ADDENDUM CONTRACT DATA REQUIREMENTS LIST (CDRL)

July 21, 2008

TITLE	North Carolina Health Choice Recipient Benefits Booklets		
VENDOR			
TYPE OF DATA	Other	DATA RIGHTS	State Material
FREQUENCY DUE	When changed	1ST SUBMISSION DATE	90 days Prior to Operational Start Date
METHOD OF DELIVERY	Electronic and paper		
DESCRIPTION	The purpose of these documents is to describe benefits and standard processes applicable to recipients. Since recipients are the target audience for this information, the document must be written in terms that can be understood by a layperson. Three related benefits booklets must be created and maintained. The NCHC Handbook must cover topics including: • Privacy rights • Identification cards • Description of coverage and benefits limitations • Cost sharing • Procedures for receiving medical, mental health and dental services and supplies • Prior approval requirements • Non-covered services and supplies • Filing claims • Fraud • Appeals • Contact information for the Fiscal Agent and State, as applicable The NCHC Emergency Respite Care booklet must cover topics including: • Definitions describing special needs and respite care • Approval procedures • Locating respite care providers • Service limitations • Tips to recipients on how to promote successful respite care • Information resources The NCHC Information for Children with Special Care Needs and Their Families booklet must contain topics including: • Description of benefits • Certification of special needs • Prior approval • Expedited reviews		

	• Additional information resources