

Fact Sheet

NC Medicaid Managed Care Services

NC Medicaid Managed Care includes Standard Plans, Tailored Plans and the Children and Families Specialty Plan

Standard Plans and Tailored Plans are health plans that offer physical health, pharmacy, care coordination and basic behavioral health services. Tailored Plans offer care management and behavioral health services for members with a serious mental illness, severe substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injuries (TBIs).

The Children and Families Specialty Plan (CFSP), which launched Dec. 1, 2025, is a single, statewide health plan. Those eligible for the Children and Families Specialty Plan include NC Medicaid-enrolled children, youth and young adults currently and formerly served by child welfare services. The Children and Families Specialty Plan offers seamless physical health, pharmacy, care coordination and basic behavioral health services.

All services are available in the EBCI Tribal Option to beneficiaries who qualify. The EBCI Tribal Option coordinates with Vaya to provide services for serious mental illness, severe substance use disorder, I/DD or TBI services.

For more information, see the [Clinical Coverage Policy](#) and [NC Medicaid Benefits and Services](#).

Service Offered	Standard Plan	Tailored Plan	CFSP
Ambulatory withdrawal management with extended on-site monitoring	Y	Y	Y
Ambulatory withdrawal management without extended on-site monitoring (ambulatory detoxification)	Y	Y	Y
Assertive community treatment	N	Y	Y
Child and adolescent day treatment services	N	Y	Y
Clinically managed residential withdrawal management (social setting detox)	Y	Y	Y
Community support team (CST)	N	Y	Y
Diagnostic assessment	Y	Y	Y

Service Offered	Standard Plan	Tailored Plan	CFSP
Facility-based crisis services for children and adolescents	Y	Y	Y
Inpatient behavioral health services	Y	Y	Y
Intensive in-home services	N	Y	Y
Intermediate Care Facility for Individuals with Intellectual Disabilities	N	Y	N
Medically monitored inpatient withdrawal management (non-hospital medical detoxification)	Y	Y	Y
Mobile crisis management	Y	Y	Y
Multi-systemic therapy services	N	Y	Y
Outpatient behavioral health emergency department services	Y	Y	Y
Outpatient behavioral health services provided by direct-enrolled providers	Y	Y	Y
Outpatient opioid treatment program (OTP)	Y	Y	Y
Partial hospitalization	Y	Y	Y
Peer support services	Y	Y	Y
Professional treatment services in facility-based crisis program	Y	Y	Y
Psychiatric residential treatment facilities (PRTFs)	N	Y	Y
Psychological services in health departments and school-based health centers sponsored by health departments	Y	Y	Y
Psychosocial rehabilitation	N	Y	Y
Research-based intensive behavioral health treatment for autism spectrum disorder	Y	Y	Y
Residential treatment facility services	N	Y	Y
State-Funded behavioral health and I/DD services (non-Medicaid)	N	Y	N
State-Funded (non-Medicaid) services	N	Y	N
State-Funded TBI services (non-Medicaid)	N	Y	N
Substance use comprehensive outpatient treatment program (SACOT)	Y	Y	Y
Substance use intensive outpatient program (SAIOP)	Y	Y	Y

Service Offered	Standard Plan	Tailored Plan	CFSP
Substance use medically monitored residential treatment	N	Y	Y
Substance use non-medical community residential	N	Y	Y
Tailored Care Management	N	Y	N
Transitions to Community Living (TCL) program services	N	Y	N
1915(i) Services*	SP	TP	CFSP
Community living and supports	N	Y	Y
Community transition	N	Y	Y
Individual and transitional support (ITS)	N	Y	Y
Individual placement and support (IPS) for mental health and substance use	N	Y	Y
Respite	N	Y	Y
Supported employment for I/DD and TBI	N	Y	Y
Innovations Waiver Services*	SP	TP	CFSP
Community living and supports	N	Y	N
Community transition	N	Y	N
Crisis services	N	Y	N
Residential supports	N	Y	N
Supported employment	N	Y	N
Traumatic Brain Injury (TBI) Waiver Services*	SP	TP	CFSP
Community transition	N	Y	N
Crisis services	N	Y	N
Day supports	N	Y	N
In-home intensive supports	N	Y	N
Residential supports	N	Y	N
Supported employment and community networking	N	Y	N
Supported living	N	Y	N

***Services are only available to beneficiaries who qualify**

Note:

- Innovations and TBI waiver services are only available to individuals enrolled in the Innovations or TBI waiver program.

- Innovations or TBI waiver beneficiaries who are dually eligible for Medicaid and Medicare will be enrolled in a Tailored Plan.
- State-Funded services are different for each Tailored Plan.
- Tailored Care Management services are available in the Tailored Plan and NC Medicaid Direct.
- Beneficiaries on the Health Insurance Premium Payment program (HIPP) will not lose HIPP with Tailored Plan enrollment. Innovations and TBI waiver beneficiaries on HIPP will be enrolled in a Tailored Plan.
- Beneficiaries can Request to Move to Tailored Plan from the Standard Plan or Children and Families Specialty Plan if they need services only available in a Tailored Plan. Some beneficiaries may move to a Tailored Plan without a Request to Move based on their managed care status.
- Plans offer value added services to beneficiaries who qualify

Please refer to [Appendix B – Behavioral Health I/DD Tailored Plan Criteria](#) for more information.

