

Fact Sheet

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

In July 2021, most people began getting the same Medicaid services 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 get their health care through NC Medicaid Direct and LME/MCOs.

NC Medicaid Managed Care includes:

- Standard Plans that 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 and substance abuse disorders, 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 is available to tribal members and their families and will be managed by the Cherokee Indian Hospital Authority.

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

Tailored Plans are scheduled to begin on April 1, 2023. Many people who receive behavioral health, I/DD and TBI services through NC Medicaid Direct and LME/MCOs will transition to a Tailored Plan. Until then, beneficiaries will continue to get their health care through NC Medicaid Direct and an LME/MCO or a Standard Plan until Tailored Plans begin. Others may be eligible for Standard Plans or continue to receive services through NC Medicaid Direct, including dually-eligible Medicaid/Medicare, Foster Care/Adoption, Community Alternatives Program for Children (CAP-C) and Disabled Adults (CAP-DA).

YOU WILL HAVE ALL THE INFORMATION YOU NEED

You will receive more information on 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 NC Medicaid Managed Care, Behavioral Health I/DD Tailored Plans or what they will mean for you and your family, please visit medicaid.ncdhhs.gov/transformation or ncmedicaidplans.gov

