CAA 5121 Care Management Process Flow

Pre / Post Reentry Care Management

Pre-Release Care Management

Information on how the LMEs are notified of their members can be found on the ***"CAA 5121 Process Flows_Youth in YDCs"*** process flow

START

30-day pre-release period begins

Prior to the first pre-release contact, LME/MCO care managers will need to receive consent from the member. LME/MCO care managers can work with the YDC social work supervisors to obtain that consent. Consent for all related activity can be captured on one consent form.

Pre-Release LME/MCO care manager meets with individual at least once. The contact can be virtual if in-person contact is not feasible. The pre-release LME/MCO care manager will make as many contacts needed to fulfill requirements

~1 Month (30 days before release)

- Pre-release care manager conducts Care Needs Screening
- Pre-release care manager conducts comprehensive assessment (CMCA)
- Pre-release care manager uses comprehensive assessment (CMCA) to create re-entry person-centered care plan (Care Plan)
- Pre-release care manager places any applicable referrals and assists with scheduling appointments
- Pre-release care manager obtains informed consent to share information or provide services in post-release
- Pre-release care manager provides education on health literacy and health system navigation

If prior Medicaid history is not available, TCM eligibility should be determined while completing the assessments in the pre-release period

If the LME/MCO care manager does not obtain consent in the pre-release, they will need to do another outreach in the post-release to obtain consent

LME/MCO pre-release care manager can attend the Service Planning Meeting (SPM) if the YDC Social Worker obtains consent from the legal guardian for the LME/MCO care manager to attend. This meeting takes place in the facility the youth is housed. This meeting will introduce the member and guardian to care management.

Occurs every 30 days

LME/MCO pre-release care manager can attend the Post-Release Supervision Conference (PRSC), if the YDC Social Worker obtains consent from the legal guardian for the LME/MCO care manager to attend. This meeting is used to review legal expectations for the member post-release

Occurs within 30 day pre-release period

These meetings are recommended but not required for the care manager to attend. If the care manager can attend, it will not replace the required contact initiated by the care manager.

LME/MCO assigns post-release care manager (if applicable)

Is the pre-release care manager the same as the post release?

YES → Youth Released from YDC

NO → Warm hand off conducted, can be virtual if in-person contact is not feasible.

If consent is initially denied, make 3 documented post-release attempts to obtain consent. If unsuccessful, discharge the member from services.

Reentry Pre-Release Care Management Ends

Legend

- LME/MCO Pre-release Care Management Activities
- DJJ Care Management Activities
- LME/MCO Post-release Care Management Activities

Post-Release Care Management

Youth Enrolled in NCMD and eligibility in NC Fast and NC Tracks is updated to reflect enrollment and TCM eligibility status (Eligible / Not Eligible)

NCFAST generates an ID card without a PCP assignment listed within 24 hours of enrollment which is sent by the Department to member/ authorized rep

Does the member meet TCM eligibility criteria?

YES → Member receives Tailored Care Management from LME/MCO or delegated entity

NO → Member receives Targeted Case Management from the LME/MCO, with flexibility on the frequency of meeting, based on member's needs

If the LMEs have members who initially are not identified as meeting TP eligibility that they think should, they should follow the Department's process for requesting that a member is re-evaluated for TCM eligibility

Was a Comprehensive Assessment (CMCA) and/or Care Plan completed in pre-release period?

YES → LME/MCO post-release care manager will meet with the member within 1 month of release

NO → LME/MCO post-release care manager will meet with the member within 2 weeks of release to complete comprehensive assessment (CMCA) and/or Care Plan

LME/MCO post-release care manager can attend the Child and Family Team Meeting (CFT), if the DJJ Court Counselor obtains consent from the legal guardian for the LME/MCO care manager to attend.

Occurs within 30 days post release

These meetings are recommended but not required for the care manager to attend. If the care manager can attend, it will not replace the required contact initiated by the care manager.

Member receives ongoing care for 12 months post release based on identified needs in the care plan/screenings

NC Tracks completes PCP Assignment

3 months post release

NCFAST generates a new ID card with PCP assignment which is sent by the Department to member/authorized rep

Youth Enrolled in New Delivery System (SP, TP, CFSP) or remains with the LME/MCO

First of the month, 12 Months Post Release

If applicable, LME/MCO care manager coordinates with new delivery system to complete warm handoff and sends TOC files (Standard TOC process followed)

END