

NC Medicaid Long Term Services and Supports

Community Alternative Program Stakeholder Meeting

May 18, 2026



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits



AGENDA

- **Opening Statement**

- Deputy Secretary, Melanie Bush
- LTSS Deputy Director, Greg Daniels

- **Announcements**

- Legally Responsible Individual (LRI) as paid caregiver under Consumer Direction Program
- New LRI Webpage
- Continued Needs Review (CNR) Delays
- Coordinated Caregiving (CCG) Model Updates
- Extraordinary Circumstance

- **Questions and Answers**

Welcome



Melanie Bush

Deputy Secretary
NC Medicaid



Greg Daniels

Deputy Director
Long Term Services and Supports

Future of Legally Responsible Individual (LRI) as paid caregiver

- There is **NO** plan to end this program.
- The LRI paid caregiver option is provided under the authority found in the waiver and policy.
- Extraordinary circumstances are required for a LRI to be authorized to be paid as a caregiver.
- To guide case management entities through the process, NC Medicaid published a review tool.
- Covid flexibility for isolation ended Nov 2023.

Webpage LRI Information

- The webpage can be assessed at this link: [Requirements for Legally Responsible Individuals as Paid Caregivers | NC Medicaid](#)
- This webpage provides basic information on requirements for legally responsible individuals as paid caregivers.
 - Who can be a LRI?
 - What monitoring is required?
 - What are extraordinary circumstances and when are they evaluated?
- Provides language from the waiver as reference on these topics
- Includes the link to the updated Paid Caregiver Review Tool

Plan of Care/Continued Needs Review and Ongoing Authorizations

- The team is experiencing higher-than-usual volumes in annual continued needs review.
- Focus on maintaining quality and ensuring appropriate care for all beneficiaries.
- Automatically extending the hands-on care authorizations to support continuity of care while the plan of care remains under review.
- If the review results in either a denial or reduction, appeal rights under due process applies. If an appeal is in place, maintenance of service is put in place to ensure there is no gap or changes in service until a final determination is made.

Coordinated Caregiving Care Model

- Coordinated Caregiving is a care model available in the waiver.
- The caregiver is paid a per diem, daily stipend to provide services provided at the low, high and skilled levels of acuity.
- Since this payment is for the day, combining it with services that are paid per unit is considered duplicative.
- Coordinated Caregiving Should not be combined with Private Duty Nursing.

Respite

- Respite is intended to provide short-term relief for primary caregivers.
- Respite cannot be combined with a daily stipend for the same day.
- Beneficiaries or families with questions should contact the case management entities for assistance.



Extraordinary Circumstances for Paid Caregiving

- Extraordinary circumstances for Paid Caregiving are outlined in the waiver.
 - Beneficiary services are approved in alignment with person centered Plan of Care needs, which is separate from approving extraordinary circumstances for a paid caregiver.
 - Your Case Manager is your first point of contact on all questions on the Plan of Care.
- LRI documentation requirements are applicable to the unique circumstance.
 - There is not a one size fits all, definitive list of documentation.

Questions and Answers

- Reminder:
 - For complaints, concerns, or issues related to CAP services, or program operations, please contact the NC Medicaid Ombudsman Program:
 - Email provider.ombudsman@dhhs.nc.gov or
 - Phone at 877-201-3750.
- For case-specific questions, documentation needs, or service coordination, please contact your case management agency.

Next CAP Stakeholder Meetings

These sessions are quarterly on the third Monday at 1 p.m. on the following dates:

- Aug. 17, 2026
- Nov. 16, 2026
- Feb. 15, 2027

Registration details and meeting information will be shared ahead of each session.