

**North Carolina Department of Health and Human Services (DHHS)
Tailored Care Management Technical Advisory Group (TAG) Meeting #23 (Conducted Virtually)
October 27, 2023**

Tailored Care Management TAG Members	Organization
Erin Lewis	B&D Integrated Health Services
Julie Quisenberry	Coastal Horizons Center
Billy West	Daymark
Denita Lassiter	Dixon Social Interactive Services
Ruth Craig	ECU Physicians
Luevelyn Tillman	Greater Vision Counseling and Consultants
Keischa Pruden (absent)	Integrated Family Services, PLLC
Haley Huff (absent)	Pinnacle Family Services
Sandy Feutz	RHA
Lisa Poteat	The Arc of NC
Eleana McMurry, LCSW	UNC Center for Excellence in Community Mental Health
Donna Stevenson	Alliance Health
Donetta Wilson	Eastpointe
Lynne Grey	Partners Health Management
Sabrina Russell	Sandhills Center
Cindy Ehlers	Trillium Health Resources
Chris Bishop	Vaya Health
Cindy Lambert (absent; represented by Kimberly Reed)	Cherokee Indian Hospital Authority
Jessica Aguilar	N/A
Pamela Corbett (absent)	N/A
Jonathan Ellis (absent)	N/A
Alicia Jones (absent)	N/A
NC DHHS Staff Members	Title
Kristen Dubay	Chief Population Health Officer, NC Medicaid
Loul Alvarez	Associate Director, Population Health, NC Medicaid
Gwendolyn Sherrod	Program Lead, Tailored Care Management, NC Medicaid, Quality and Population Health
Eumeka Dudley	Program Lead, Tailored Care Management, NC Medicaid, Quality and Population Health
Regina Manly	Senior Program Manager, Tailored Care Management, NC Medicaid, Quality and Population Health
Tierra Leach	Program Specialist, Tailored Care Management, NC Medicaid, Quality and Population Health
Tenille Lewis	Program Specialist, Tailored Care Management, NC Medicaid, Quality and Population Health

Agenda

- Welcome and Roll Call
- NC Medicaid Updates
- Tailored Care Management Updates
- Public Comments

NC Medicaid Updates (slides 7-8) – Eumeka Dudley

The Department reemphasized that Medicaid Expansion will launch on December 1, 2023. If providers are in contact with potentially [eligible individuals](#), then can encourage them to apply online. Newly enrolled members can select a PCP ([PCP choice info](#)). Members will be assigned a Tailored Care Management provider but can request a change from their plan.

Tailored Care Management Updates (slides 10-24) – Gwendolyn Sherrod, Regina Manly, and Eumeka Dudley

Please note that the November TAG meeting will be **Friday, November 17 from 3:30-4:30** pm ET, rather than the 4th Friday, due to the Thanksgiving holiday.

Tailored Care Management Success Stories

The Department shared two Tailored Care Management success stories. See the [October TAG](#) slides for the two stories shared by Primary Care Solutions and ComServe.

Innovations Waiver Waitlist Dashboard

The Department created an [Innovations Waiver Waitlist](#) dashboard, which will show waitlist numbers by Local Management Entities/Managed Care Organizations (LME/MCOs) and by county. The Department will update the dashboard with the previous month's data by the 30th of each month.

Tailored Care Management Certification Update

The Department provided additional detail on the Tailored Care Management recertification and contract termination processes for Advanced Medical Home Plus (AMH+) practices and Care Management Agencies (CMAs). There is no recertification process for AMH+s/CMAs. LME/MCOs will continue to provide oversight and monitoring of AMH+s/CMAs and if an LME/MCO identifies a compliance issue, the AMH+/CMA will be given the opportunity to correct under a Corrective Action Plan (CAP). If the AMH+/CMA does not correct the issue during the remediation period, then the LME/MCO can terminate its contact with the AMH+/CMA.

One provider asked if there will be a standard process for oversight and monitoring.

- The Department responded that they are developing a standard monitoring tool and will share additional information once it becomes available.

Healthy Opportunities Pilot (HOP) Care Manager Training Series

The Department highlighted the Health Opportunities Pilot (HOP) care manager training series schedule, which consists of a series of live training sessions and self-paced online modules. If your organization is participating in the Pilots and has not signed up for the training series, you can email Sophie Sherman (ssherman@manatt.com) and Michaiah Parker (mparker@manatt.com) to sign up

One TAG member asked when the recording of the first live HOP training sessions would be available.

- Enrolled providers should have received an email with a link to access the recorded session. Please contact Sophie Sherman (ssherman@manatt.com) and Michaiiah Parker (mparker@manatt.com) if you have not received the recording of the training.

Proposed Tailored Care Management Auto Assignment Changes

The TCM Auto Assignment Collaborative has identified two auto assignment changes to minimize reassignments and disruptions in care management:

1. Allowing members to stay with their assigned providers, with some exceptions, when their population segment changes. *Note: auto assignment due to member's population segment changes has been paused since mid-August.*
2. Removing the two-year look-back period for members receiving Home and Community-Based Services (HCBS) services, which will allow AMH+s/CMAs who previously but no longer deliver HCBS to serve as a member's Tailored Care Management provider.

One provider asked the timeline for these auto assignment changes to be implemented.

- The Department is currently going through the governance process to get these changes approved and will notify the TAG once it is finalized. In parallel, the Department is updating the auto assignment policy documents and LME/MCOs are working to make changes to their software.

One TAG member asked if the Department has a process for providers to share ideas for additional auto assignment changes.

- The Department recommended providers submit ideas to the Tailored Care Management email address (Medicaid.TailoredCareMgmt@dhhs.nc.gov).

Additional Tailored Care Management Updates

The Department provided additional Tailored Care Management updates:

- The Department is analyzing the provider rate assumption survey results (which had an 81% response rate) and will share with the TAG once finalized.
- The TCM Member Education and Community Awareness Workgroup created social media content that will be shared in the coming weeks.

The Department thanked the TAG for submitting potential TAG meeting topics. The Department is considering how best to advance the submitted topic of standardization across LME/MCOs. The Department asked TAG members to share their thoughts on LME/MCO standardization or other potential TAG topics they would like to see covered.

TAG members shared the following suggestions as it relates to standardization:

- One TAG member suggested that in instances in which all LME/MCOs will be requesting information from AMH+s/CMAs that they use a standardized method of requesting that information (e.g., capacity building funds reporting).

- Multiple TAG members suggested the Department conduct a survey to identify a list of items that would be beneficial if they were standardized across LME/MCOs and then determine the prioritization of the list.

TAG members shared the following suggestions as it relates to other TAG meeting topics:

- How to handle unengaged members.
- Work force challenges, including addressing shortages in care managers and inequity in pay across LME/MCOs and AMH+s/CMAs.
- Supporting non-Tailored Care Management providers in understanding and being prepared to serve members with 1915(i) services.

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