

**North Carolina Department of Health and Human Services (DHHS)
Tailored Care Management Technical Advisory Group (TAG) Meeting #29 (Conducted Virtually)
April 26, 2024**

Tailored Care Management TAG Members	Organization
Erin Lewis	B&D Integrated Health Services
Julie Quisenberry (absent; represented by Darlene Webb)	Coastal Horizons Center
Billy West (absent)	Daymark
Denita Lassiter	Dixon Social Interactive Services
Luevelyn Tillman (absent)	Greater Vision Counseling and Consultants
Keischa Pruden	Integrated Family Services, PLLC
Haley Huff	Pinnacle Family Services
Sandy Feutz	RHA
Lisa Poteat	The Arc of NC
Eleana McMurry, LCSW	UNC Center for Excellence in Community Mental Health
Donna Stevenson	Alliance Health
Lynne Grey (absent; represented by Wyatt Bell)	Partners Health Management
Cindy Ehlers	Trillium Health Resources
Chris Bishop (absent)	Vaya Health
Cindy Lambert	Cherokee Indian Hospital Authority
Jessica Aguilar	N/A
Pamela Corbett (absent)	N/A
Jonathan Ellis (absent)	N/A
Alicia Jones (absent)	N/A
NC DHHS Staff Members	Title
Kristen Dubay	Chief Population Health Officer, NC Medicaid
Andrew Clendenin	Deputy Director, Population Health, NC Medicaid
Loul Alvarez	Associate Director, Population Health, NC Medicaid
Regina Manly	Senior Program Manager, Tailored Care Management, NC Medicaid, Quality and Population Health
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
Tierra Leach	Program Specialist, Tailored Care Management, NC Medicaid, Quality and Population Health

Agenda

- Welcome and Roll Call
- Tailored Plan Launch: Care Management is Key to Integrated Care
- Tailored Care Management Updates
 - Update on Round 4 Certification
 - Clarifying Acuity-Based Contact Requirements and Payment Rates
- Monitoring Tool
- Discussion

Tailored Plan Launch: Care Management is Key to Integrated Care (slides 7-12) – Tierra Leach

With Tailored Plans set to launch on July 1, 2024, the Department highlighted the crucial role care management plays in integrated care for the Tailored Plan population given that all Tailored Plan members have complex needs associated with a behavioral health condition, I/DD, or TBI. The Department reviewed the vision for the Department’s Medicaid Transformation and discussed how management provides the “glue” for integrated care, fostering coordination and collaboration among care team members across disciplines and settings.

The Department asked the TAG how Tailored Care Management is currently supporting integration. TAG members and other participants responded as follows:

- Multiple participants noted that care managers attending physical care and behavioral health appointments with members can support integrated care as the care manager can help be a bridge across the different providers.
- One participant from an AMH+ practice shared that their care managers huddle every morning with the primary care providers (PCPs) to discuss each member’s physical health and behavioral health-related needs. The participant highlighted that having the care managers embedded in the AMH+ practice helps address previously unmet health-related resource needs, such as referring to specialists and ordering needed medical equipment.
- One participant from a CMA provider noted that care managers at their organization join meetings between PCPs and specialists to ensure both physical health and behavioral health-related needs are being addressed.

Tailored Care Management Updates (slides 13-16) – Gwendolyn Sherrod and Regina Manly

Update on Round 4 Certification

The Department shared that a Round 4 certification for AMH+s and CMAs will not be pursued at this time. Instead, LME/MCOs will inform the Department of any provider gaps (e.g., geographic gap or population segment—behavioral health, I/DD, adult, child) and work with the Department to make exceptions for providers that would fill a current gap.

Clarifying Acuity-Based Contact Requirements and Payment Rates

The Department clarified that it does **not** require care managers to deliver contacts based on a member’s assigned acuity tiers and does **not** tier monthly payments by acuity. The Department has no current or anticipated plans to implement acuity-based contact requirements or payment rates.

The Department asked the TAG if plans/providers find the acuity tiers useful in decision-making and what other data plans/providers use to inform initial decision-making. TAG members and other participants responded as follows:

- Several participants shared that they do not use acuity tiers as a tool to inform decision-making.
- A few participants commented that they did not think a member's acuity tier accurately reflects the current needs of a member.
- Multiple TAG participants noted that the population segment information helps to inform the assignment to a care manager and requested additional information be added to the BA files, including:
 - Co-occurring population segment
 - Primary diagnoses
 - Adult or child and adolescent population segment.

Tailored Care Management Monitoring Tool (slides 17-29) – Damali Alston (Alliance Health)

Alliance Health presented on the Tailored Care Management (TCM) Monitoring Tool. The TCM Monitoring Tool was developed through collaboration with all LME/MCOs, NCQA, and the Department to ensure adherence to the required guidelines of the Tailored Care Management model and to monitor the quality of services in a standardized and consistent way. The criteria by which plans and providers will be evaluated are based on the Tailored Care Management Provider Manual (review items can be directly cross-walked to the Provider Manual).

The LME/MCOs will be piloting the TCM Monitoring Tool in June, which will allow the LME/MCOs to identify any initial barriers in the process and make final edits to the Monitoring Tool if needed. After Tailored Plans launch on July 1, 2024, there will be an initial monitoring review period (exact dates of the initial monitoring review are to be determined). All initial monitoring reviews are for conducting technical assistance and not corrective action plans.

The [April TAG presentation](#) provides additional details on the TCM Monitoring Tool, including the review items, the scoring process, and screenshots of the actual TCM Monitoring Tool.

TAG members and other participants asked the following questions about the TCM Monitoring Tool:

- One participant asked when the Q&A for the TCM Monitoring Tool will be published.
 - Alliance responded that the Q&A will be published prior to the initial monitoring review.
- Another participant asked if the same tool will be used for monitoring Tailored Care Management across Tailored Plans / LME/MCOs, AMH+s, and CMAs.
 - Yes, the same TCM Monitoring Tool will be used across Tailored Plans / LME/MCOs, AMH+s, and CMAs.

Public Comments (slides 30-32) – Tierra Leach

The Department shared that the May TAG will not be held at the usual time. Instead, **the May TAG will be held on May 21, from 2:00 – 3:00 PM.**

There were no additional questions asked by TAG members.

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