

## Fact Sheet

# What is the LME/MCO Consolidation

### Overview

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). This change will make it easier for beneficiaries to gain access to health care and help with the start of the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans (Tailored Plan).

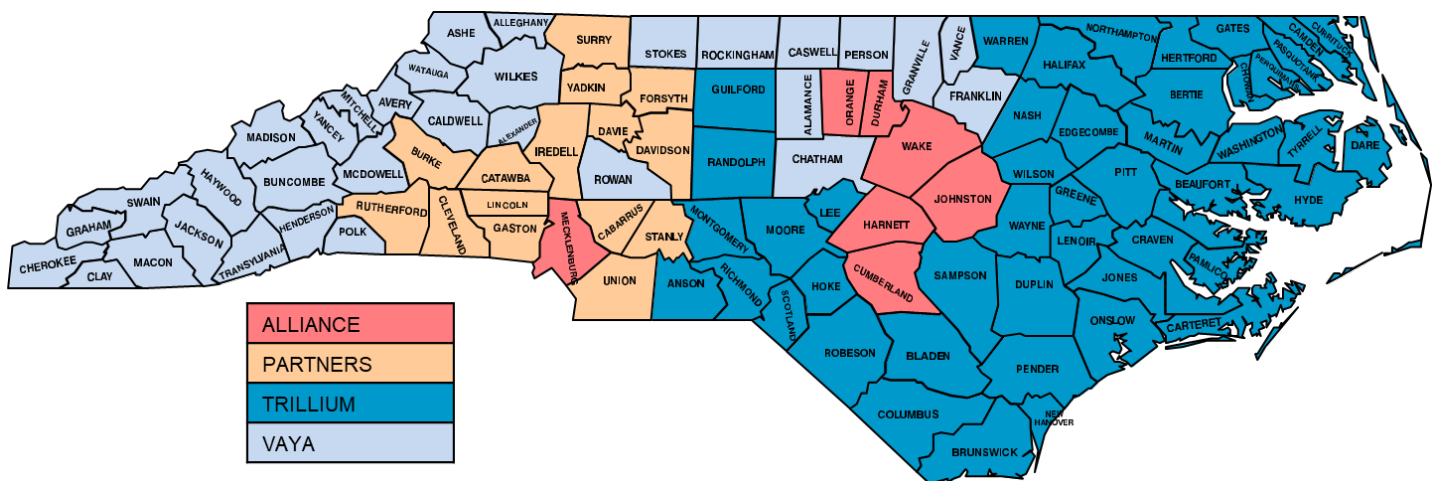
### LME/MCO CHANGES

Eastpointe Human Services was getting ready to merge with Sandhills Center. With the request to decrease the number of LME/MCOs, Trillium Health Resources and Eastpointe decided to combine into one program. This will allow them to build on their strengths and administer state and Medicaid-funded mental health, substance use disorder(SUD), I/DD and Traumatic Brain Injury (TBI) services.

Trillium was named the surviving organization of the consolidation (combination) and will support 46 counties in the combined region. For beneficiaries and recipients, the change will happen February 1, 2024.\*

**\*NOTE:** Trillium will not serve the following counties: Harnett, Davidson, and Rockingham counties. These counties will be served by Alliance, Partners and Vaya LME/MCOs, as shown in the map below.

New LME/MCO Service Areas effective February 1, 2024.



County Impacted	Change	Previously Assigned LME/MCO
Harnett	Moving to Alliance Health	Sandhills Center
Davidson	Moving to Partners	
Rockingham	Moving to Vaya	
Anson, Guilford, Hoke, Lee, Montgomery, Moore, Randolph, Richmond	Moving to Trillium	
Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Warren, Wayne, Wilson	Moving to Trillium	Eastpointe
Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington	No changes	Trillium
Cumberland, Durham, Johnston, Mecklenburg, Orange, Wake	No changes	Alliance
Burke, Cabarrus, Catawba, Cleveland, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union, Yadkin	No changes	Partners
Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rowan, Stokes, Swain, Transylvania, Vance, Watauga, Wilkes, Yancey	No changes	Vaya

## SERVICES LME/MCOs PROVIDE

LME/MCOs arrange services for mental health, SUD, I/DD and TBI. People who get services from an LME/MCO are enrolled in NC Medicaid Direct or may be uninsured/underinsured.

More information on NC Medicaid Direct services can be found at [NC Medicaid Direct](#).

LME/MCOs also provide a variety of State-Funded services. General information on these services can be found on the Division of Mental Health Developmental Disabilities and Substance Use Services ([DMH/DD/SUS](#)) website. More detailed information is available on each LME/MCO website.

LME/MCOs and providers support Tailored Care Management (TCM) for eligible Medicaid beneficiaries. TCM launched Dec. 1, 2022, to give extra support to help beneficiaries decide their needs and meet their health goals.

To learn more about the TCM, its benefits and certified TCM providers go to the [TCM webpage](#).

## DO BENEFICIARIES AND RECIPIENTS NEED TO DO ANYTHING?

Beneficiaries and recipients do not need to do anything about the LME/MCO changes. You will keep getting services as you do today.

For NC Medicaid beneficiaries LME/MCO assignments will still be based on the beneficiary's administrative county (the county that manages the beneficiary's Medicaid case). Beneficiaries should refer to the county that manages their case if it is different from the county they live in. A list of Department of Social Services contacts can be found in the [Local DSS Directory](#).

For recipients who do not have Medicaid and are currently getting services through an LME/MCO, they will still get services based on the county where they live.

The NC Medicaid Enrollment Broker will send a letter to NC Medicaid beneficiaries getting a new LME/MCO in January 2024. LME/MCOs will send letters to recipients getting services but do not have Medicaid.

The beneficiary's new LME/MCO will send a welcome packet and a Tailored Care Management (TCM) assignment letter (if needed). Welcome packets include member handbooks and other important information about the LME/MCO.

Beneficiaries will continue to use their current Medicaid ID card. Beneficiaries can contact the local DSS that manages their case for questions about cards.

Call your new LME/MCO if you did not get your welcome packet or have questions about your benefits and services. Call your current LME/MCO if you have questions before February 1, 2024:

[Alliance Health](#): 1-800-510-9132

[Eastpointe](#): 1-800-913-6109

[Partners Health Management](#): 1-888-235-4673

[Sandhills Center](#): 1-800-256-2452

[Trillium Health Resources](#): 1-877-685-2415

[Vaya Health](#): 1-800-962-9003

## **WILL I KEEP MY PRIMARY CARE PROVIDER (PCP)?**

This change will not change your current primary care provider (PCP) assignment.

## **WILL I KEEP MY TAILORED CARE MANAGER?**

From February 1, 2024 through May 30, 2024, beneficiaries getting Tailored Care Management from community-based TCM providers will keep their current providers.

Community-based TCM providers need to contract with the beneficiary's new LME/MCO by April 30, 2024, to keep providing services and make sure beneficiaries are not reassigned to a new TCM Provider.

Beneficiaries that get TCM from Sandhills Center care managers may be assigned a new TCM provider. If beneficiaries would like to get TCM from a certain provider they should call their new LME/MCO and ask for that provider.

## **WHAT HAPPENS TO THE SANDHILLS CONSUMER AND FAMILY ADVISORY COMMITTEE (CFAC)?**

Sandhills will give the following information to Trillium, Alliance, Vaya and Partners LME/MCOs:

- List of CFAC beneficiaries affected by the change and their contact information
- List of CFAC initiatives in progress in areas that are changing
- Plan for moving county CFAC and Governing Board representation

DMH/DD/SUS will use the information to work with all LME/MCOs and their CFACs to create and carry out a plan for the change to make sure there is a represented voice for all beneficiaries, regardless of the LME/MCO serving them.

After February 1, 2024, Trillium, Alliance, Vaya and Partners LME/MCOs will have regular meetings with their local CFACs.

## **WILL LME/MCO CONSOLIDATION IMPACT TAILORED PLAN LAUNCH?**

The LME/MCO Consolidation (combination) is meant to help the Tailored Plan launch. NC Medicaid, DMH/DD/SUS and LME/MCOs are working together to get ready for Tailored Plan launch July 1, 2024.

