



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

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

January 23, 2024

Dear County Director of Social Services:

The North Carolina General Assembly directed the Secretary for the North Carolina Department of Health and Human Services to reduce the number of Local Management Entity/Managed Care Organizations (LME/MCOs). Trillium Health Resources is the surviving entity and will provide health care services to Eastpointe and Sandhills members. Except for the following counties: Partners Health Management will serve Davidson County; Alliance Health will serve Harnett and Vaya Health will serve Rockingham. **The change will be effective Feb. 1, 2024.** Please note that Harnett County will not be immediately eligible for the TBI waiver on Feb. 1, 2024. NC Medicaid is working to include Harnett County in the TBI waiver. Local agencies will be notified when Harnett County is included in the TBI waiver.

NC Medicaid Direct beneficiaries and recipients of State-Funded Services do not need to take any action with the LME/MCO consolidation.

For more information about the consolidation, visit [Trillium Health Resources news release](#) and the [LME/MCO Consolidation Fact Sheet](#).

Notices began mailing on Jan. 11, 2024

Impacted beneficiaries will receive a letter from the NC Medicaid Enrollment Broker letting them know which LME/MCO they have been assigned. View sample notices from the Enrollment Broker [here](#).

Beneficiaries will receive a new Medicaid ID card with their new LME/MCO assignment at their next scheduled recertification. Beneficiaries that will transition to Tailored Plans will receive new Medicaid ID cards from their Tailored Plans after auto-enrollment in late April. Finally, beneficiaries will receive welcome packets from the new LME/MCO with information about their benefits and services, a member handbook and Tailored Care Management assignment, if applicable.

LME/MCO assignment will continue to be based on the beneficiary's administrative county (the county that manages the Medicaid case). Beneficiaries should refer to the DSS that manages

NC MEDICAID

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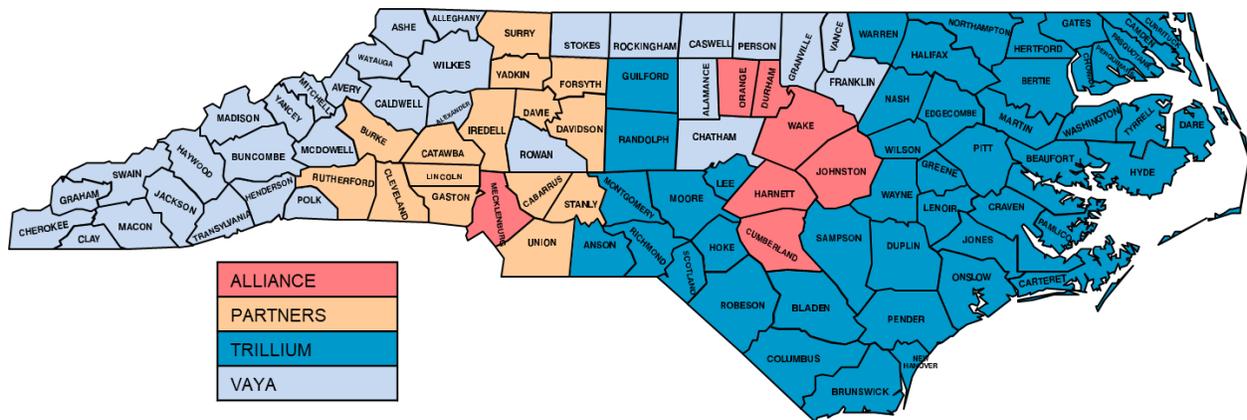
their case if it is different from the county they live in. If your county is impacted by the consolidation and an impacted beneficiary did not receive letters or a new Medicaid ID card, please reach out to your Operational Support Team (OST) Representative.

Services and Transition of Care

Individuals who receive State-Funded Services will continue to receive services based on the county where they live. State-Funded Services recipients will continue to have access to state-funded mental health, substance use disorder, I/DD and TBI services without interruption during the transition. This includes any Cross Area Service Program (CASP) services. LME/MCOs will send letters to individuals receiving state-funded services and not Medicaid to let them know of the change.

Primary Care Provider (PCP) assignments are not impacted by the consolidation. Beneficiaries can keep their current Tailored Care Management provider beginning Feb. 1, through May 30, 2024. Tailored Care Management (TCM) assignments may change for some beneficiaries:

- Community –based TCM providers must contract with the beneficiary’s new LME/MCO by April 30, 2024, to keep providing services and to not have beneficiaries reassigned from them.
- Former Sandhills Center beneficiaries receiving TCM from Sandhills may be reassigned a new TCM care manager.



Sincerely,
DocuSigned by:
Jay Udham
Jay Udham
Deputy Secretary, NC Medicaid