Companion Guide
Care Management Service Termination and Transfer of Services Process
August 30, 2022

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Companion Guide

Care Management Service Termination and Transfer of Services Process

I. Introduction

This guide provides instructions for how Local Health Departments (LHD) can request to transfer the delivery of Care Management for At-Risk Children (CMARC) and High-Risk Pregnancies (CMHRP) to another entity when they determine their agency can no longer continue providing CMARC and CMHRP services.

In the following sections, this guide will describe the processes that must occur before, during, and after a service transition is requested, along with specific timeframes for each activity.

Please Note: Any transition of services will result in the termination of payments for the associated services upon the effective date of service discontinuance. Local Health Departments will be required to reimburse any payments received for services not provided.
I. Introduction - Pre-Transfer Requirements

Prior to Local Health Departments (LHD) requesting a “Transfer of Care Management Services” the following criteria must be met:

☐ Reviewed Consolidated Agreement between LHD and DPH.

If transfer of services is requested for staffing issues, has your agency:

☐ Reached out to your DPH CMHRP Consultant to ask for assistance advertising vacant positions
  ○ “CMHRP Staffing Reminders and Tips” document located in Section 5 of the CMHRP Toolkit
    https://wicws.dph.ncdhhs.gov/provpart/pubmanbro.htm has additional strategies and resources.
  ○ Reached out to your DCFW CMARC Consultant to ask for assistance advertising vacant positions
    o CMARC Staffing Reminders and Tips Document located in the CMARC Toolkit for additional strategies and resources.
  ○ Expanded advertisement reach
    o Social Media (LinkedIn, Indeed, Facebook, Twitter, Instagram, etc.)
    o Outreach to local accredited Universities/Colleges (Social Work, Nursing)
      ▪ For example, SW job openings may be sent to the UNC School of Social Work’s job posting board; it is an open board
        so anyone can post or review jobs on the page https://ssw.unc.edu/alumni-friends/jobs/
    o Billboards/Radio/Newspaper
    o Professional Organizations (NCPHA, NCAPHNA Public Health Nursing, NASW, etc.)
  ○ Considered utilizing temporary or contract staffing options
    o Alliance Staffing North Carolina Public Health Alliance of Public Health Agencies
    o Vanguard Professional Staffing https://www.vanguardprostaff.com/
  ○ Reached out to your CMHRP and CMARC Consultants to discuss caseload management and opportunities for improvement within the current staffing model.

If transfer of services is requested for budgeting/financial issues, has your agency:

☐ Confirmed CMHRP and CMARC PMPM payments are correct:
  ○ Referenced the “PMPM Calculation Directions and Example” (emailed to CMHRP and CMARC Supervisors
    and located in CMHRP and CMARC Toolkit) surrounding payment reconciliation guidance from the CMHRP
    and CMARC Consultants and assisted LHD finance staff in reconciling expected PMPM payment to actual
    PMPM payment received.
  ○ Confirmed discrepancies are identified: did LHD work with each PHP surrounding reconciliation of PMPM
    payments.
    o If no resolution was found, did LHD reach out to NC Managed Care Provider Ombudsman?
      ▪ If no resolution was found, did LHD work with their LTAT Consultant to rectify the correct CMHRP
        and CMARC PMPM payment each month.
  ☐ Talked with each PHP to negotiate terms of your contractual agreements
    o Discuss possibilities of increasing the PMPM payment for CMHRP and CMARC for your LHD.
  ☐ Reached out to your CMHRP and CMARC Consultant to discuss CMHRP and CMARC programmatic resource(s)
    allocation.

If transfer of services is requested for “other reason(s)”, has your agency:

☐ Reached out to your CMHRP and CMARC Consultant to discuss CMHRP and CMARC programmatic concerns.
II. CMARC Service Transfer Guidelines - Request to Transfer CMARC Services Process
Follow the process below to request that CMARC services be transitioned to another entity.
II. CMARC Service Transfer Guidelines - Request Form and Instructions

To request a service transfer, Local Health Departments must complete the following form: https://medicaid.ncdhhs.gov/media/11862/download?attachment

Once all required fields and signatures have been captured, the CMARC Request to Transition Services form must be submitted to the following individuals:

- CMARC Program Manager School, Adolescent, and Child Health Unit, Division of Child and Family Well-being, Whole Health Section
- School and Health Unit Manager, Whole Child Health Section, Division of Child and Family Well-Being, Whole Child Health Section
- Assistant Director, Division of Child and Family Well-Being, Whole Child Health Section
- North Carolina Children and Youth with Special Health Care Needs Director

CMARC Request to Transfer Services Form:
III. CMHRP Service Transfer Guidelines - Request to Transfer CMHRP Services Process

Follow the process below to request that CMHRP services be transitioned to another entity.

**Local Health Department CMHRP Service Transfer Process**

1. **Start**: LHD Decides to Transfer Services

   - At least 180 days in advance of discontinuance

2. **Submits Request to Transfer Services**

3. **Submits Care Management Staffing Information Report**
   - (contained in CMHRP Toolkit) to CMHRP Program Manager

4. **CMHRP Program Manager Sends DHB & CCNC Notice of LHD’s Intent to End Service & Lack of LHD Coverage**

   - If coverage is not found within 90 Days in advance of discontinuance

5. **Logs County in LHD Transition Tracking Sheet on Shared SharePoint Folder**

6. **Informs DPH of Transition Plan & Sends Written Notification to DPH & CCNC**

   - Within 7 business days of receiving DPH sign-off

7. **Updates LHD Transition Tracking Sheet w/ Transition Plan**

8. **Sends Notification w/ Updated LHD Transition Tracking Sheet to CCNC, SPLs, and TPs**

   - Within 2 Business Days of Transition Plan Finalization

9. **Coordinates Alternative Coverage Search**

   - Within 2 Business Days of Receiving Notification

   - **Medicaid Coverage Type**

   - Standard Plan

   - Tailored Plan

   - NC Medicaid Direct

10. **Works with covering entity to compose and finalize MOA/MOU with receiving entity**

   - Within 2 Business Days of Receiving Notification

11. **Submits Care Management Staffing Information Report**
    - (contained in CMHRP Toolkit) to CMHRP Program Manager

12. **Works with PHPs & CCNC to Transfer Payments to Covering Entity Upon Service Transfer Effective Date**

13. **Provides Sign-Off & Instructs LHD to Begin Sending Provider & Member Change in Service Notification**

   - Within 2 Business Days of Transition Plan Finalization

14. **Requests New CMHRP Referral?**

15. **Forward Referral to Covering Entity**

   - Receives New CMHRP Referral? Yes

   - No

16. **Officially Discontinues Service on Approved Effective Date & Sends Notification to DPH & CCNC**

17. **Updates LHD Transition Tracking Sheet w/ Transition Plan**

   - No

   - Within 2 Business Days of Transition Plan Finalization

18. **Sends Notification w/ Updated LHD Transition Tracking Sheet to CCNC, SPLs, and TPs**

   - Within 2 Business Days of Transition Plan Finalization

19. **Informs DLs to Prepare for Picking Up Coverage on LHD Discontinuance Effective Date**

20. **Coordinates Alternative Coverage Search**

   - Within 2 Business Days of Receiving Notification

   - **Medicaid Coverage Type**

   - Standard Plan

   - Tailored Plan

   - NC Medicaid Direct

All LHDs must communicate concerns with their DPH consultant prior to determining that service transition should be explored.
III. CMHRP Service Transition Guidelines - Request Form and Instructions

To request a service transfer, Local Health Departments must complete the following form:
https://medicaid.ncdhhs.gov/media/11861/download?attachment

Once all required fields and signatures have been captured, the CMHRP Request to Transition Services form must be submitted to the following individuals:

- NC DPH CMHRP Program Manager
- DPH Section Chief and Deputy Director

CMHRP Request to Transfer Services Form:
**IV. Roles and Responsibilities** – Transfer Process RACI Matrix

In order to facilitate a successful transfer of services, the entities involved in the process each have specific roles and responsibilities to manage throughout the transition process.

R = Responsible, A = Accountable, C = Consulted, I = Informed

<table>
<thead>
<tr>
<th>Responsible</th>
<th>Entity responsible for completing the task, process, or function.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountable</td>
<td>Individual entity that holds final accountability for completing the task, process, or function.</td>
</tr>
<tr>
<td>Consulted</td>
<td>Entity that functions as an adviser on the task, process, or function.</td>
</tr>
<tr>
<td>Informed</td>
<td>Informed team members that are kept up to date on progress of the task, process, or function.</td>
</tr>
</tbody>
</table>

**CMARC/CMHRP LHD Transfer Process RACI Matrix**

<table>
<thead>
<tr>
<th>LHDs Relinquishing/Transferring Services</th>
<th>NC DHHS</th>
<th>Receiving Entity/Receiving Services</th>
<th>Managing/Paying Entity (e.g., PHPs, TPs, CCNC)</th>
<th>CCNC (As Platform, Data Vendor)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit transfer request to DHHS Program Management</td>
<td>A, R</td>
<td>C</td>
<td>I</td>
<td></td>
</tr>
<tr>
<td>Work with NC Association of Local Health Directors and DHHS Program Manager(s) to identify coverage across other LHDs.</td>
<td>R</td>
<td>A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>After a covering entity is identified, develop Memorandum of Agreement Contract.</td>
<td>R</td>
<td>C</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Validate that appropriate service coverage is identified before services are relinquished.</td>
<td>R</td>
<td>A</td>
<td></td>
<td>I</td>
</tr>
<tr>
<td>Send notification to CCNC for termination of their user access to VH/CI/OneLogin including the Transfer Effective Date as termination date of access.</td>
<td>A, R</td>
<td>I</td>
<td></td>
<td>I</td>
</tr>
<tr>
<td>Update the Staffing Information Report (located in the CMHRP/CMARC toolkits).</td>
<td>A, R</td>
<td>I</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compile county resource list and share in writing with the receiving entity assuming services.</td>
<td>A, R</td>
<td>I</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


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<th>CCNC (As Platform, Data Vendor)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send the Notification of Change in Service to members and providers.</td>
<td>A, R</td>
<td>I</td>
<td>I</td>
<td>I</td>
</tr>
<tr>
<td>Continue to forward all referrals received to the entity assuming services.</td>
<td>A, R</td>
<td>I</td>
<td>I</td>
<td>I</td>
</tr>
<tr>
<td>Inform impacted entities and organizations of LHD transition plan and POCs</td>
<td>A</td>
<td>I</td>
<td>I</td>
<td>I</td>
</tr>
<tr>
<td>Accept request for assuming/transfer of CMARC and/or CMHRP services.</td>
<td>R</td>
<td>I</td>
<td>A</td>
<td>A</td>
</tr>
<tr>
<td>Negotiate MOA terms and finalize contract.</td>
<td>R</td>
<td>I</td>
<td>A</td>
<td>A</td>
</tr>
<tr>
<td>Ensure CMARC and/or CMHRP PMPM payments are directed to the county providing services in alignment with the transfer effective date.</td>
<td>R</td>
<td>I</td>
<td>A</td>
<td>C</td>
</tr>
<tr>
<td>Send notification to CCNC requesting user access to VH/CI/OneLogin and share MOA with CCNC (directions for requesting access is located in the CMHRP and CMARC Toolkits).</td>
<td>I</td>
<td>A, R</td>
<td>I</td>
<td>I</td>
</tr>
<tr>
<td>Complete the Staffing Information Report (located in the CMHRP/CMARC toolkits) to notify DPH/DCFW of the primary referral contact and secondary referral contact for the new coverage area.</td>
<td>I</td>
<td>A, R</td>
<td>A, R</td>
<td>I</td>
</tr>
<tr>
<td>Review county resource list and follow up with transferring county as questions arise.</td>
<td>C</td>
<td>A, R</td>
<td>A, R</td>
<td>A</td>
</tr>
<tr>
<td>Establish knowledge transfer sessions with receiving entity to discuss member needs and provide details about any required process and procedures</td>
<td>C</td>
<td>R</td>
<td>A</td>
<td>A</td>
</tr>
</tbody>
</table>