

North Carolina Department of Health and Human Services (DHHS)

Tailored Care Management Technical Advisory Group (TAG) Meeting #14 (Conducted Virtually)

December 16, 2022

Tailored Care Management TAG Members	Organization
Erin Lewis	B&D Integrated Health Services
Lauren Clark (absent)	Coastal Horizons Center
Denita Lassiter	Dixon Social Interactive Services
Jason Foltz, D.O. (absent)	ECU Physicians
Natasha Holley (absent)	Integrated Family Services, PLLC
DeVault Clevenger	Pinnacle Family Services
Lisa Poteat	The Arc of NC
John Gilmore, M.D. (absent)	UNC Center for Excellence in Community Mental Health
Sean Schreiber (absent; represented by Donna Stevenson)	Alliance Health
Beverly Gray (absent; represented by Lou Ann Simmons)	Eastpointe
Lynne Grey (absent)	Partners Health Management
Sabrina Russell	Sandhills Center
Cindy Ehlers (absent)	Trillium Health Resources
Rhonda Cox (absent)	Vaya Health
Cindy Lambert (absent)	Cherokee Indian Hospital Authority
Jessica Aguilar	Consumer Representative
Pamela Corbett	Consumer Representative
Alicia Jones (absent)	Consumer Representative
Cheryl Powell (absent)	Consumer Representative
NC DHHS Staff Members	Title
Kelly Crosbie	Chief Quality Officer, NC Medicaid, Quality and Population Health
Loul Alvarez	Associate Director, Population Health (NC Medicaid)
Gwendolyn Sherrod	Program Lead, Tailored Care Management, NC Medicaid, Quality and Population Health
Eumeka Dudley	Program Lead, Tailored Care Management, NC Medicaid, Quality and Population Health
Regina Manly	Senior Program Manager, Tailored Care Management, NC Medicaid, Quality and Population Health
Liz Kasper	Acting Deputy Director, Population Health

Agenda

- Welcome and Roll Call
- Community Guide/Navigator Benefit Update

- Year-End Retrospective and Plan for the Upcoming Year
- Public Comments
- Next Steps

Welcome and Roll Call (slides 3-6) – Kelly Crosbie and Eumeka Dudley

Kelly Crosbie announced her transition to a new role as the Director of the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services. Moving forward, the DHHS Tailored Care Management team will include: Loul Alvarez (*Associate Director, Population Health*), Gwen Sherrod (*Program Lead, Tailored Care Management*), Eumeka Dudley (*Program Lead, Tailored Care Management*), Regina Manly (*Senior Program Manager, Tailored Care Management*), and Liz Kasper (*Acting Deputy Director, Population Health*).

Community Guide/Navigator Benefit Update (slides 7-11) – Regina Manly

The Department provided an update on the community guide/navigator benefit. Today, the community guide/navigator benefit is available to members enrolled in the Innovations waiver or obtaining 1915(b)(3) services. For most members, the Department intends to phase out the community guide/navigator benefit as of April 1, 2023, because the benefit is duplicative with Tailored Care Management.

The Department will allow members to obtain Tailored Care Management from the same organization where they obtain community guide/navigator services today, and members may obtain both services for one month as they transition to Tailored Care Management. These new policies will help preserve the relationships between members and their community guides/navigators as the benefit phases out and members transition to Tailored Care Management. The Department's vision is for community guides/navigators to serve as care manager extenders under Tailored Care Management, bringing their valuable expertise and experiences to the member's care team.

See the December TAG materials for additional information on the community guide/navigator benefit transition.

A TAG member asked if the LME/MCO billing systems have been updated to reflect the new policy to allow for billing of both community guide/navigator services and Tailored Care Management for one month. The Department confirmed that the necessary adjustments have been made to allow for this billing during the transition month.

A TAG member also suggested extending the authorization of community guide/navigator services until the benefit phases out on April 1, 2023, for members whose authorization has lapsed or is scheduled to end before April 1. The Department will consider this and discuss internally.

Year-End Retrospective and Plan for the Upcoming Year (slides 12-15) – Gwen Sherrod

The Department presented Tailored Care Management achievements from 2022 and upcoming priorities for 2023.

The Department asked for TAG member reflections and other accomplishments they wished to highlight:

- Several TAG members praised the efforts of AHEC to train and coach providers.
- TAG members also appreciated the NC DHHS team and how they listened, heard, and were responsive to stakeholder issues and concerns.
- TAG members thanked the Department for its upcoming efforts in 2023 to translate Tailored Care Management presentations and materials into Spanish and simplify communications for members and their families.

The Department thanked providers for their flexibility and patience throughout 2022 and praised the collaboration between everyone involved, including NCQA, AHEC, Tailored Plans, and the TAG.

Public Comments (slide 16) – Gwen Sherrod

The Department opened the meeting to public comment.

- A stakeholder asked for the Department to provide additional information in 2023 on its approach to contact monitoring, including monitoring for the interim period until Tailored Plan launch on April 1, 2023.
 - The Department noted it will provide additional information in 2023.

Next Steps (slides 17-19) – Eumeka Dudley

The Department noted for TAG members and other stakeholders to review the latest updates on the [Tailored Care Management web page](#). The Department also noted the Tailored Care Management reference guide in the Appendix of the [December TAG materials](#) that compiles key information to support providers in the initial months of Tailored Care Management. The Department welcomes feedback from TAG members on the best date and time for the TAG meetings in the upcoming year.

Tailored Care Management TAG members are encouraged to send any additional feedback or suggestions to Medicaid.TailoredCareMgmt@dhhs.nc.gov.