

Medicaid Managed Care Transformation for Children and Youth Served by the Child Welfare System FAQs

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As part of the state's Medicaid Managed Care Transformation efforts, North Carolina Department of Health and Human Services (DHHS) is preparing to launch a new Medicaid Direct LME/MCO contract on April 1, 2023. [Tailored Plans](#) are now scheduled to launch on October 1, 2023. This FAQ document provides guidance on what the April 1st launch means for children and youth served by the child welfare system.¹

1. How will children/youth in foster care, children receiving adoption assistance and former foster care youth receive their Medicaid health services beginning April 1st?

Most children/youth served by the child welfare system will continue to receive their Medicaid health services through NC Medicaid Direct (physical health services provided fee-for-service and behavioral health services delivered through an LME/MCO).²

2. How will children/youth in foster care, children receiving adoption assistance or former foster care youth get their care management/care coordination beginning April 1st?

Most children and youth served by the child welfare system will continue to receive care management as they do today. Children and youth in foster care, children receiving adoption assistance, and former foster youth under age 26 who meet Tailored Care Management eligibility will receive [Tailored Care Management](#).³ As of April 1, 2023, children under age three will also be eligible to receive Tailored Care Management. Children who do *not* meet Tailored Care Management eligibility will continue to receive care coordination/care management through Community Care of North Carolina (CCNC) or through Care Management for At-Risk Children (CMARC) program as they do today.

3. What choices will Tailored Care Management-eligible children/youth in foster care, children receiving adoption assistance or former foster care youth have to opt out of Tailored Care Management or choose a different Tailored Care Management provider?

Members or their legal guardians can choose a different Tailored Care Management provider or choose to opt out of Tailored Care Management. All Tailored Care Management eligible members are given three choices:

- Keep their assigned Tailored Care Management provider,
- Request to change their Tailored Care Management providers, or
- Opt out of Tailored Care Management

If a member or their legal guardian chooses to change their Tailored Care Management provider or opt out of receiving Tailored Care Management, they should contact their LME/MCO.

¹ This FAQ does not address Medicaid enrollment and care management for children and youth receiving Child Protective Services (CPS) preventive services.

² Most Tribal members and other individuals eligible to receive Indian Health Services, including North Carolina's federally recognized tribe (the Eastern Band of Cherokee Indians (EBCI)) and state-recognized tribes, receive Medicaid health services through the EBCI Tribal Option.

³ Individuals enrolled in the EBCI Tribal Option who meet Tailored Care Management eligibility must opt-in to receive these services.

4. How will children/youth in foster care, children receiving adoption assistance or former foster care youth be identified for Therapeutic Foster Care or a higher level of placement?

The child/youth's provider will determine the child/youth's treatment needs, including for Therapeutic Foster Care or a higher level of placement. The Tailored Care Manager will be responsible for helping identify placements as well as information and connections to other needed services and supports.

5. How will DSS county child welfare workers and care managers coordinate around a child/youth's care?

Care managers for children/youth who are both eligible and not-eligible for Tailored Care Management are required to work collaboratively with DSS county child welfare workers to regularly communicate and share information, respond to inquiries in a timely manner, complete required forms/assessments, coordinate services and supports to meet the child/youth's health needs, establish processes to manage crises, and support development and implementation of treatment plans as well as transition planning for those leaving or aging out of foster care.

6. How will DSS county child welfare workers know what acuity tier a child/youth belongs to?

Tailored Care Management has different acuity tiers that determine how many contacts a member should receive per month, and, for the Tailored Care Management provider, the level of payment associated with that member's participation. The DSS county child welfare worker can contact the child/youth's Tailored Care Manager for information on the child/youth's acuity tier, as needed.

7. Who will be responsible for scheduling physical health appointments for children/youth in foster care, receiving adoption assistance or former foster care youth?

DSS county child welfare workers will continue be responsible for scheduling physical health appointments for children/youth; Tailored Care Managers will be responsible for providing support at the direction of the DSS county child welfare worker, as helpful.

8. How can DSS county child welfare workers verify Medicaid enrollment and care management assignment for a child entering foster care?

The DSS county child welfare worker can verify a child's insurance status, including Medicaid enrollment, in a number of ways, including by:

- Checking in NC Fast, if access is available;
- Asking the removal parent; or
- Contacting the County Medicaid case worker, or office designee, to obtain the information.

For members presumed to be Tailored Care Management eligible, the DSS county child welfare worker can contact the LME/MCO assigned to your county.

9. How can I learn more?

The Department intends to host a series of stakeholder meetings and post education materials focused on the launch and update the Medicaid transformation website with information. We welcome questions and comments at Medicaid.NCEngagement@dhhs.nc.gov.