

## North Carolina Department of Health and Human Services (DHHS)

Advanced Medical Home Technical Advisory Group (AMH TAG) Meeting #49 (Conducted Virtually)

August 12, 2025

### AMH TAG Attendees:

- Coastal Children's Clinic
- North Carolina Academy of Family Physicians
- Cherokee Indian Hospital
- Community Care Physician Network (CCPN)
- Atrium Health
- Carolina Medical Home Network (CMHN)
- CHES Health Solutions
- Duke Connected Care
- Blue Cross and Blue Shield of North Carolina
- NC Area Health Education Centers (NC AHEC)
- WellCare of North Carolina, Inc.
- Carolina Complete Health, Inc. (CCH)
- Children First of North Carolina

Speakers	Title
Saheedat Olatinwo	Advanced Medical Home (AMH) Program Manager
Chameka Jackson	Associate Director, Child and Families Specialty Plan
Jessica Kuhn	NCHIEA Medicaid Quality and Population Health Systems Analyst
Dana Hagele, MD, MPH	Chief Medical Officer, Healthy Blue Care Together (Healthy Blue Care Together - HBCT)
John Thacker, LCMHC, LCAS	Provider Network Director, Healthy Blue Care Together (HBCT)
Jess Kuhn	HIE Medicaid Services (HMS) Lead (N.C. Health Information Exchange Authority - HIEA)
Sachin Chintawar	Project Manager, HIEA Project

### Agenda

- Welcome and Roll Call – 3 mins
- Children and Family Specialty Plan (CFSP) – 30 mins
- Leveraging NC HealthConnex for Quality and Population Health Update – 15 mins
- Wrap-up and Next Steps – 2 mins

## Children and Family Specialty Plan (CFSP)

- DHHS provided an overview of the CFSP which included the following:
  - Unique components of CFSP
  - Eligibility
  - Program Objectives
  - Current Medicaid Enrollment and Care Management Options until CFSP Launch
  - Member Milestones
  - Day 1 Priorities for CFSP Launch
  - Community partners are welcome to submit feedback or questions to NC Medicaid at [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov) with Children and Families Specialty Plan in the email subject line.
- Healthy Blue Care Together (HBCT) provided an overview of their implementation of the CFSP in North Carolina and included HBCT's key objectives, care management model, and Provider network.
- DHHS and HBCT worked together to respond to questions and feedback from AMH TAG members:
  - AMH TAG Member: Can patients stay in Tailored Plan if they are already in that plan/have relationship with a care manager?
    - DHHS: Members who are auto enrolled into the CFSP are transitioning from Medicaid Direct. Tailored Plan Members will not be auto enrolled into the CFSP.
    - AMH TAG Member: What if they are currently foster care children and/or receiving adoption assistance?
      - DHHS: Children, youth, and young adults otherwise eligible for the CFSP who are Innovations or TBI waiver enrollees, beneficiaries residing in or receiving respite services at an Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs/IID), beneficiaries ages 18 and older who are receiving State-funded BH, I/DD and TBI services that are not otherwise available through Medicaid, beneficiaries living in State-funded residential treatment, and recipients enrolled in and being served under Transition to Community Living (TCL) must enroll in a BH I/DD Tailored Plan to access those services.
  - AMH TAG Member shared concerns around disruptions for members who receive adoption assistance, since their current care management may be better suited to meet the members' needs.
    - DHHS: If auto-enrolled into CFSP, the member will receive CFSP care management. Members have choice. If members would like to opt into another Plan, they may do so, but they will be auto enrolled into CFSP. Additionally, the Department is allowing additional time for the warm

handoff process before launch to allow time for detailed transitions. Current care managers should communicate and educate members on what this transition means for them.

- AMH TAG Member: Can you briefly elaborate how contracting works? If a practice is already contracted with Healthy Blue, are they automatically defaulted as in-network and contracted? Does a practice have to contract with Healthy Blue Standard Plan in order to participate in HBCT CFSP? Is the contracting process different if the practice is in a CIN versus not in a CIN?
  - HBCT has outreached their existing Healthy Blue provider network for inclusion in the CFSP provider network. If a provider is interested in contracting for CFSP, please contact HBCT's contracting team via email at [nc\\_contracting@healthybluenc.com](mailto:nc_contracting@healthybluenc.com).
  - HBCT is further clarifying that Providers will maintain their current contracting structure as in the Standard Plan.
  - Additional information regarding CFSP Provider contracting can be found here: <https://medicaid.ncdhhs.gov/providers/provider-contracting-health-plans#ChildrenFamiliesSpecialtyPlan-5605>.
- AMH TAG Member: Does the HBCT CFSP card look different than the Healthy Blue insurance card?
  - HBCT: Yes, HBCT will have a distinct ID card for members served through CFSP.
- AMH TAG Member: What does "coming into care" mean?
  - HBCT: "Coming into care" means DSS assumes custody of a child thus becoming eligible for the CFSP.
- AMH TAG Member: What marks DSS assuming custody and how will pediatric practices and pharmacies know that has happened?
  - HBCT: A judge issuing a non-secure custody order marks DSS having custody of a youth. There are several steps that take place between the child welfare worker and the income maintenance department that starts eligibility and the PCP auto-assignment process.
  - AMH TAG Member- How does care happen during that window?
    - DHHS: If youth are already covered by NC Medicaid, they should be able to see their existing PCP, if needed. If the youth entering foster care is uninsured or privately insured, the assigned county child welfare worker will ensure the child receives the care needed while the NC Medicaid benefits determination process is underway.
- AMH TAG Member: Are there any members eligible for the CFSP that HBCT will care manage internally and not delegate to providers/AMH?
  - DHHS: The CFSP population will not be delegated to AMH Tier 3s for Care Management. HBCT will be responsible for the Care Management of this population.

### Leveraging NC HealthConnex for Quality and Population Health Update

- The North Carolina Health Information Exchange Authority (HIEA) provided an update on the HIEA use cases and Early Adopters Program.
  - NC HIEA is accepting applications for the Early Adopters Program on a rolling basis via [this Microsoft Form](#).
  - Additional information on NC HIEA can be found on their website: [Welcome to NC HealthConnex | NC HIEA](#).

### Wrap-up and Questions

- N/A