Consolidated TCM Learning Collaboratives and TCM Office Hours

Tailored Care Management Monitoring Trends

October 15, 2025

TCM Statewide Monitoring Tool

The Tailored Care Management (TCM) Monitoring Tool
was developed through collaboration with all LME/MCOs, NCQA, and the Department to ensure adherence to the required guidelines of the Tailored Care Management model and to monitor the quality of services in a standardized and consistent way. This remains an ongoing process between the Department and the Tailored Plans.

TCM Monitoring Trends

Strengths

- **Review Process:**
  - Providers have responded positively to the review process and have been cooperative, and responsive throughout the review process.
  - Timely and organized submission of documents.
- **Comprehensive Care Management Assessment (CMCA):**
  - CMCAs are evaluating and assessing many crucial elements.
  - Evidence of "best effort" outreach attempts clearly documented to schedule and complete CMCA and Care Plan.
- **Transitional Care Management Activities:**
  - Evidence of transitional care management activities when applicable.

TCM Monitoring Trends

Strengths

- **TCM Service Delivery and Care Coordination:**
  - Frequent and ongoing contact attempts when engaged members are difficult to reach.
  - Evidence shows several examples of care coordination and member support in meeting immediate care needs and social determinant of health needs.
  - Evidence shows incorporation of individual, and family supports.

Strengths listed may not apply to all reviews conducted.

TCM Monitoring Trends

Opportunities for Improvement

- **Review Process:**
  - Full completion of the Documents Request Forms.
  - Submission of all requested documents or indication the documents are not available.
- **Notification of Rights:**
  - No evidence the individual's rights were reviewed or that written summary of rights was provided/made available.
- **Comprehensive Care Management Assessment (CMCA):**
  - Missing CMCA.
  - CMCA not initiated in person or method of initiation not documented.
  - CMCA not completed within required timeframes.

TCM Monitoring Trends

Opportunities for Improvement

- **CMCA (cont.):**
  - CMCA does not contain detailed medication history.
  - CMCA does not address advanced directives and/or life planning needs and documents.
  - CMCAs did not evaluate/assess caregiver resources and involvement.
  - No evidence the completed CMCA was shared/made available as required.
  - CMCA reassessment not completed annually, or within 30 days of member request, a triggering event necessitating changes in medication or service delivery, etc.
- **Care Plan/ISP:**
  - Missing Care Plans.
  - Care Plan/ISP not completed within 30 days of the CMCA completion.
  - No evidence of strategic attempts to complete Care Plan/ISP within required timeframe.

TCM Monitoring Trends

Opportunities for Improvement

- **Care Plan/ISP (cont.):**
  - Missing emergency/natural disaster/crisis plans.
  - Care Plan does not indicate member's preference for how they want to receive TCM (frequency, in-person, etc.).
  - Care Plan does not include Advance Directives, including advance instructions for mental health treatment, as appropriate.
  - Goals are not individualized, specific, measurable, and timebound with intended outcomes.
  - No evidence the Care Plan/ISP is shared or made available as required.
  - Full care team is not consistently identified/documented on Care Plans (i.e., TCM Care Manager, TCM CM Supervisor, TCM extender).

TCM Monitoring Trends

Opportunities for Improvement

- **TCM Service Delivery and Care Coordination**
  - No evidence of medication monitoring/reconciliation, supporting medication adherence, and supporting metabolic monitoring (for individuals prescribed antipsychotic medications.
  - No evidence of health promotion activities.
  - No evidence documented to include status of Annual Physical Exam or Well-Child visit.
  - NCCARE 360 not utilized when needs are identified.
  - No evidence of continuous monitoring of progress toward goals identified in the Care Plan/ISP.

TCM Monitoring Trends

Opportunities for Improvement

- **Service Documentation**
  - Missing Components of Tailored Care Management Service Notes.
  - Not adhering to general documentation guidance.
  - No evidence of staff signature; electronic or digital, on service notes.

- **Staff Qualifications and Training**
  - Staff missing stand alone trainings: 1915(i), HCBS, System of Care.

Opportunities for Improvement listed may not apply to all reviews conducted.

TCM Monitoring Trends

Technical Assistance Plans/ Statement of Deficiencies

Tailored Care Management providers will receive a copy of the completed Tool and a Technical Assistance Plan, if applicable.

Plan of Correction

At the guidance of the Department, Tailored Plans are authorized to follow their Policies and procedures when systemic issues are identified in the provision of Tailored Care Management which may mean issuing a Corrective Action Plan/Plan of Correction.

Examples of Systemic Issues:
- ➤ Deficiencies that lead to member harm or issues of health and safety.
- ➤ No evidence of verbal or written Consent for Treatment.
- ➤ Missing CMCAs, Care Plans, and Crisis Plans for the review period.
- ➤ Missing annual reassessments/updated Care Plans.

TCM Monitoring Trends

Technical Assistance Plans/ Statement of Deficiencies

○ Examples of Systemic Issues (cont.):

➤ Ongoing provision of TCM activities without a completed CMCA/annual reassessment or documented best effort attempts to complete the CMCA.

➤ Ongoing provision of TCM activities without a completed Care Plan/annually updated Care Plan or documented best effort attempts to complete the Care Plan.

➤ Ongoing provision of TCM activities without a completed Crisis Plan.

➤ No evidence staff have completed the Core Curriculum training as required.

➤ No evidence staff have completed agency required trainings including:

  o Client Rights and Confidentiality, Infectious Diseases and Bloodborne Pathogens, Alternatives to Restrictive Interventions, and Agency Orientation

TCM Monitoring Trends

Recommendations

- ➤ Internal Review- Take a good hard look at care management activities.
  - ➤ Timely completion of CMCA, Care Plan/ISP, and updates when required and annually
    - o Implement tracking system to monitor completion of CMCAs and Care Plans/ISPs.
    - o CM Supervisors monitor completion rates with each Care Manager.
  - ➤ Use the Monitoring Tool to self-audit charts.
- ➤ CM Supervisors monitor documentation.
  - o All billable documentation content corresponds to one of the six Health Home activities.
  - o Documentation is linked to member goals.
- ➤ Proactive care management not only reacting when a member shares a need.
- ➤ Attend additional TCM related trainings.

TCM Monitoring Trends

Post Technical Assistance Monitoring

- ✓ Only the initial TCM Monitoring is for technical assistance.
  - o All TCM monitoring after the initial may include a Plan of Correction for all issues currently identified on technical assistance plans.

- ✓ Ongoing provision of TCM without an active CMCA and Care Plan/ISP may lead to a provider self-audit/payback.