

## Fact Sheet

# Ongoing Children and Families Specialty Plan Care Management

## Information for Local Departments of Social Services

The Children and Families Specialty Plan (CFSP) launched Dec. 1, 2025.

CFSP is a single, statewide NC Medicaid Managed Care health plan designed to support members in receiving seamless, integrated and coordinated health care. This will ensure members can access the health care services they need, including mental health services, and continue to work with their doctors if placements move them across the state. The new health plan is managed by Healthy Blue Care Together (HBCT).

CFSP members include NC Medicaid-enrolled children, youth and young adults currently and formerly served by Child Welfare.

As a statewide plan, the Children and Families Specialty Plan, regardless of a member's geographic location or situation, will provide members with the same basic [Medicaid benefits and services](#).

### WHAT IS CARE MANAGEMENT?

- NC Medicaid is committed to effectively managing patients medical, social and behavioral conditions through a team based, person-centered approach called Care Management. Care Managers are the staff that coordinate care management.
- A subpopulation of CFSP beneficiaries, non-Tailored Plan eligible youth in adoptive assistance, are managed by Community Care of North Carolina (CCNC) as a delegate for HBCT. Local DSS will use the same HBCT communication channels for these members as they do for members care managed by HBCT.
- Primary Care Management Staff for local DSS collaboration:
- Care Manager: The assigned care manager is the first point of contact for Child County Welfare Workers (CCWW).
- Care Manager Supervisor: In the event of care manager unavailability, the CCWW can contact the assigned Care Manager's Supervisor.

- Regional Care Management Lead: The CCWW can also contact the Regional Care Management Lead when they are not getting timely or helpful support from the Care Management Supervisor.
- Regional DSS Liaison: In the event of unsuccessful prompt resolution, the CCWW can contact the Regional DSS Liaison. Also serve as an escalation point for when process and policy break down

For detailed information on the Healthy Blue Care Together care management model and other supports, visit [healthybluenc.com/children-families-specialty-plan](https://healthybluenc.com/children-families-specialty-plan) or connect with a CFSP care manager.

## WHAT DO CFSP CARE MANAGERS DO?

- Provide a person- and family-centered approach to the provision of health care services for members, involve supports in the member’s life (e.g., foster parent(s), guardian(s) and/or other caregivers), and ensure needed services are easily accessible to members so they have the fullest opportunity to lead healthy and productive lives.
- Serve all members enrolled in the CFSP and support each member in accessing services that meet their individualized needs and help achieve their individual health goals
- Provide comprehensive coordination of each member’s health care needs, including physical health, Behavioral Health I/DD, LTSS, pharmacy needs and Unmet Health Related Resource Needs, in close coordination between the member, CFSP, the Department, and, as applicable, local DSS, subject to all applicable federal and state privacy laws
- CFSP Care Managers play a key role in supporting children, youth and families involved with the child welfare system. Their focus is on ensuring timely, coordinated care that meets each member’s needs. Coordination between the Care Manager and the Child Welfare worker is critical for success

## CARE MANAGER VERSUS CHILD COUNTY WELFARE WORKER RESPONSIBILITIES

Care Managers	Child County Welfare Workers
<ul style="list-style-type: none"> <li>• Coordinate Care: Oversee services, appointments and care plans to ensure members receive appropriate support.</li> <li>• Support Transitions: Act as the main point of contact for CCWWs regarding placement changes and other key transitions.</li> <li>• Collaborate with DSS: Participate in regular meetings and offer in-person support to address county questions and needs.</li> <li>• Problem-solve and Escalate: Identify issues early and escalate as needed to maintain continuity of care.</li> </ul>	<ul style="list-style-type: none"> <li>• Share Key Information: To inform a member's assessment and care planning process.</li> <li>• Provide Evaluations/Assessments that are scheduled or completed (i.e., DSS-required seven day physical examination, DSS-required 30-day comprehensive medical appointment, mental health evaluation, developmental evaluation, dental evaluation).</li> <li>• Work with CFSP Care Manager: Schedule appropriate appointments, if such assessments/evaluations have not been scheduled.</li> </ul>

<ul style="list-style-type: none"> <li>• Promote Available Tools: Encourage the use of Healthy Blue Care Together platforms and resources to support collaboration.</li> </ul>	<ul style="list-style-type: none"> <li>• Align on an ongoing process and timeframe: For sharing DSS Child Health Summary Components, to the extent available and applicable, with CFSP Care Manager.</li> <li>• Co-create a plan for managing potential future crises for member.</li> <li>• Align on explicit next steps and roles/responsibilities to ensure services are provided timely.</li> </ul>
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## INITIAL MEETINGS

For all members enrolled in CFSP with an assigned CCWW, the care manager shall arrange an initial meeting with the member's assigned CCWW within seven calendar days of CFSP enrollment or earlier if necessary, to appropriately manage the member's health care needs.

- Initial meetings can be held in person, by video or by phone.
- 30 minutes on average.
- Complex cases may take longer.
- Attendees should include CFSP Care Managers and Care Management Supervisors, CCWW or other designated county staff. The regional support team will join as needed.
- Care Manager will reach out to DSS CCWW to schedule. Counties can use existing meetings (CFT, PPAT, case staffing, etc.), when appropriate, for initial meetings.

Purpose:

- Initiate relationship and collaboration between child welfare worker and care manager.
- Gather key information about member status and develop a plan for future care needs.
- Establish monthly meeting schedule.
- Establish member-specific consent requirements and information sharing restrictions.
- Key information needed from the CCWW:
  - Legal custody status
  - Placement status and history
  - Immediate needs
  - Unmet health related needs
  - Court-ordered medical services
  - Service providers
  - Long term services and supports
  - General health
  - Immunizations

- Intellectual/developmental disabilities
- Learning disabilities/brain injury
- Behavioral health and substance related conditions
- System involved (DSS/justice system)
- Educational supports

It is important CCWW share any information that may not be reflected in formal documentation that provides critical context and ensures a full understanding of the member's circumstances.

## INFORMATON EXCHANGE

NC CarePoints Connect is Healthy Blue Care Together's external facing care management platform. NC CarePoints Connect can be used to search member information such as medical records, primary care provider assignment, care manager assignment and care plans. This application is available to local DSS to utilize as you work with Healthy Blue Care Together on CFSP member.

## PLACEMENT SUPPORT

How do I engage Healthy Blue Care Together Placement Support Services?

- The Healthy Blue Care Together Placement Support Team is an enhancement to our care management model that provides additional support in complex and urgent cases.
- The team supports discharge planning, placement and transitions by actively coordinating with care management, hospital staff and DSS to identify clinically appropriate placement options for members at risk of boarding or currently boarding. This includes:
  - Identification of appropriate placement options based on recommended Level of Care
  - Referral submission
  - Follow up on referral status
  - Coordination with assigned Care Manager, providers and the CCWW
- The team includes a Statewide Placement Transition Director, regionally based Placement Transition Specialists, along with an after-hours team.
- The Placement Support team is activated via the assigned Care Manager when a member is boarding, placement has abruptly disrupted and/or there's imminent risk of boarding.
- Planned placements are supported by the assigned Care Manager and work with DSS and the current provider to ensure appropriate level of care and transition occurs. The Placement Support team provides consultation, as needed, if planned placements become complex or escalated.

Contacting your Placement Support team

- Contact your assigned Care Manager to active the Placement Support team.
- For immediate notification of placement disruptions, call the assigned Placement Specialist Lead during normal business hours

- You can also call the Care Management Support Phone Line, 8 a.m. - 12:30 a.m. Monday-Friday, and 8 a.m.- 8 p.m. Saturday, and Sunday
- Care Management Support Phone Line: 1-855-350-0210
- Email the HBCT Placement Support mailbox after hours, (the mailbox is monitored after hours and weekends): [HBCTplacementsupport@healthybluenc.com](mailto:HBCTplacementsupport@healthybluenc.com)

## CARE MANAGEMENT ESCALATIONS

Local DSS support staff will continue to use existing county processes to escalate issues and concerns. CCWWs can escalate issues to local DSS supervisors and directors. Local DSS supervisors and directors can escalate issues to North Carolina Department of Health and Human Services DSS.

## WHAT IF I HAVE QUESTIONS?

For more information on the CFSP program, please review the following fact sheets

- [Children and Families Specialty Plan Resources | NC Medicaid](#)
- [CFSP Roles and Responsibilities Fact Sheet](#)
- [How to Change Health Plans](#)
- [CFSP Enrollment Timelines, Flexibilities and Contacts](#)
- [Children and Families Specialty Plan Auto Enrollment Fact Sheet](#)
- [Children and Families Specialty Plan Overview Fact Sheet](#)

To contact Healthy Blue Care Together, call 833-777-3611 or visit the [Healthy Blue Care Together CFSP website](#).

