

**Tailored Care Management Capacity Building Program Launch**  
**LME/MCO (future Tailored Plans) Guidance**  
**Nov. 5, 2021**

To help ensure the successful implementation of Tailored Care Management model, the Department is launching the Tailored Care Management Capacity Building program, under which approximately \$90 million in funding will be distributed across the state starting in early 2022.

LME/MCOs awarded a Behavioral Health Intellectual/Developmental Disabilities (I/DD) Tailored Plan contract will partner with certified Advanced Medical Home (AMH)+ practices and Care Management Agencies (CMAs) to invest in care management related health information technology (HIT) infrastructure, workforce development (hiring and training care managers) and operational readiness (developing policies/procedures/workflows and other competencies linked to operationalizing the model).

**Capacity Building Participants**

- North Carolina’s Department of Health and Human Services
- LME/MCOs awarded a Tailored Plan contract\*
  - Alliance Health
  - Eastpointe
  - Partners Health Management
  - Sandhills Center
  - Trillium Health Resources
  - Vaya Health
- Providers certified either as an AMH+ practice or CMA

*\* While Cardinal Innovation Healthcare was awarded a contract, it is anticipated they will not operate a Tailored Plan at launch due to the consolidation with Vaya Health.*

**Capacity Building Milestones and Distribution Plan Submission**

To qualify for capacity building payments, LME/MCOs must develop and receive Departmental approval of a “Distribution Plan,” detailing their approach for investing in care management capacity, and on an ongoing basis LME/MCOs must meet other milestones linked to capacity building investments. The Department will allow LME/MCOs to meet milestones in any order, unless otherwise specified in the Distribution Plan template. *See Table 1 for a complete list of milestones.*

LME/MCOs must submit their Capacity Building Distribution Plan by Nov. 30, 2021 to [Medicaid.TailoredCareMgmt@dhhs.nc.gov](mailto:Medicaid.TailoredCareMgmt@dhhs.nc.gov). To inform the development of the Distribution Plans, LME/MCOs, will conduct a needs assessment of all providers in the AMH+ practice/CMA certification process.

On a quarterly basis, LME/MCOs (and upon launch, Tailored Plans) must submit a Capacity Building Quarterly Report, showing the milestones and/or associated targets that have been met. LME/MCOs and providers can LME/MCOs must also submit a monthly report with progress updates on achieving milestones/targets.

LME-MCOs must use the Department-defined templates for submission of the Distribution Plans and Quarterly Reports:

- Distribution Plan Template
- Quarterly Report Template

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- Monthly Report Template

*See Table 2 for Performance Periods and Reporting Deadlines*

For more details on the capacity building program see: <https://files.nc.gov/ncdma/Updated-Guidance-on-Tailored-Care-Management-vF.pdf>

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**Table 1. Capacity Building Milestones**

<b>Milestone 1</b>	Submission of a detailed distribution plan that specifies the Tailored Plan’s approach (including quarterly targets) and proposed budget for meeting the remaining capacity building milestones, for DHHS approval.
<b>Milestone 2</b>	Submission of a Tailored Care Management training curriculum and conducting trainings for care managers employed by Tailored Plan awardee and contracted AMH+s and CMAs
<b>Milestone 3</b>	Purchase or upgrades of care management related HIT infrastructure and systems for AMH+s/CMAs
<b>Milestone 4</b>	Hiring new care managers and supervisors at AMH+s and CMAs
<b>Milestone 5</b>	Completing Tailored Care Management training for AMH+ and CMA care managers and supervisors
<b>Milestone 6</b>	AMH+s/CMAs meeting other competencies linked to operationalizing Tailored Care Management (e.g., development of policies and procedures and education and outreach to members on the Tailored Care Management outreach)

**Table 2: Performance Periods and Reporting Deadlines**

<b>Report</b>	<b>Performance Period</b>	<b>Due</b>
<b>Initial Distribution Plan</b>	N/A— <i>based on assessment of regional needs</i>	November 30, 2021
	January 1, 2022 – March 31, 2022	April 30, 2022
<b>Quarterly Report</b>	April 1, 2022 – June 30, 2022	July 30, 2022
	July 1, 2022 – September 30, 2022	October 30, 2022
	October 1, 2022 – December 31, 2022	January 30, 2023
	January 1, 2023 – March 31, 2023	April 30, 2023
	April 1, 2023 – June 30, 2023	July 30, 2023
	Monthly Reports	Due on the last day of each month, starting December 2021