



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

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

Jan. 30, 2024

RE: Community Alternatives Programs (CAP/C & CAP/DA): Acentra Health – Overdue Assessment Plan

Dear County Department of Social Services Directors,

The Centers for Medicare and Medicaid Services (CMS) implemented a regulation on March 17, 2014 for Conflict-of-Interest Case Management, 42 CFR 441.301(1)(vi). This regulation specifies that States are required to separate case management functions from service delivery functions. Case management includes determination of eligibility, provider identification, development, and monitoring of the plan of care. To comply with this regulation, NCDHHS developed a Request for Proposal (RFP) for a Comprehensive Independent Assessment Entity to make determination of eligibility for the receipt of services for Long-term Services and Supports (LTSS) program, participation for five LTSS programs (Personal Care Services (PCS), Community Alternatives Services for Children (CAP/C) and Disabled Adults (CAP/DA), Preadmission Screening Resident Review (PASRR) and Transition Care Coordination (TCC)). Acentra Health was awarded that contract in June 2023. In October 2023, Acentra Health assumed the responsibility of scheduling and conducting assessments to determine program eligibility for the Community Alternatives Programs-CAP/C and CAP/DA, previously this work was completed by Liberty Healthcare. This contract will provide beneficiaries and providers a single point of entry for obtaining LTSS programs in NC Medicaid Direct. This single point of entry will be branded as NC Medicaid Linking Individuals & Families for Long Term Services and Supports (NCLIFTSS).

Beginning in September 2023, Acentra Health experienced staffing challenges that significantly impacted its ability to conduct in-person initial assessments. These challenges have resulted in delayed scheduling of assessments for more than 800 individuals approved to have an assessment completed, as of 1/19/24. The review process to determine eligibility for an assessment can take up to 60 calendar days from the date a CAP/C or CAP/DA referral is submitted. Based on the transition and some issues which occurred, the individuals ready for an assessment could have started their referrals in July or August of 2023. In collaboration with NC Medicaid, Acentra Health has implemented a plan to expedite the processing of overdue assessments. Acentra Health will use various methods described below to assess individuals who applied for CAP/C and CAP/DA services between July and December 2023 with a plan of

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completion by March 31, 2024. Methods Acentra will use to expedite the processing of assessments are:

- Completing assessments by phone
- Contracting with local CAP case management entities to complete assessments
- Implementing a traveling nurse model which will deploy traveling nurses in a particular region to focus on assessment completion.

A chart is displayed below that identifies the number of overdue assessments by county. The actual date the assessment is scheduled is not included in the list. Upon completion of these assessments, the applicant will be notified of the review decision and the next steps. The local Department of Social Services (DSS) will also be notified of the review decision through the DHB-2193 Memorandum of CAP Waiver Enrollment form which is sent by Acentra and mailed to the DSS. The CAP case management entity supporting the applicant will be notified of the approval of the assessment to assist the applicant in developing their service plan. The DSS will be notified of the service plan approval date upon completion via the DHB-2193 form. The DSS must use the information on the DHB-2193 to determine CAP Medicaid eligibility for the individual.

Overdue CAP/DA and CAP/C assessments by county:

County	Program	Number of Assessments to be completed per County
Alamance	CAP/DA	12
	CAP/C	4
Alleghany	CAP/DA	1
Anson	CAP/DA	5
Ashe	CAP/DA	3
Avery	CAP/DA	3
Beaufort	CAP/DA	3
Bertie	CAP/DA	4
Bladen	CAP/DA	4
Brunswick	CAP/DA	1
	CAP/C	3
Buncombe	CAP/DA	7
	CAP/C	3
Burke	CAP/DA	12
Cabarrus	CAP/DA	4
	CAP/C	1
Caldwell	CAP/DA	5
Camden	CAP/DA	2
Carteret	CAP/DA	10
Caswell	CAP/DA	4
Catawba	CAP/DA	6
	CAP/C	1
Chatman	CAP/DA	1
Cherokee	CAP/DA	9

County	Program	Number of Assessments to be completed per County
Chowan	CAP/DA	1
Clay	CAP/DA	3
Cleveland	CAP/DA	21
	CAP/C	2
Columbus	CAP/DA	4
	CAP/C	1
Craven	CAP/DA	6
Cumberland	CAP/DA	14
	CAP/C	3
Davidson	CAP/DA	2
	CAP/C	2
Davie	CAP/DA	6
Durham	CAP/DA	9
	CAP/C	1
Duplin	CAP/DA	5
	CAP/C	2
Edgecombe	CAP/DA	7
Forsyth	CAP/DA	11
	CAP/C	3
Franklin	CAP/DA	3
Gaston	CAP/DA	7
	CAP/C	4
Gates	CAP/DA	1
Graham	CAP/DA	2
Granville	CAP/DA	3
Guilford	CAP/DA	23
	CAP/C	5
Halifax	CAP/DA	4
	CAP/C	2
Harnett	CAP/DA	6
	CAP/C	3
Haywood	CAP/DA	9
Henderson	CAP/DA	4
	CAP/C	1
Hertford	CAP/C	1
Hoke	CAP/DA	4
	CAP/C	1
Hyde	CAP/DA	1
Iredell	CAP/DA	8
Jackson	CAP/DA	1
	CAP/C	1

County	Program	Number of Assessments to be completed per County
Johnston	CAP/DA	4
	CAP/C	1
Lee	CAP/DA	1
	CAP/C	1
Lenior	CAP/C	2
Lincoln	CAP/DA	12
	CAP/C	2
Madison	CAP/DA	1
Macon	CAP/DA	7
Martin	CAP/DA	3
McDowell	CAP/DA	6
	CAP/C	2
Mecklenburg	CAP/DA	37
	CAP/C	10
Mitchell	CAP/DA	5
Montgomery	CAP/DA	5
Moore	CAP/DA	8
	CAP/C	1
Nash	CAP/DA	3
	CAP/C	1
New Hanover	CAP/DA	7
Northampton	CAP/DA	3
Onslow	CAP/DA	9
	CAP/C	4
Orange	CAP/DA	3
	CAP/C	4
Pasquotank	CAP/DA	2
Pender	CAP/DA	3
	CAP/C	1
Person	CAP/DA	3
Pitt	CAP/DA	4
Polk	CAP/DA	3
	CAP/C	1
Randolph	CAP/DA	6
	CAP/C	2
Richmond	CAP/DA	4
	CAP/C	5
Robeson	CAP/DA	25
	CAP/C	4
Rockingham	CAP/DA	12
	CAP/C	2

County	Program	Number of Assessments to be completed per County
Rowan	CAP/DA	4
	CAP/C	2
Rutherford	CAP/DA	15
Sampson	CAP/DA	6
Scotland	CAP/DA	9
Stanly	CAP/DA	1
	CAP/C	1
Stokes	CAP/DA	3
	CAP/C	1
Surry	CAP/DA	9
	CAP/C	3
Swain	CAP/DA	4
Transylvania	CAP/DA	2
	CAP/C	1
Union	CAP/DA	16
	CAP/C	2
Vance	CAP/DA	1
Wake	CAP/DA	15
	CAP/C	7
Washington	CAP/DA	6
Watauga	CAP/DA	1
	CAP/C	1
Wayne	CAP/DA	3
Wilkes	CAP/DA	5
Wilson	CAP/DA	4
	CAP/C	1
Yadkin	CAP/DA	2
Yancey	CAP/DA	6

The CAP/DA and CAP/C waivers have slot capacity limits. There is potential that upon the approval of these overdue assessments and other assessments ready for scheduling in January 2024, a statewide waitlist may be implemented. The CAP/DA waiver has the capacity to serve 11,648 unduplicated individuals, and the CAP/C waiver 4,000. As of January 18, 2024, the CAP/DA waiver is currently serving 11,357 and CAP/C 3,486. If a waitlist is implemented, stakeholders will be notified by announcements on the NCLIFTSS and NC Medicaid websites. If a CAP/DA waitlist is activated, the CAP case management entities will advise the waitlist status to individuals making referrals and other community-based organizations. Questions regarding the referral or enrollment status of an individual interested in obtaining CAP/DA services, the local DSSs should contact the contact person listed on the DHB-2193 or email/call NCLIFTSS at NCLIFTSS@kepro.com / 833-522-5429. For

questions related to the CAP/DA and/or CAP/C waiver operations, contact WRenia Bratts-Brown at wrenia.bratts-brown@dhhs.nc.gov or by dialing 919-855-4371.

Sincerely,

DocuSigned by:



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Jay Ludlam

Deputy Secretary, NC Medicaid