seminars. **Who is eligible?** 18 years or older and have been diagnosed with high blood pressure. Participants cannot have experienced a recent cardiac event, have atrial fibrillation or other arrhythmias or be at risk for lymphedema.

MEDICAL PROVIDER INFORMATION

Medical Provider Name: _____

Practice Name: _____

Office Phone: _____ Office Fax: _____

Medical Provider Certification

This patient is:

- ☐ Not cleared to exercise at this time ☐ Cleared to exercise with no restrictions
☐ Cleared to exercise with the following restrictions. Please list restrictions below:

☐ I have obtained participant authorization to release information to the YMCA and to include the patient's most recent medical records.

Medical Provider Signature _____ Date _____

Blood Pressure Self-Monitoring Program (BPSM) Physician Referral Form

Back to School Supplies

What else does this program offer?

- Education is important at Carolina Complete Health. Members enrolled in Pre-Kindergarten-12th grade receive basic school supplies.
- Eligibility You must be a current Carolina Complete health member currently enrolled in grades Pre-Kindergarten through 12th grade to receive this Value-Added Service. One school supply set per school year. Orders accepted for this Value-Added Services are open from June 1 - August 31st. Member must be at least 3 years old.
- Orders are accepted **June 1-August 31, 2025**. Backpack shipments will begin in mid-August. Thank you for your patience as orders are prepared and fulfilled. Supply items cannot be sent to P.O. boxes, and a responsible party must sign for the delivery of the package. For assistance, please contact us at [1-833-552-3876](tel:1-833-552-3876) (TTY 711). This Value-Added Service requires the recipient or a responsible party to sign for the delivery of their package.



Grades Pre-K – 2, Supplies include: crayons, ruler, glue stick, and pencils

Grades 3 – 7, Supplies include: markers, ruler, pencils, pens, folders, and paper

Grades 8 -12, Supplies include: highlighters, pens, pencils, folders, and paper

Questions and Answers

Q&A

For the New Parent Package, should it be processed under the mother or baby?

- It can be processed under either the mother or the baby. Provide Medicaid ID(if available) &/or if the parent is covered, they can list their Medicaid ID on behalf of the child and indicate the parental status on the form.

What is the turn around time for receiving the New Parent Package items?

- Processing takes 4-6 weeks; items shipped w/in 48-72 hours of processing

How can providers access and print VAS materials?

- https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCH-NC_ValueAddedServices-Poster.pdf

Q&A

Is a Health Assessment required to receive VAS?

- Room to Breathe and Care Grants require a health risk assessment and New Parent Packages require a NOP.

Do care grants have to be processed through Care Management? How does it work if the member is in an AMH Tier 3 practice?

- Care grants must be processed through the health's plans Case Management Team, criteria is listed here <https://www.carolinacompletehealth.com/members/medicaid/resources/vas/care-grant.html>. After member reviews the criteria they will need to outreach to internal CCH CM for request, then a referral will be made to the delegated CM (Tier 3) to inform them of the request.

Q&A

What steps are being taken to improve the involvement of providers in patient care coordination to reduce hospitalization rates, med management and improve patients over well-being?

- Care Managers will often be in contact with providers to assure linkage to follow-up care post-discharge. Also, during the course of ongoing case management, the CMs may be in contact with providers to engage in planning and care coordination for referrals, consultation etc. with the goal always being improvement of member outcomes including avoiding unnecessary readmissions.

Is there a potential for the distribution of Visa gift cards through the “My Health Pays” VAS program to reward members at the time of their appointment upon completion and if this is even feasible?

- My Health Pays® loyalty/rewards for incentivized healthy behaviors cannot be paid until provider claims are received and processed. My Health Pays reward dollars are added to the member’s rewards card after CCH processes the claim for each activity completed. My Health Pays Visa® Prepaid Card will be mailed to members approximately 2 – 3 weeks after they become eligible with Carolina Complete Health.

Q&A

Is the WeightWatchers program available for teenage CCH members?

- At this time, members must be age 18 years or older with a BMI equal to or greater than 25.

Is there support for care gap closures and getting the reports?

- Yes! CCHN Provider Engagement Team is here to help. Provider Engagement Administrators help you with HEDIS/care gap reviews and monitoring performance patterns through reporting. You can reach out to your assigned Provider Engagement Administrator ([contact list by county](#)) or reach the team via email: ProviderEngagement@cch-network.com.
- **Note:** If you are part of a Clinically Integrated Network, please work directly with your CIN.

What programs or supports does CCH have for members with diabetes?

- If the member currently has diabetes, CCH Care Management can support the member in receiving needed diabetic supplies. CCH also has a Diabetes Prevention Program through our Value-Added Services. The program is available to Carolina Complete Health members age 18 years or older with prediabetes, a Body Mass Index (BMI) of 25+ (Asian individual(s) with BMI of 23+) and have an A1c between 5.7% - 6.4. [See more.](#)

Q&A

How can members learn about the VAS programs and sign up?

- Members can view all the VAS online and use the sign-up forms available electronically:
<https://www.carolinacompletehealth.com/members/medicaid/resources/vas.html>
- Members can also call CCH Member Services at 1-833-552-3876

How do member sign up for school supplies? This will be helpful leading up to the back-to-school season.

- Members can take advantage of this VAS by completing this online form:
<https://www.carolinacompletehealth.com/members/medicaid/resources/vas/supplies.html> or calling member services at 1-833-552-3876
- Note: Orders accepted for this Value-Added Services are open from June 1 - August 31st. Please allow 4-6 weeks for review and processing of your request. Backpack orders will be accepted from June 1- August 31, 2025. Backpack shipments will begin in mid-August. Thank you for your patience as orders are prepared and fulfilled. Supply items cannot be sent to P.O. boxes, and a responsible party must sign for the delivery of the package.