

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Advanced Medical Home (AMH) Technical Advisory Group (TAG)

Meeting #48

July 8, 2025

Agenda

- 1 **Welcome and Roll Call – 5 mins**
- 2 **Standard Plan Performance Comparison Tool – 15 mins**
- 3 **TCM Certification for AMH Tier 3 Practices – 5 mins**
- 4 **Healthy Opportunities Pilot – 5 mins**
- 5 **Community Health Workers in Primary Care: A Strategy for Inclusive, Equitable Healthcare and Enhanced Community Engagement– 15 mins**
- 6 **Wrap-Up and Next Steps – 5 mins**

AMH TAG Member Welcome and Roll Call

Name	Organization	Stakeholder
Charles Crawford, MD, MBA	<i>Pediatrician, Coastal Children's Clinic</i>	Provider (Independent)
David Rinehart, MD	<i>Past President, North Carolina Academy of Family Physicians</i>	Provider (Independent)
Richard Bunio, MD; Kimberly Reed, and Blake Few	<i>Representatives, Cherokee Indian Hospital</i>	Provider
Tommy Newton, MD, FAAFP	<i>Regional Medical Director, Community Care Physician Network (CCPN)</i>	Provider (CIN)
Jennifer A Houlihan	<i>Vice President Enterprise Population Health, Atrium Health Wake Forest Baptist</i>	Provider (CIN)
Karen Roby and Ramin Sadeghian	<i>Representatives, Mission Health Partners (MHP)</i>	Provider (CIN)
Lauren Lowery, MPH	<i>Director of Operations, Carolina Medical Home Network</i>	Provider (CIN)
Derrick Stiller	<i>Representative, CHESS Health Solutions</i>	Provider (CIN)
Tara Kinard, DNP, RN, and Carolyn Avery, MD, MHS	<i>Representatives, Duke Connected Care</i>	Provider (CIN)
Jason Foltz, DO	<i>Chief Medical Officer, ECU Health Physicians</i>	Provider (CIN)
Dr. Steve Spalding	<i>Chief Medical Officer, AmeriHealth Caritas North Carolina, Inc.</i>	Health Plan
Michael Ogden, MD	<i>Chief Medical Officer, Blue Cross and Blue Shield of North Carolina</i>	Health Plan
Chris Weathington, MHA	<i>Director of Practice Support, NC Area Health Education Centers (NC AHEC)</i>	AHEC
Eugenie Komives, MD	<i>Chief Medical Officer, WellCare of North Carolina, Inc.</i>	Health Plan
William Lawrence Jr., MD	<i>Chief Medical Officer, Carolina Complete Health, Inc.</i>	Health Plan
Dr. Derrick Hoover	<i>Chief Medical Officer, United Healthcare</i>	Health Plan
Chris Magryta, MD	<i>Chairman, Children First of North Carolina</i>	Provider

Meeting Engagement

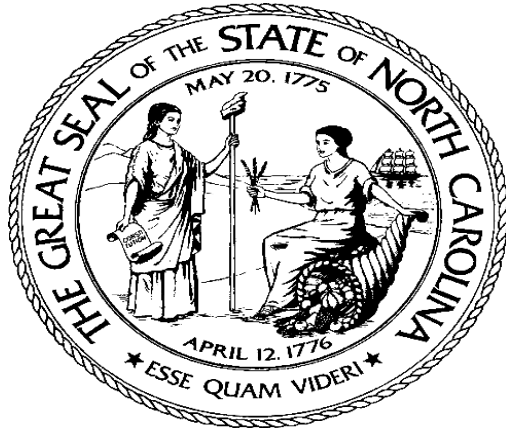
We encourage those who are able to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.



Please note that we are not recording this call, and request that no one record this call or use an AI software/device to record or transcribe the call. DHHS is awaiting additional direction from our Privacy and Security Office on how we may need to support these AI tools. Thank you for your cooperation.

HIPAA-covered DHHS agencies which become aware of a suspected or known unauthorized acquisition, access, use, or disclosure of PHI shall immediately notify the DHHS Privacy and Security Office (PSO) by reporting the incident or complaint to the following link: <https://security.ncdhhs.gov/>

Standard Plan Performance Comparison Tool



2025 Standard Plan Performance Comparison Tool – AMH TAG

Hannah Fletcher, Survey Team Lead

July 8, 2025

Today's Agenda

1.

Tool Purpose

2.

Overview

3.

Tool Development

4.

Methodology

5.

How to Use

6.

Scenarios

7.

Links to Tool

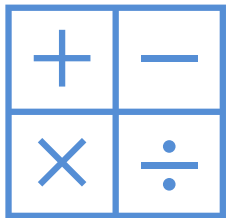
8.

Q&A

Tool Purpose

Purpose & Goals

- ✓ An easy-to-use tool for Standard Plan eligible members to aid in deciding which health plan is best for them/their family
- ✓ Showcases plan performance across a variety of measures
- ✓ Makes quality and survey data more accessible to members
- ✓ Updated annually with most current data available to maintain relevance



*Straight Forward
Methodology*



Informative



*Member
Accessibility*

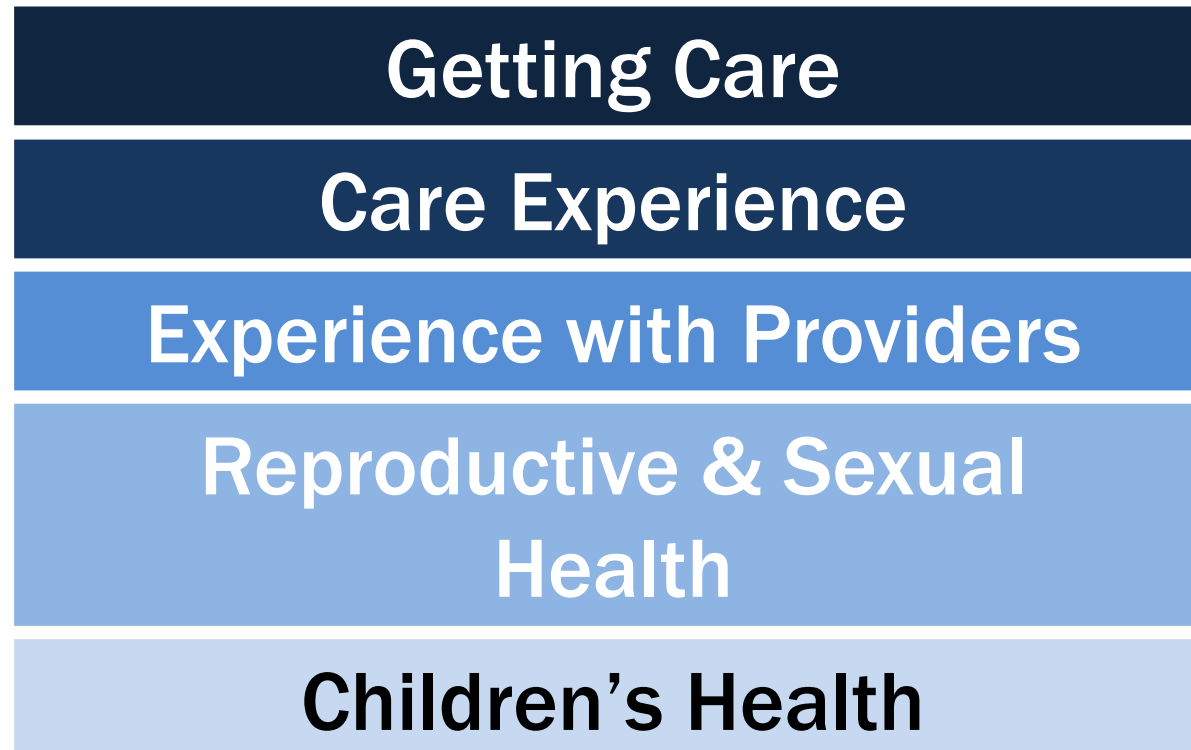


*Staff & Stakeholder
Confidence*

Overview

Tool Organization

The Standard Plan Performance Comparison Tool is composed of five measure domains:



The Tool at a Glance

NC Medicaid Standard Plan Performance Comparison Tool 2025



How To Use This Tool

It is important to choose a health plan that works for you. Use this tool to learn how well each plan performed during 2023 and 2024 in five areas: getting care, care experience, experience with providers, reproductive and sexual health, and children's health.

- Read across a line to compare plan ratings in a service area
- Read down a column to view a plan's ratings in all areas

- ★ A Full Star* means the health plan performed better than the average of all the Standard Plans
- ★ A Half-Filled Star* means the health plan performed within the average of all the Standard Plans
- ☆ An Empty Star* means the health plan performed worse than the average of all the Standard Plans

To learn more about how NC Medicaid calculated performance, including the methodology and the underlying rates, please read the [2025 Standard Plan Performance Comparison Tool Technical Guide](#).

*Note: Star assignments do not necessarily indicate that the observed differences are statistically significant.

GETTING CARE: SURVEY REPORTED

Measure Name	What Was Measured		Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
Getting Needed Care	The percent of members who felt they usually or always got the care they needed.	Child	★	★	☆	★	★
		Adult	★	★	★	★	★
Getting Care Quickly	The percent of members who reported usually or always getting care quickly.	Child	★	★	★	★	★
		Adult	★	★	☆	★	★
Coordination of Care	The percent of members who reported their personal doctor usually or always coordinated their care with other providers.	Child	★	☆	★	★	★
		Adult	☆	★	★	★	★
Overall	The plan's average score for all Getting Care measures.	Child	★	★	★	★	★
		Adult	★	★	☆	★	★

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NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2025

CARE EXPERIENCE: SURVEY REPORTED

What Was Measured		Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
The percent of members who rated their health plan positively.	Child	★	★	★	☆	★
	Adult	☆	★	★	★	★
The percent of members who rated all their health care positively.	Child	★	★	☆	★	★
	Adult	★	★	★	★	★
The percent of members who reported usually or always having a positive experience with their health plan's customer service.	Child	★	★	★	★	★
	Adult	★	★	★	★	★
The plan's average score for all Care Experience measures.	Child	☆	★	★	★	★
	Adult	★	★	★	★	☆

EXPERIENCE WITH PROVIDERS: SURVEY REPORTED

Name	What Was Measured		Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
Rate	The percent of members who reported their personal doctor usually or always communicated well with them.	Child	☆	★	★	★	★
		Adult	★	★	★	☆	★
Doctor	The percent of members who rated their personal doctor positively.	Child	☆	★	★	★	★
		Adult	★	★	★	★	☆
Not Seen in	The percent of members who rated the specialist they saw most often positively.	Child	★	★	★	☆	★
		Adult	★	★	★	★	★
	The plan's average score for all Experience with Providers measures.	Child	☆	★	★	★	★
		Adult	★	★	★	★	★

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NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2025

REPRODUCTIVE AND SEXUAL HEALTH: HEALTH PLAN REPORTED

What Was Measured	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
Percent of live deliveries in which the birthing parent had a prenatal care visit in their first trimester.	★	★	★	☆	★
Percent of birthing parents with a postpartum visit between 7-84 days after delivery.	★	★	☆	★	★
Percent of women 16-24 years of age who had at least 1 test for chlamydia during the year.	★	★	★	★	★
Percent of women 21-64 of age who were appropriately screened for cervical cancer.	★	★	☆	★	★
The plan's average score for all Reproductive and Sexual Health measures.	★	★	★	☆	★

CHILDREN'S HEALTH: PLAN REPORTED

What Was Measured	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
Percent of children who turned 15 months of age and had at least 6 well-child visits in their first 15 months of life.	★	★	★	☆	★
Percent of children who had at least 2 well-child visits between the ages of 5-30 months.	★	★	★	☆	★
Percent of children 3-21 years of age who received 1 or more well-child visit during the measurement year.	★	★	★	☆	★
Percent of children who had the full series of 10 recommended vaccines before turning 2 years of age.	☆	★	★	★	★
Percent of adolescents (youth) who had the full series of 3 recommended vaccines before turning 13 years of age.	★	★	★	☆	★
The plan's average score for all Children's Health measures.	★	★	★	☆	★

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NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2025

For any questions or concerns, contact the health plan directly. The health plan can tell you which plan is in their plan and what extra services they offer. For questions about choosing the plan that is best for your family, call the **NC Medicaid Enrollment Broker** at 1-833-870-5500.

Plan	Contact Information
Ameri-Health Caritas	1-855-375-8811 www.amerihhealthcaritasnc.com
Carolina Complete Health	1-833-552-3876 www.carolinacompletehealth.com/contact-us.html
Healthy Blue	1-844-594-5070 www.healthyluenc.com/north-carolina/home.html
United Healthcare	1-800-349-1855 www.uhc.com/communityplan/north-carolina/plans/Medicaid/Medicaid-uhc-community-plan
WellCare	1-866-799-5318 www.wellcarenc.com/members/medicaid.html

For more about NC Medicaid:
Medicaid website: <https://ncmedicaidplans.gov>

Star ratings:
5 Standard Plan Performance Comparison Tool used ratings from:
3 Healthcare Effectiveness Data and Information Set (HEDIS®)
and Year 2024 data from The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

For details about these data sources, please read the [2025 Standard Plan Performance Comparison Tool I Guide](#)

Methodology:
Read the [2025 Standard Plan Performance Comparison Tool Technical Guide](#) to see how NC Medicaid calculated the star ratings for each category. The Companion Guide also shows an example calculation and the rates for each measure for each plan.

Measures:
For detailed information on the performance measures, please read the [2023 Annual Technical Specifications for Medicaid Managed Care Quality Measurement Year 2023 Technical Specifications \(download/attachment\)](#).

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Tool Development

Many Stakeholders Engaged for Tool Development

- ▼ **Worked with the NC Medicaid Executive Team to ensure alignment with NC Medicaid's mission**
- ▼ **Incorporated NC Medicaid Quality and Evaluation teams into the design, review, and finalization of the tool**
- ▼ **Coordinated with Enrollment Broker & NC Medicaid Member Team for language accessibility and expected questions from members**
- ▼ **Engaged members in a focus group assessing the utility, accessibility, and visual organization of the tool**
- ▼ **Solicited feedback from Standard Plans and incorporated edits**

Star Assignment Methodology

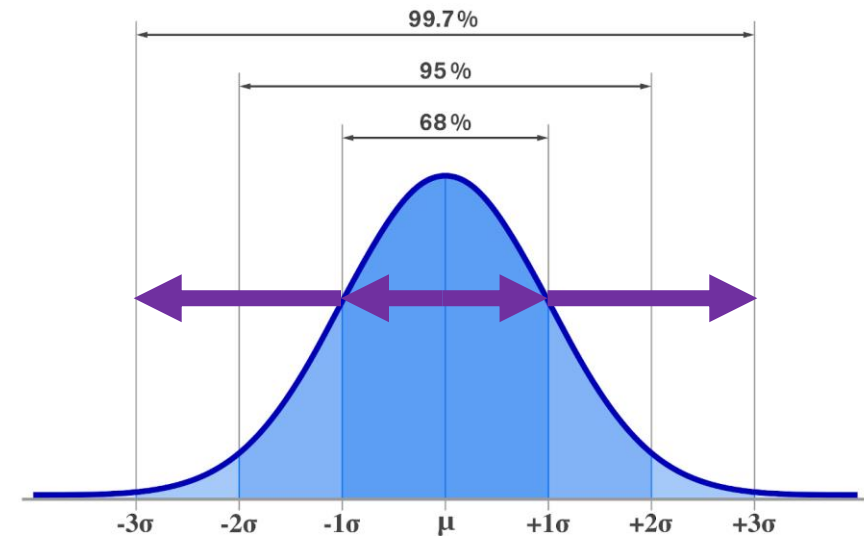
Definitions

- **Standard Plan (SP) Average:** The measure rates of all five Standard Plans are summed and divided by total number of Plans (i.e., five).
- **Standard Deviation:** Measures the spread of a dataset (i.e., the data set being the rates for all five Standard Plans) relative to the dataset's average (i.e., the SP Average).
- **Star Assignment:** Symbols used to succinctly and intuitively interpret individual Standard Plan performance relative to the Standard Plan Average.

Star Rating Assignments

- ★ • **Above average performance** is defined as the plan's performance was greater than one (1) standard deviation above the Standard Plan Average
- ★ • **Average performance** is defined as the plan's performance was within one (1) standard deviation from the Standard Plan Average
- ★ • **Below average performance** is defined as the plan's performance was greater than one (1) standard deviation below the Standard Plan Average

The Empirical Rule






In a normal distribution, we expect to see 68% of observed data within one standard deviation (sigma or σ) of the mean/average (μ or μ), 95% of observed data within two standard deviations, and 99.7% of all observed data within three standard deviations.

Star Ratings Methodology Example

Calculating Standard Deviation for Children's Health Domain EXAMPLE USING MOCK DATA – FOR ILLUSTRATION PURPOSES ONLY

Measure	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5	Standard Deviation
Well-child Visits, First 15 Months	65.30%	78.21%	68.79%	73.82%	76.89%	5.46%
Well-child Visits, 15 to 30 Months	80.20%	59.92%	72.55%	78.85%	61.55%	9.49%

						
Measure	Standard Deviation	Standard Plan Average	1 SD Below SP Average (-1 SD)	1 SD Above SP Average (+1 SD)	Less than -1 SD Below SP Average	Greater than +1 SD Above SD Average
Well-child Visits, First 15 Months	5.46%	72.60%	5.46-72.60 = 67.14%	5.46+72.60 = 78.06%	(Anything lower than 1 SD Below SP Average column)	(Anything higher than 1 SD Above SP Average column)
Well-child Visits, 15-30 Months	9.49%	70.61%	61.13%	80.10%	At or below 61.12%	At or above 80.11%

Tool Technical Guide

NC Medicaid 2025 Standard Plan Performance Comparison Tool Technical Guide

MAY 2025



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Health Benefits

NC MEDICAID 2025 STANDARD PLAN PERFORMANCE COMPARISON TOOL TECHNICAL GUIDE

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How To Use

Tool Pages 1 and 2

NC Medicaid Standard Plan Performance Comparison Tool 2025



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It is important to choose a health plan that works for you. Use this tool to learn how well each plan performed during 2023 and 2024 in five areas: getting care, care experience, experience with providers, reproductive and sexual health, and children's health.

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To learn more about how NC Medicaid calculated performance, including the methodology and the underlying rates, please read the [2025 Standard Plan Performance Comparison Tool Technical Guide](#).

*Note: Star assignments do not necessarily indicate that the observed differences are statistically significant.

GETTING CARE: SURVEY REPORTED

Measure Name	What Was Measured		Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
Getting Needed Care	The percent of members who felt they usually or always got the care they needed.	Child	★	★	☆	★	★
		Adult	★	★	★	★	★
Getting Care Quickly	The percent of members who reported usually or always getting care quickly.	Child	★	★	★	★	★
		Adult	★	★	☆	★	★
Coordination of Care	The percent of members who reported their personal doctor usually or always coordinated their care with other providers.	Child	★	☆	★	★	★
		Adult	☆	★	★	★	★
Overall	The plan's average score for all Getting Care measures.	Child	★	★	★	★	★
		Adult	★	★	☆	★	★

1

NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2025

CARE EXPERIENCE: SURVEY REPORTED

Measure Name	What Was Measured		Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
Rating of Health Plan	The percent of members who rated their health plan positively.	Child	★	★	★	☆	★
		Adult	☆	★	★	★	★
Rating of All Health Care	The percent of members who rated all their health care positively.	Child	★	★	☆	★	★
		Adult	★	★	★	★	★
Customer Service	The percent of members who reported usually or always having a positive experience with their health plan's customer service.	Child	★	★	★	★	★
		Adult	★	★	★	★	★
Overall	The plan's average score for all Care Experience measures.	Child	☆	★	★	★	★
		Adult	★	★	★	★	☆

EXPERIENCE WITH PROVIDERS: SURVEY REPORTED

Measure Name	What Was Measured		Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
How Well Doctors Communicate	The percent of members who reported their personal doctor usually or always communicated well with them.	Child	☆	★	★	★	★
		Adult	★	★	★	☆	★
Rating of Personal Doctor	The percent of members who rated their personal doctor positively.	Child	☆	★	★	★	★
		Adult	★	★	★	★	☆
Rating of Specialist Seen Most Often	The percent of members who rated the specialist they saw most often positively.	Child	★	★	★	☆	★
		Adult	★	★	★	★	★
Overall	The plan's average score for all Experience with Providers measures.	Child	☆	★	★	★	★
		Adult	★	★	★	★	★

2

NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2025

REPRODUCTIVE AND SEXUAL HEALTH: HEALTH PLAN REPORTED

Measure Name	What Was Measured	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Health-care	WellCare
Timeliness of Prenatal Care	Percent of live deliveries in which the birthing parent had a prenatal care visit in their first trimester.	★	★	★	☆	★
Postpartum Care	Percent of birthing parents with a postpartum visit between 7-84 days after delivery.	★	★	☆	★	★
Chlamydia Screening	Percent of women 16-24 years of age who had at least 1 test for chlamydia during the year.	★	★	★	★	★
Cervical Cancer Screening	The percent of women 21-64 of age who were appropriately screened for cervical cancer.	★	★	☆	★	★
Overall	The plan's average score for all Reproductive and Sexual Health measures.	★	★	★	☆	★

CHILDREN'S HEALTH: PLAN REPORTED

Measure Name	What Was Measured	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Health-care	WellCare
Well-Child Visits, First 15 Months	Percent of children who turned 15 months of age and had at least 6 well-child visits in their first 15 months of life.	★	★	★	☆	★
Well-Child Visits, 15-30 Months	Percent of children who had at least 2 well-child visits between the ages of 15-30 months.	★	★	★	☆	★
Well-Child Visits, Ages 3-21	Percent of children 3-21 years of age who received 1 or more well-child visit during the measurement year.	★	★	★	☆	★
Childhood Vaccinations	Percent of children who had the full series of 10 recommended vaccines before turning 2 years of age.	☆	★	★	★	★
Adolescent Vaccinations	Percent of adolescents (youth) who had the full series of 3 recommended vaccines before turning 13 years of age.	★	★	★	☆	★
Overall	The plan's average score for all Children's Health measures.	★	★	★	☆	★

3

NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2025

If you have any questions or concerns, contact the health plan directly. The health plan can tell you which providers are in their plan and what extra services they offer. For questions about choosing the plan that is best for you and your family, call the **NC Medicaid Enrollment Broker** at **1-833-870-5500**.

Health Plan	Contact Information
AmeriHealth Caritas	1-855-375-8811 www.amerithealthcaritasnc.com
Carolina Complete Health	1-833-552-3876 www.carolinacompletehealth.com/contact-us.html
Healthy Blue	1-844-594-5070 www.healthybluenc.com/north-carolina/home.html
United Healthcare Community Plan	1-800-349-1855 www.uhc.com/communityplan/north-Carolina/plans/Medicaid/Medicaid-uhc-community-plan
WellCare	1-866-799-5318 www.wellcarenc.com/members/medicaid.html

To learn more about NC Medicaid:

Go to NC Medicaid website: <https://ncmedicaidplans.gov>

About the ratings:

This 2025 Standard Plan Performance Comparison Tool used ratings from:

- 2023 Healthcare Effectiveness Data and Information Set (HEDIS®)
- Calendar Year 2024 data from The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey

For more details about these data sources, please read the [2025 Standard Plan Performance Comparison Tool Technical Guide](#)

About the methodology:

Please read the [2025 Standard Plan Performance Comparison Tool Technical Guide](#) to see how NC Medicaid determined the star ratings for each category. The Companion Guide also shows an example calculation and the actual rates for each measure for each plan.

About the measures:

For more detailed information on the performance measures, please read the [2023 Annual Technical Specifications](https://medicaid.ncdhhs.gov/medicaid-managed-care-quality-measurement-year-2023-technical-specifications-manual/download?attachment) (<https://medicaid.ncdhhs.gov/medicaid-managed-care-quality-measurement-year-2023-technical-specifications-manual/download?attachment>).

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Scenarios

Scenario #1

I am a mother of one young child, and I am planning to have a second child in the near future. My child and I are newly eligible for Medicaid and have been informed I must select a plan for myself and my child.

NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2025

REPRODUCTIVE AND SEXUAL HEALTH: HEALTH PLAN REPORTED

Measure Name	What Was Measured	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Health-care	WellCare
Timeliness of Prenatal Care	Percent of live deliveries in which the birthing parent had a prenatal care visit in their first trimester.	★	★	★	☆	★
Postpartum Care	Percent of birthing parents with a postpartum visit between 7-84 days after delivery.	★	★	☆	★	★
Chlamydia Screening	Percent of women 16-24 years of age who had at least 1 test for chlamydia during the year.	★	★	★	★	★
Cervical Cancer Screening	The percent of women 21-64 of age who were appropriately screened for cervical cancer.	★	★	☆	★	★
Overall	The plan's average score for all Reproductive and Sexual Health measures.	★	★	★	☆	★

CHILDREN'S HEALTH: PLAN REPORTED

Measure Name	What Was Measured	Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Health-care	WellCare
Well-Child Visits, First 15 Months	Percent of children who turned 15 months of age and had at least 6 well-child visits in their first 15 months of life.	★	★	★	☆	★
Well-Child Visits, 15-30 Months	Percent of children who had at least 2 well-child visits between the ages of 15-30 months.	★	★	★	☆	★
Well-Child Visits, Ages 3-21	Percent of children 3-21 years of age who received 1 or more well-child visit during the measurement year.	★	★	★	☆	★
Childhood Vaccinations	Percent of children who had the full series of 10 recommended vaccines before turning 2 years of age.	☆	★	★	★	★
Adolescent Vaccinations	Percent of adolescents (youth) who had the full series of 3 recommended vaccines before turning 13 years of age.	★	★	★	☆	★
Overall	The plan's average score for all Children's Health measures.	★	★	★	☆	★

Scenario #2

I am an older adult with a chronic health condition that requires frequent care. Communication is very important to me as my diagnosis is complex. I have been with a Medicaid health plan for the past year and was recently informed I have a 90-day choice period where I have the option of continuing with the same plan or selecting a new one.

NC Medicaid Standard Plan Performance Comparison

How To Use This Tool

It is important to choose a health plan that works for you. Use during 2023 and 2024 in five areas: getting care, care experience, sexual health, and children's health.

- Read across a line to compare plan ratings in a service area
- Read down a column to view a plan's ratings in all areas

- ★ A Full Star* means the health plan performed better than most
- ☆ A Half-Filled Star* means the health plan performed with average
- ☆ An Empty Star* means the health plan performed worse than most

To learn more about how NC Medicaid calculated performance rates, please read the [2025 Standard Plan Performance Comparison](#)

*Note: Star assignments do not necessarily indicate that the observed difference is statistically significant.

GETTING CARE: SURVEY REPORTED

Measure Name	What Was Measured		Ameri-Health Caritas
Getting Needed Care	The percent of members who felt they usually or always got the care they needed.	Child	★
		Adult	★
Getting Care Quickly	The percent of members who reported usually or always getting care quickly.	Child	★
		Adult	★
Coordination of Care	The percent of members who reported their personal doctor usually or always coordinated their care with other providers.	Child	★
		Adult	☆
Overall	The plan's average score for all Getting Care measures.	Child	★
		Adult	★

NC MEDICAID STANDARD PLAN PERFORMANCE COMPARISON TOOL 2025

CARE EXPERIENCE: SURVEY REPORTED

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Rating of All Health Care	The percent of members who rated all their health care positively.	Child	★	★	☆	★	★
		Adult	★	★	★	★	★
Customer Service	The percent of members who reported usually or always having a positive experience with their health plan's customer service.	Child	★	★	★	★	★
		Adult	★	★	★	★	★
Overall	The plan's average score for all Care Experience measures.	Child	☆	★	★	★	★
		Adult	★	★	★	★	☆

EXPERIENCE WITH PROVIDERS: SURVEY REPORTED

Measure Name	What Was Measured		Ameri-Health Caritas	Carolina Complete Health	Healthy Blue	United Healthcare	WellCare
How Well Doctors Communicate	The percent of members who reported their personal doctor usually or always communicated well with them.	Child	☆	★	★	★	★
		Adult	★	★	★	☆	★
Rating of Personal Doctor	The percent of members who rated their personal doctor positively.	Child	☆	★	★	★	★
		Adult	★	★	★	★	☆
Rating of Specialist Seen Most Often	The percent of members who rated the specialist they saw most often positively.	Child	★	★	★	☆	★
		Adult	★	★	★	★	★
Overall	The plan's average score for all Experience with Providers measures.	Child	☆	★	★	★	★
		Adult	★	★	★	★	★

Links

Where to Access the Tool

Currently, the tool is posted to the [NC Medicaid Quality Management & Improvement Webpage](#):

- **NC Medicaid 2025 Standard Plan Performance Comparison Tool:**

- <https://medicaid.ncdhhs.gov/nc-medicaid-2025-standard-plan-performance-comparison-tool/download?attachment>

- **NC Medicaid 2025 Standard Plan Performance Comparison Tool Technical Guide:**

- <https://medicaid.ncdhhs.gov/standard-plan-performance-comparison-tool-technical-guide/download?attachment>

Questions/ Comments?

For any additional questions or further details, please reach out to Medicaid.Quality@dhhs.nc.gov

TCM Certification for AMH Tier 3 Practices

TCM Certification AMH Tier 3 Practices

- We have received feedback from some Tailored Plans on the need to add more AMH Plus (AMH+) practices in their network for Tailored Care Management.
- DHB is opening *Round 4 of TCM Certification* for **AMH+ applicants**.
 - The TCM Certification application period is July 15, 2025-September 1, 2025
- **Applicants will submit the Intent to Participate in TCM Certification**, and the process is as follows:
 - AMH Tier 3 practices notify NCQA directly of their interest in applying for TCM Certification
 - AMH Tier 3 practices request Tailored Plans complete a **Verification form** to establish AMH's eligibility:
 - ✓ Active AMH Tier 3 practice
 - ✓ AMH Tier 3 practice serves at least 100 active Medicaid patients who have an SMI, SED, or severe SUD; an I/DD; or a TBI. “Active” patients are those with at least two encounters with the AMH+ applicant’s practice team in the past 18 months.
 - ✓ Applicants will submit the **completed** Verification form along w/ their **Intent to Participate** to NCQA
 - ✓ The TCM Certification process will be posted on our [webpage](#) by July 15, 2025.

Applicants will be assigned an AHEC practice coach to provide guidance through the TCM Certification process

Healthy Opportunities Pilot

Healthy Opportunities Pilot Budget Update

As of July 1, 2025 Healthy Opportunities Pilots (HOP) services have stopped due to the absence of continued funding in the state budget for State Fiscal Years (SFY) 2026 and 2027. The Department is hopeful that this is a pause and remains in close conversation with the North Carolina General Assembly. We also acknowledge the immediate impact to our partners and communities.

Since its launch in 2022, HOP has delivered more than 1 million services to nearly 40,000 high-needs Medicaid members across thirty-three (33) counties in North Carolina. Further, the program has operated efficiently and become a national model for addressing non-medical drivers of health (data as of May 31, 2025).

Summary of HOP Service Outcomes (through May 31, 2025)					
Service Domain	Members with Unmet Need ¹	Members Served ²	% of Members Served ³	Total Services Delivered ⁴	Average Service Deliveries Per Member Served
Food	34,662	32,586	94.0%	925,221	28.4
Housing	28,561	23,609	82.7%	119,960	5.1
Transportation	10,052	3,869	38.5%	18,525	4.8
IPV/Toxic Stress	498	344	69.1%	2,275	6.6
Cross-Domain	1,676	1,323	78.9%	8,868	6.7
Total	42,597	39,109	91.8%	1,074,849	27.4

Healthy Opportunities Pilot Budget Update

Next Steps

- **Network Leads** are expected to continue to monitor and oversee their network of HSOs, manage the HSO infrastructure, and support program communications during this time.
- **HOP-participating Care Management Entities** are expected to support with transitions of care activities, as necessary, as member services winddown.
- **Some services** may take several months to winddown for members facing health and safety risks, PHP care managers will be taking on care management responsibilities for this small subset of members.
- **The Department** will continue to monitor the budget negotiation process and will notify partners of any adjustments to the HOP service delivery funds allocated for SFY 26.

The Department recognizes the significant impact this change will have on the individuals and communities it serves. Conversations continue with State lawmakers about the importance of HOP and value of continued funding.

Community Health Workers in Primary Care: A Strategy for Inclusive, Equitable Healthcare and Enhanced Community Engagement

Teresa Wiley
Director, Health Equity and Community Network Development
Community Care of North Carolina



Community Health Workers in Primary Care:
A Strategy for Inclusive, Equitable Healthcare and Enhanced Community Engagement

July 8, 2025

CCNC Values

Health Equity and Access:

We acknowledge the longstanding impact of systemic racism and inequality in the health care system and are committed to learning, change, and innovation.

We partner with our providers and communities to address gaps in health disparities, so everyone has access to affordable, high-quality care.



CCNC



Cultivate a culture of diversity, equity, and inclusion

PROVIDE

Organizational ongoing Health Equity Training
Employee Community Engagement activities
DEA & I Advisory Committee

Alignment with Mission and DEA & I Statement

Providers



Health Equity Optimized Practice

PROVIDE

Health Equity training, interventions, and resources to support SDOH
Community partnerships
Community and member engagement

Health Equity support for practices

Members



A cultural patient experience

PROVIDE

Ongoing training in chronic disease and interventions
Resources to ensure member experience is respectful, holistic, & effective
Care Gaps Closure (A1C, BP, WCV, Combo10)

Training, intervention, and support for members

PHPs



Support Health Equity Innovations and Outreach Events

PROVIDE

Mobile Community Outreach Collaboration for Events
Member Education on PHP added benefits and targeted chronic conditions
Data driven strategies to address health disparities

Collaborations, partnerships, and innovation

Stakeholders



State and Local Collaborations to help drive CCNC Health Equity efforts

PROVIDE

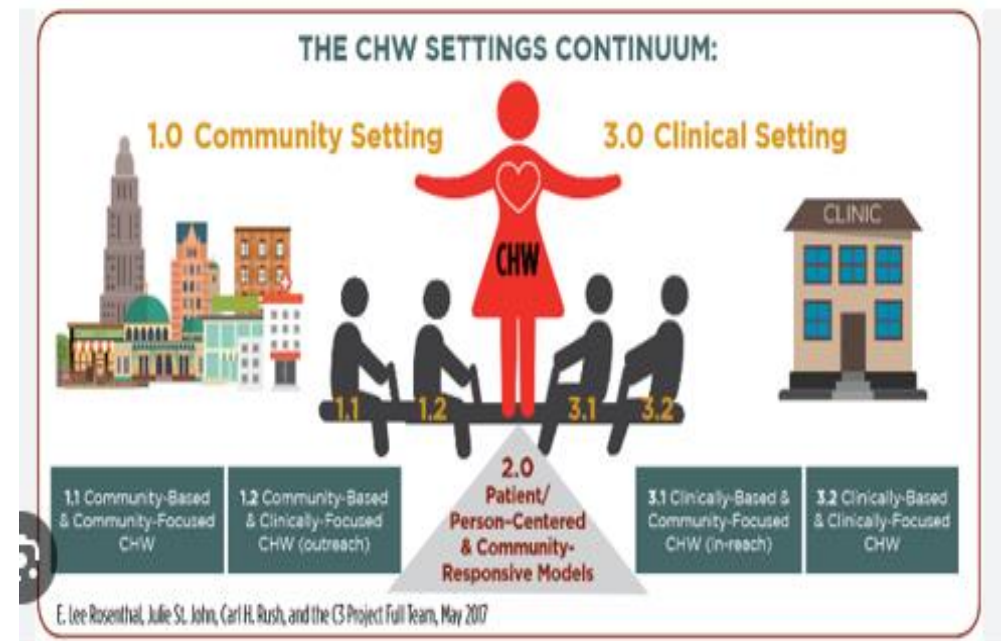
NC AHEC CHW Integration Collaborative
NC CHW Association
Co-Lead NC CHW Regional Meetings in Region 3 & 5
CHASM Network
American Heart Association

Stakeholders that Advance Health Equity

CCNC Health Equity Strategy Priority Areas

CCNC Community Health Worker (CHW) Expansion Strategy

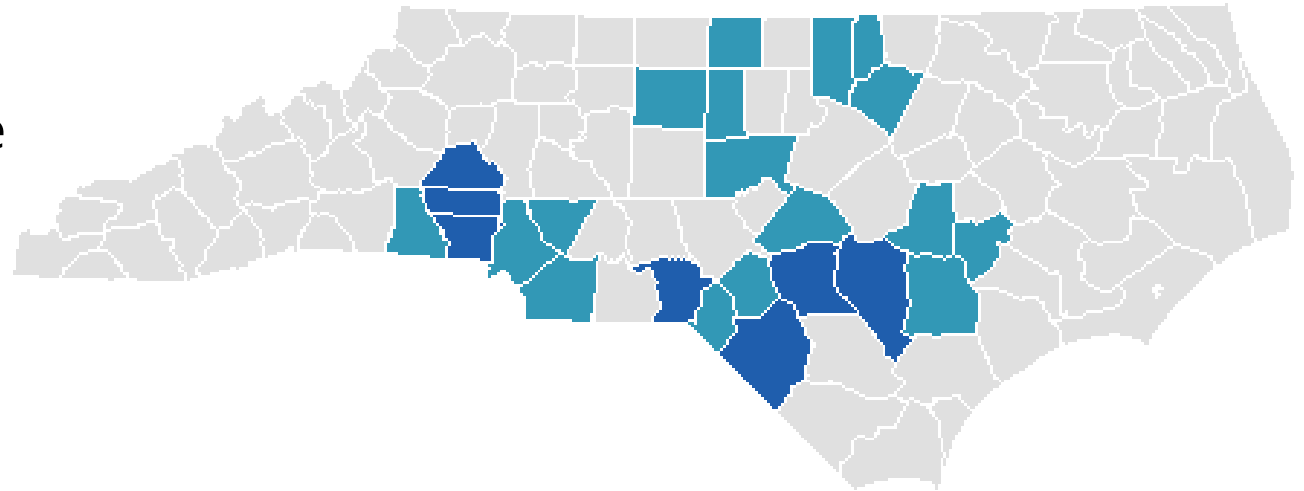
- **Current:** CHW model is on the continuum at 1.2 Community-Based & Clinically-Focused CHW outreach.
- **Expansion Strategy:** Moves our CHWs towards 3.1 Clinically-Based & Community-focused CHW outreach.
- **Our goal is to:**
 - use trusted community members with shared life experiences to find and link members to their AMH.
 - focus on closing open care gaps.
 - strengthen practice engagement and relationships.
 - improve member and provider satisfaction.



CHW Expansion Strategy

- High SVI score for Practice by Census Tract
- High Medicaid Expansion Population
- Low Practice Engagement Percentage
- Have High Inpatient and/or ED Utilization
- High Attribution with Open Care Gaps

36 Potential Practice Groups Identified:
108 Site Locations, 24 Counties, 22 FTEs



Practices

36

Site Locations

108

Counties

24

FTEs

22

CHW Community Engagement Model

Tier 1 Community Engagement

CHWs help connect community members with their Advanced Medical Home by building and strengthening trusted relationships on behalf of the practice through:

- Culturally and linguistically appropriate outreach to build trust
- Identifying Open Care Gaps (A1C, BP, Well Child Visits, Combo10)
- Linking unengaged members
- Engaging high IP/ED Utilizers
- Completing SDOH screenings
- Coordinating services and follow up
- Developing community collaborations
- Attending community events

Tier 2 Care Gap Closure

CHWs can engage practice staff to build upon these trusted and established relationships to provide clinical support in the community setting.

Partnering with Practice CMAs to:

- Identifying Open Care Gaps
- Host Focused Outreach Events to collect missing clinical values
- Schedule Real-Time Follow-Ups
- Document within Practice EMR
- Complete Home Visits

Grant funding may be provided to offset productivity loss for practice staff participation in community events and home visits.

Tier 3: Clinical Mobile Events

Practices with Mobile Clinical Capabilities can leverage CHWs to coordinate events, complete outreach and coordinate resources to effectively close open care gaps in community settings.

Partnering with Practice APPs:

- CHW identifies and schedules members and coordinates resources
- Coordinates with Practice to Host Mobile Clinic Events such as:
 - Well Child Visits
 - Focused Immunization Clinics

Planned Outcomes

- Demonstrate the effectiveness of the CHW Program to create equity-optimized practices by collecting:
 - Member, Provider and CHW Satisfaction Survey Results
 - Member and Staff Education Results
 - Practice Gap Analysis Completion in collaboration with NC AHEC
- Improved practice engagement rate of Unengaged and/or Medicaid Expansion Population by measuring:
 - Completion two-way communications and SDOH Screenings
 - Rate of practice appointments made and completed of unengaged members by CHW
 - Community Collaborations and partnerships established by CHW on behalf of practices
- Effectiveness of Clinical Mobile strategy to close identified care gaps in community setting
 - Rate of collection of Clinical values and Care Gaps closed via Community Events and Home Visits

Hodges Family Practice Outreach

OUTREACH IN ASHEBORO



Hodges Family Practice Community Partnerships



- The Hodges Family Practice Outreach Efforts were led by Daima Mosiori, Graduate student candidate from UNC Chapel Hill and ***Hodges Family Practice CHWs***. Support provided by The Center, Teresa Wiley, Dir. of Health Equity and Community Network Development.

Hodges Family Medicine Testimonies...

- The CHW team developed strategies to address healthcare barriers, including collaborating with local organizations such as the ***Asheboro Housing Authority and CareShare Health Alliance***.
- Coordinated outreach efforts including public events and signage to raise awareness about the clinic's services especially accepting Medicaid patients.
- "Integrating CHWs has encouraged our staff to reach out to the community, jump-starting an effort that continues to this day, " **Practice Manager and CCPN Dyad Member Marie Polanco**. One example is the relationship built with ***Our Daily Bread***, a soup kitchen where we have cooked and served lunch to the local homeless population. Practice staff spent the afternoon wrapping gifts and we hosted a Christmas lunch for the parents of the children featuring toys from our toy drive
- "This integration and expansion of CHWs has had a profound impact on the practice as a whole and our community." **Practice Manager and CCPN Dyad Member Marie Polanco**.

Hodges Family Practice Marketing

OUTREACH IN ASHEBORO



Community Health Worker in Primary Care



Questions

Wrap-Up

AMH TAG Wrap-Up and Future Topics

AMH TAG meetings will generally take place the second Tuesday of each month from 4-5 PM.

Upcoming 2025 Meetings

Tuesday, August 12th, 2025
4-5PM

Tuesday, September 9th, 2025
4-5PM

Potential Upcoming AMH TAG Topics

- TCM Implementation Survey
- Children and Family Specialties Plan

**** Please submit discussion topics
to Medicaid.AdvancedMedicalHome@dhhs.nc.gov ****