

North Carolina Department of Health and Human Services (DHHS)
Tailored Care Management Technical Advisory Group (TAG) Meeting #2
November 19, 2021

Tailored Care Management TAG Members	Organization
Doug Finley	A Small Miracle
Erin Lewis	B&D Integrated Health Services
Lauren Clark	Coastal Horizons Center
Denita Lassiter	Dixon Social Interactive Services
Jason Foltz, D.O. (absent)	ECU Physicians
Natasha Holley	Integrated Family Services, PLLC
Lisa Poteat	The Arc of NC
Austin Hall, M.D. (absent)	UNC Center for Excellence in Community Mental Health
Sean Schreiber	Alliance Health
Josh Walker	Eastpointe
Lynne Grey	Partners Health Management
Sabrina Russell	Sandhills Center
Cindy Ehlers	Trillium Health Resources
Rhonda Cox (absent)	Vaya Health
Cindy Lambert (absent)	Cherokee Indian Hospital Authority
Jessica Aguilar	Consumer Representative
Pamela Corbett	Consumer Representative
Alicia Jones (absent)	Consumer Representative
Cheryl Powell	Consumer Representative
NC DHHS Staff Members	Title
Kelly Crosbie	Chief Quality Officer NC Medicaid, Quality and Population Health
Krystal Hilton	Associate Director of Population Health, NC Medicaid, Quality and Population Health
Gwendolyn Sherrod	Senior Program Manager for Special Programs, NC Medicaid, Quality and Population Health
Keith McCoy	Deputy CMO for Behavioral Health and IDD Community Systems, Chief Medical Office for Behavioral Health and IDD
Mya Lewis	IDD and TBI Section Chief, Division of Mental Health, Developmental Disabilities and, Substance Abuse Services

Agenda

- Welcome and Roll Call
- Key Updates
- Data Strategy Overview
- Tailored Care Management TAG Misconceptions
- Public Comments
- Next Steps

Welcome, Roll Call, and Key Updates (slides 1-9) – Krystal Hilton

The Department provided key updates on Tailored Care Management, including noting that the Behavioral Health and Intellectual/Developmental Disability Tailored Plan (referred to as “Tailored Plan”) launch date has moved from July 1, 2022 to December 1, 2022. The Department clarified that individuals who are in North Carolina Medicaid Direct or Eastern Band of Cherokee Indians (EBCI) tribal option and receive integrated behavioral health or traumatic brain injury (TBI) services from a current Local Management Entity/Managed Care Organization (LME/MCO) will continue to receive care in the same way until Tailored Plans launch on December 1, 2022. Advanced Medical Home Plus (AMH+)/Care Management Agency (CMA) certification activities and capacity building activities will continue as planned. For more details regarding this date change, please see the [Behavioral Health I/DD Tailored Plans: Updated Launch Fact Sheet](#).

The Department also reviewed recently released [capacity building](#) and [data specification](#) guidance documents.

Data Strategy Overview (slides 10 – 19) – Kelly Crosbie

The Department presented the latest Tailored Care Management data strategy requirements, including newly released data guidance with standardized specifications for sharing member data, claims, acuity/risk data, and care management data. The Department presented a proposed approach to developing a Tailored Care Management TAG Data Subcommittee and asked for TAG members’ input on whether there should be a Data Subcommittee and, if so, what key topics the Data Subcommittee could address.

Tailored Care Management TAG members agreed that a Data Subcommittee would be beneficial and identified the following points:

- TAG members noted that a Data Subcommittee would help increase standardization in data elements as the Tailored Care Management program begins to mature.
- A TAG member questioned whether Clinically Integrated Networks (CINs)/Other Partners would be involved in the Data Subcommittee. The Department noted that the Tailored Care Management TAG members will be asked to recommend representatives from their respective organizations/networks with technical data experience to participate in the Data Subcommittee.
- A TAG member questioned how data would be organized, interpreted, and communicated to consumers and families, noting that the data needs to be understood by the general consumer population. The Department noted that they would revisit this question with the TAG members at another time and that it could be a topic for the Data Subcommittee to consider.

Tailored Care Management Misconceptions (slides 20 – 29) – Gwendolyn Sherrod

The Department addressed and provided clarification on various areas of confusion regarding Tailored Care Management that it has heard from stakeholders. The Department then opened up the floor for Tailored Care Management TAG members to identify additional misconceptions that they have heard within their networks.

- **Consumer/Family Engagement.** A TAG member noted that there should be additional education and engagement on Tailored Care Management for consumers and families, including individuals who speak Spanish and other languages. Another TAG member raised a concern that

consumers/family members may be outnumbered by the care team and that their voices may not be considered sufficiently in their care. The Department confirmed that they will work with future Tailored Plans and providers to ensure appropriate support is being provided for consumers/families.

- **Care Management Workforce.**
 - A TAG member noted that many providers are unclear about the volume of members that will be assigned to them at program launch, which impacts their staffing projections. The Department explained that there are many factors (e.g., acuity tiering, member choice, member engagement, etc.) that will impact the number of members that Tailored Care Management providers will serve. The Department recommended that providers make a reasonable estimate of staffing needs and adjust staffing over time as needed.
 - A TAG member expressed that there has been a concern among providers and future Tailored Plans that there might not be enough qualified professionals throughout the state to meet staffing needs.
 - A TAG member expressed that there is confusion among providers about how care manager training will occur. The member suggested that having a standardized curriculum for all care managers across the state would efficiently support a common and shared understanding for implementation.
- **Other.**
 - A TAG member shared that there is a misconception that the Tailored Care Management care plan would take the place of the person-centered plan.
 - A TAG member recommended that this presentation be shared more broadly, as addressing misconceptions is an important opportunity for all stakeholders to ensure Tailored Care Management is a seamless and successful experience.

Although time did not permit the Department to address all of the comments and misconceptions that were expressed, the Department noted that they will take this feedback into consideration and revisit future opportunities for TAG members to raise Tailored Care Management items they are hearing from their respective networks, as appropriate.

Public Comments and Next Steps (slides 30 – 33)

There were no public comments.

Tailored Care Management TAG members are encouraged to send any additional feedback or suggestions to Medicaid.TailoredCareMgmt@dhhs.nc.gov.