

**NC Department of Health and Human Services
Division of Health Benefits (NC Medicaid)**



NC Medicaid Managed Care Update

**Jay Ludlam
Assistant Secretary, NC Medicaid**

**Medical Care Advisory Committee (MCAC) Meeting
December 9, 2022**

Initial Goals for Tailored Plans

- Mitigate Disruptions: Have the least amount of beneficiary and provider disruption
- Ensure Robust Networks: Verify that primary care and physical health, specialty care network meets the needs of members
- Prevent Payment Interruptions: Verify that providers are able to be paid day 1
- Implement Care Management: Ensure that the innovative Tailored Care Management can begin December 1

Tailored Plans will now launch April 1, 2023

- Delayed start will allow Tailored Plans more time to contract with additional providers to support member choice and validate that data systems are working appropriately
- Some services still began Dec. 1, 2022:
 - Tailored Care Management (TCM)
- Beneficiaries set to receive care through Tailored Plans will continue to receive behavioral health services, I/DD and TBI supports through their LME/MCO, and physical health and pharmacy services through NC Medicaid Direct, as they do today

Tailored Care Management launch: Dec. 1, 2022

- NC Medicaid and LME/MCOs will work closely with TCM providers to ensure a successful start of the service
- Beneficiaries on Innovations and TBI waivers will receive TCM and may choose their current care coordinator as their TCM provider
- Certified TCM providers are listed on Medicaid website:
[medicaid.ncdhhs.gov/media/11975/download?attachment](https://www.ncdhhs.gov/media/11975/download?attachment)

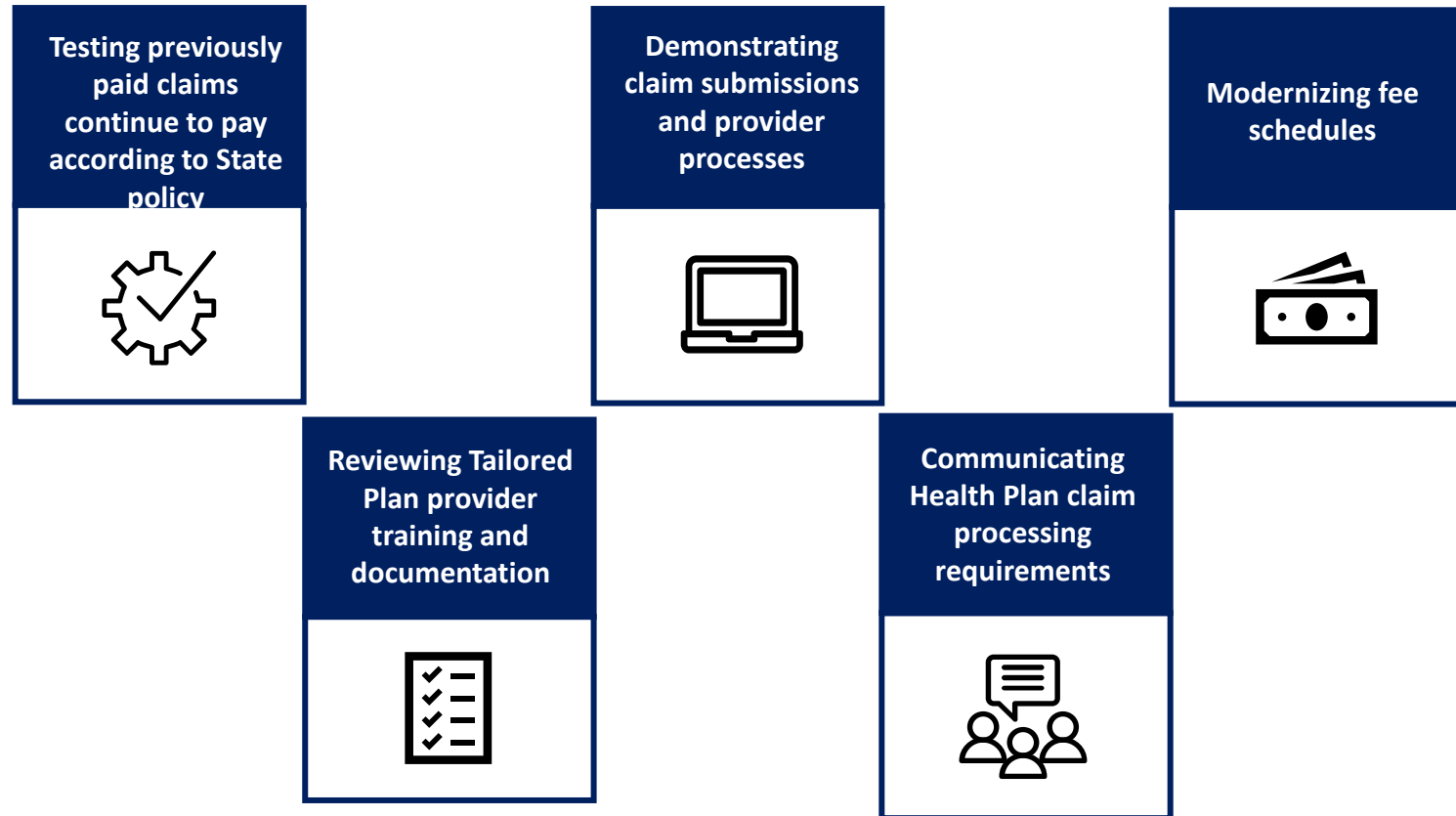
Provider Contracting

- Primary care
- Specialty care
- Physical health
- Non-emergency Medical Transportation

System Testing

- Connections with Tailored Plans
- Claims systems
- Provider billing portals

Preparing for Tailored Plan Claim Payments



Resources for Providers

NC Medicaid website: [medicaid.ncdhhs.gov](https://www.medicaid.ncdhhs.gov)

Provider Playbook: [medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care](https://www.medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care)

Tailored Plan webpage: [medicaid.ncdhhs.gov/Behavioral-Health-IDD Tailored-Plans](https://www.medicaid.ncdhhs.gov/Behavioral-Health-IDD Tailored-Plans)

NC Medicaid Help Center: [medicaid.ncdhhs.gov/helpcenter](https://www.medicaid.ncdhhs.gov/helpcenter)

Practice Support: ncahec.net/medicaid-managed-care, including registration for monthly NC Managed Care Hot Topics webinars hosted by Dr. Dowler

Medicaid Bulletins: [medicaid.ncdhhs.gov/providers/medicaid-bulletin](https://www.medicaid.ncdhhs.gov/providers/medicaid-bulletin)

Provider Lookup Tool: ncmedicaidplans.gov/enroll/online/find/find-provider

Provider Ombudsman: Medicaid.ProviderOmbudsman@dhhs.nc.gov; 919-527-6666

Questions