

North Carolina Department of Health and Human Services (DHHS)

Tailored Care Management Technical Advisory Group (TAG) Meeting #15 (Conducted Virtually)

February 24, 2023

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.	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; represented by Eleana McMurry)	UNC Center for Excellence in Community Mental Health
Sean Schreiber (absent)	Alliance Health
Beverly Gray (absent)	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 (absent)	Consumer Representative
Alicia Jones (absent)	Consumer Representative
Cheryl Powell (absent)	Consumer Representative
NC DHHS Staff Members	Title
Lauryn Walker	Chief Population Health Officer (Interim), NC Medicaid
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

Agenda

- Welcome and Roll Call
- Update on Tailored Care Management Implementation
 - Implementation Challenges and Next Steps
 - Other Updates
- Public Comments and Next Steps

Welcome and Roll Call (slides 3-8) – Loul Alvarez

Lauryn Walker introduced herself as the interim Chief Population Health Officer for NC Medicaid. The Department thanked the TAG and stakeholders for their continued partnership with implementing the Tailored Care Management program.

Tailored Care Management Implementation Challenges and Next Steps (slides 9-15) – Lauryn Walker and Gwen Sherrod

Over the past three months, the Department has been working to address implementation challenges and stakeholder feedback regarding Tailored Care Management member assignment/reassignment, data sharing, and capacity building funds access and distribution (see [TAG slides](#) for additional details).

Member Assignment/Reassignment

The Department shared that it has been working to address issues related to member assignment, including unexpected assignments, assignments of members with co-occurring SMI/severe SUD and I/DD, providers with low volumes of assigned members, and honoring member choice. Providers should contact their LME-MCO or the Provider Ombudsman with specific questions or concerns.

Data Sharing

The Department discussed provider feedback regarding challenges with missing or inaccurate member contact information and receiving and working with claims data. The Department continues to work with the LME-MCOs to ensure that they are sharing claims data with providers. The Department acknowledged the limitations and inaccuracies of the available member contact information and shared that AHEC will host a training session on how providers can use the health information exchange (HIE) to identify additional contact information.

Capacity Building Funds

The Department reviewed provider feedback on the challenges and confusion regarding accessing and spending capacity building funds. The Department encourages providers to continue to request capacity building funds from LME-MCOs through June 30, 2023. The Department is also holding webinars with each LME-MCO and providers participating in their capacity building program to enable the continued distribution of funds to providers and inform future guidance. In preparation for these webinars, the Department released a survey for providers to submit feedback on barriers encountered, with responses due by February 27, 2023. The Department highlighted the [guidance on capacity building funds for AMH+ practices and CMAs](#) released in early February as a reference for providers.

TAG members asked the following questions and provided the following feedback on capacity building funds.

- A TAG member asked if the Department could extend the deadline to complete the capacity building survey.

- The Department is requesting all responses by February 27th so that responses can be used to inform conversations at the capacity building webinars with LME-MCOs and providers. However, the Department welcomes feedback after the survey deadline.
- A TAG member asked which LME-MCOs have distributed all of their allocated capacity building funds.
 - The Department responded that Vaya has distributed all of their capacity building funds.
- A TAG member reported that a lack of standardization across the six LME-MCOs presents an administrative burden for providers that operate statewide or work with multiple LME-MCOs.
 - The Department acknowledged this concern and stated that the upcoming webinars are a venue to discuss and improve each LME-MCO's specific processes and requirements.
- A TAG member asked if providers must spend the capacity building funds they have received from LME-MCOs by the June 30, 2023, deadline.
 - The Department responded that the June 30 deadline is the date by which the Department must distribute all capacity building funds to the LME-MCOs per State budget rules. LME-MCOs and providers can continue to spend the capacity building funds they drew down to advance capacity building activities beyond the June 30 deadline.
- A TAG member requested additional guidance to assist providers with strategizing how to draw down capacity building funds. Some providers experienced data issues with their assigned panels and are still ramping up hiring, which makes these providers more likely to rely on capacity building funds to sustain operations.
 - The Department noted that the upcoming webinars will facilitate these types of conversations between LME-MCOs and providers, with the goal of distributing funds before the June 30 deadline based on the capacity building milestones.
- A TAG member asked whether there will be additional capacity building funds available on top of the approximately \$90 million currently budgeted for the program.
 - The Department submitted a request for additional capacity building to be included in the Governor's Budget. The NC General Assembly will vote on a final budget later this year. The Department will announce if additional capacity building funds are included in the final budget.
- A TAG member shared that their capacity building contract with an LME-MCO requires them to pay back funds not spent by June 30, 2023.
 - The Department requested the TAG member to raise this in the webinar survey to discuss at the upcoming webinars.

Other Updates (slides 16-19) – Eumeka Dudley and Gwen Sherrod

The Department presented an overview of its efforts to improve stakeholder communications and the various stakeholder communications channels it has established.

- *Tailored Care Management TAG*: The TAG will continue to meet monthly, and TAG members are encouraged to request agenda items ahead of each meeting.

- *AHEC Updates and Trainings:* The Department continues to partner with AHEC to conduct twice-monthly Learning Collaborative Sessions and provide continuing professional development, course offerings, and one-on-one practice support to Tailored Care Management providers (more information can be found on [AHEC's Tailored Care Management webpage](#) and the [Tailored Care Management Provider Portal](#)).
- *Tailored Care Management Newsletter:* The Department will release a new bi-weekly newsletter to provide routine Tailored Care Management updates.
 - A TAG member supported the idea of the Department's new bi-weekly newsletter to present a consistent and standardized source of Tailored Care Management news and updates. The TAG member also suggested having office hours or other interactive sessions to hear from providers on the implementation issues that they are facing and collect feedback on potential solutions.
 - The Department thanked the TAG member for their feedback and will take this back to discuss internally.

Tailored Care Management TAG Data Subcommittee

The Department is also considering the creation of a TAG data subcommittee as a forum to discuss and address issues that Tailored Care Management providers and other users of data are experiencing in the field.

- TAG members agreed with and expressed enthusiasm for the creation of a data subcommittee.
- A TAG member requested the involvement of CINs on the data subcommittee to improve communication between the LME-MCOs and CINs.
- A TAG member wanted members and other stakeholders (e.g., individuals with disabilities and their families/caregivers) represented as well to bring a person-centered lens to the data discussions.
- The Department asked for TAG members to begin thinking about their recommendations for specific participants and groups that should serve on the data subcommittee.
- The Department appreciated the feedback and will discuss internally the timeline to launch the data subcommittee, recognizing that the current focus is to help stabilize and smooth Tailored Care Management roll-out and data sharing.

Public Comments and Next Steps (slides 20-23) – Gwen Sherrod

The Department asked TAG members for other any other feedback or questions on the rollout of Tailored Care Management and additional/preferred communication channels.

- A TAG member asked for an update on 1915(i) services.
 - The Department is meeting with CMS to finalize and secure approval for a six-month plan to transition members from 1915(b)(3) to 1915(i) services. The plan will provide additional time to complete 1915(i) assessments and care plans and promote continuity of care for members currently obtaining 1915(b)(3) services.

The Department noted for TAG members and other stakeholders to review the latest updates on the [Tailored Care Management web page](#). The Department will also discuss the feedback received during today's Tailored Care Management TAG meeting.

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