

Behavioral Health I/DD Tailored Plans: Updated Launch

What you need to know about the launch of Tailored Plans

The NC Medicaid Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans will now launch on Dec. 1, 2022. The original launch date had been planned for July 1, 2022. These additional five months will provide the Department and the Local Management Entities/Managed Care Organizations (LME/MCOs) with the necessary time to ensure this transition addresses the complexities of a high-quality behavioral health and I/DD system. Our goal remains to ensure a seamless and successful experience for beneficiaries, their families and advocates, providers and other stakeholders committed to improving the health of North Carolinians.

WHAT FACTORS LED TO THE DATE CHANGE?

Several factors contributed to changing the launch to Dec. 1, 2022, including:

- The Tailored Plan contracts were awarded later than originally planned.
- The need to respond to the COVID pandemic by providers, LME/MCOs and the Department required a reallocation of priorities and commitment of human and financial resources.
- Numerous counties chose to disengage from Cardinal Innovations Healthcare and to partner with new LME/MCOs. These transitions are occurring over a short period, affecting about 115,000 beneficiaries – almost a quarter of all North Carolina counties and every LME/MCO. Delay of launch allows for the LME/MCOs to focus on transition activities and supporting beneficiaries.

HOW DOES THE DATE CHANGE AFFECT BENEFICIARIES?

Beneficiaries who are in NC Medicaid Direct or EBCI Tribal Option and receive enhanced behavioral health, I/DD or TBI services from a current LME/MCO will continue to receive care in the same way until the Tailored Plans launch on Dec. 1, 2022.

IS A CHANGE IN LEGISLATION NEEDED?

The Department will work with the North Carolina General Assembly to modify the July 1 launch date that is currently in statute to reflect the new date of Dec. 1, 2022.

HOW DOES THE DATE CHANGE AFFECT PROVIDERS?

The Dec. 1, 2022, launch date will allow providers more time to prepare for the transition to Tailored Plans. This includes, for example:

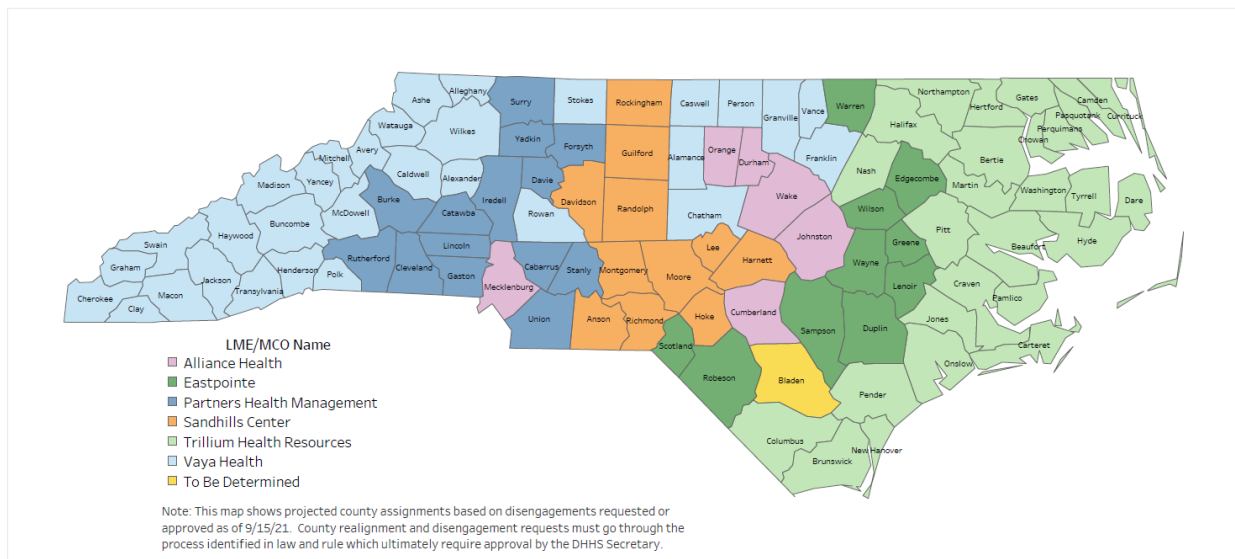
1. Submitting and completing contracts with the Tailored Plans.
2. Installing care management model technology, testing care management processes, and ensuring they have trained staff for Care Management Agencies/Advanced Medical Home Plus (CMA/AMH+) providers.
3. Strengthening capacity for Health Information Technology (HIT) infrastructure and operational development activities through the use of capacity-building program funds.

COMMITMENT TO QUALITY

The Department is committed to strengthening our efforts to meet the needs of individuals living with mental illness, substance use disorders, I/DD and traumatic brain injuries. Safe, effective, quality care for beneficiaries and families is our top priority. Behavioral Health I/DD Tailored Plans will assist in achieving this priority through the provision of integrated, physical, and behavioral health,

long-term care, pharmacy services, and addressing unmet health-related needs. Ensuring a successful and complete launch of Tailored Plans is critically important. We recognize the pandemic has contributed to an increased need for behavioral health and I/DD services and thus an increased demand at the state, LME/MCO, and provider level. Balancing the need to ensure a successful Tailored Plan launch with the imperative need to provide current beneficiaries in the system high quality care is essential.

The counties aligned with each Tailored Plan on Dec. 1, 2022, remain the same:



WHAT WILL HAPPEN NEXT?

The Department will work closely with the contracted Tailored Plans to modify the detailed implementation dates. Please visit [Behavioral Health I/DD Tailored Plans on the NC Medicaid website](#) for updates.

For more information about NC Medicaid Managed Care, visit the [NC Medicaid Transformation to Managed Care website](#).

