

Tailored Plan Information for Beneficiaries

Five Things You Need to Know About North Carolina's Behavioral Health and Intellectual/Developmental Disability (I/DD) Tailored Plans

On Nov. 13, 2020, the North Carolina Department of Health and Human Services (DHHS) released a Request for Applications (RFA) for Behavioral Health and Intellectual/Developmental Disability (I/DD) Tailored Plans. Here's what you need to know.

NORTH CAROLINA IS CHANGING HOW MOST BENEFICIARIES GET MEDICAID

Beginning in July 2021, most people will get the same Medicaid services, but in a new way—through health plans. A health plan coordinates your health care with your doctors, hospital and other providers.

NC Medicaid Direct is the new name for current Medicaid fee-for-service program. It will provide many of the same health services as health plans. People who do not get their services through a health plan will continue to receive health care through NC Medicaid Direct and LME/MCOs.

North Carolina Managed Care is the new Medicaid program and will be offered by Health Plans including:

- **Standard Plans** will provide physical health, behavioral health, pharmacy, long-term services and supports to most non-dual Medicaid eligible beneficiaries, as well as programs and services that address certain other resource needs.
- **Behavioral Health I/DD Tailored Plans** will provide the same services as Standard Plans but will also provide additional services that serve individuals with significant behavioral health conditions, I/DDs, and traumatic brain injuries (TBI) as well as people using State-funded Services. This plan is also responsible for managing two of the State's Medicaid Section 1915(c) Home and Community-Based

Services (HCBS) waivers: the North Carolina Innovations waiver for individuals with I/DD and the TBI waiver for individuals with a TBI.

- **Eastern Band of Cherokee Indians (EBCI) Tribal Option** will be available to tribal members and their families and will be managed by the Cherokee Indian Hospital Authority.

IF YOU ARE ELIGIBLE FOR A BEHAVIORAL HEALTH I/DD TAILORED PLAN, YOU WILL CONTINUE TO GET YOUR HEALTH INSURANCE THROUGH NC MEDICAID DIRECT AND A LOCAL MANAGEMENT ENTITIES/MANAGED CARE ORGANIZATIONS (LME/MCOS) UNTIL BEHAVIORAL HEALTH I/DD TAILORED PLANS LAUNCH

Behavioral Health I/DD Tailored Plans are scheduled to begin on Dec. 1, 2022. Many people who receive behavioral health, I/DD and TBI services through Medicaid Direct and LME/MCOs will transition to a Behavioral Health I/DD Tailored Plan and will continue to get their health care through Medicaid Direct and an LME/MCO Standard Plans until Behavioral Health I/DD Tailored Plans begin. Others may be eligible for Standard Plans or continue to receive services through NC Medicaid Direct.

YOU WILL HAVE ALL THE INFORMATION YOU NEED

If you currently meet eligibility for the Behavioral Health I/DD Tailored Plan, you will receive a letter in the mail letting you know that you will continue to get your health care through NC Medicaid Direct and your LME/MCO when Standard Plans launch. You will receive more information on Behavioral Health I/DD Tailored Plans before they begin. You will know exactly what will change for you, what you need to do and how to do it.

MANY THINGS ARE NOT CHANGING

The way you qualify for Medicaid is not changing. The same health services Medicaid covers today will continue to be covered. You will still receive high quality care from a doctor near you.

HOW TO GET MORE INFORMATION

If you have any questions about Medicaid managed care, Behavioral Health I/DD Tailored Plans, or what they will mean for you and your family, please visit our website at <https://www.ncdhhs.gov/medicaid-transformation>.

HERE IS WHAT TO EXPECT WHEN

- **Early Summer 2021:** DHHS will award contracts to the LME/MCOs selected to serve as Behavioral Health I/DD Tailored Plans
- **July 1, 2021: Managed care begins in NC** with Standard Plans and the EBCI Tribal Options and moves most non-dual Medicaid-eligible Direct beneficiaries to managed care.
- **Dec. 1, 2022:** Behavioral Health I/DD Tailored Plans will launch.

