

Tailored Care Management Technical Advisory Group (TAG)

Meeting #41

Care Transitions Overview

November 21, 2025

Announcement

Please note that we request that no one record this call or use an AI software/device to record or transcribe the call. DHHS is awaiting additional direction from our Privacy and Security Office on how we need to support these AI Tools. Thank you for your cooperation.

HIPAA-covered DHHS agencies which become aware of a suspected or known unauthorized acquisition, access, use, or disclosure of PHI shall **immediately** notify the DHHS Privacy and Security Office (PSO) by reporting the incident or complaint to the following link:
<https://security.ncdhhs.gov/>

- **Welcome and Roll Call**
- **TCM Care Transitions Overview**
- **Public Questions/Comments**

Welcome and Roll Call

Kristen Dubay, MPP	Loul Alvarez, MPA	Regina Manly, MSA	Eumeka Dudley, MHS	Gwendolyn Sherrod, MBA, MHA
Chief Population Health Officer	Associate Director, Population Health	Senior Program Manager, Tailored Care Management	Program Manager, Tailored Care Management	Program Manager, Tailored Care Management

Contact: Medicaid.TailoredCareMgmt@dhhs.nc.gov



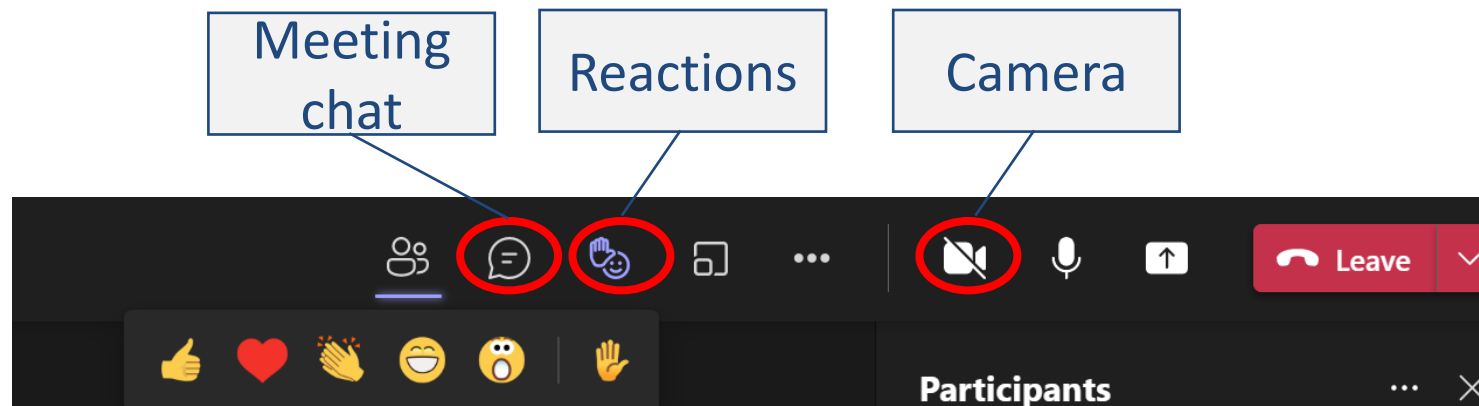
NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

Tailored Care Management TAG Membership

Name	Organization	Stakeholder
Erin Lewis	B&D Integrated Health Services	Provider Representative
Julie Quisenberry	Coastal Horizons Center	Provider Representative
Billy West	Daymark	Provider Representative
Denita Lassiter	Dixon Social Interactive Services	Provider Representative
Luevelyn Tillman	Greater Vision Counseling and Consultants	Provider Representative
Keischa Pruden	Integrated Family Services, PLLC	Provider Representative
Joanna Finer	Pinnacle Family Services	Provider Representative
Sandy Feutz	RHA	Provider Representative
Lisa Poteat	The Arc of NC	Provider Representative
Eleana McMurry, LCSW	UNC Center for Excellence in Community Mental Health	Provider Representative
Donna Stevenson	Alliance Health	Tailored Plan Awardee
Lynne Grey	Partners Health Management	Tailored Plan Awardee
LaDonna Battle	Trillium Health Resources	Tailored Plan Awardee
Chris Bishop	Vaya Health	Tailored Plan Awardee
Cindy Lambert	Cherokee Indian Hospital Authority	Tribal Option Representative
Jessica Aguilar	N/A	Consumer Representative
Pamela Corbett	N/A	Consumer Representative
Jonathan Ellis	N/A	Consumer Representative
Alicia Jones	N/A	Consumer Representative

Increasing Engagement

We encourage those who are able to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.



TULA



TULA

Trillium Ultimate Living Assistant

Leveraging Technology and Remote Support for Whole Person Care

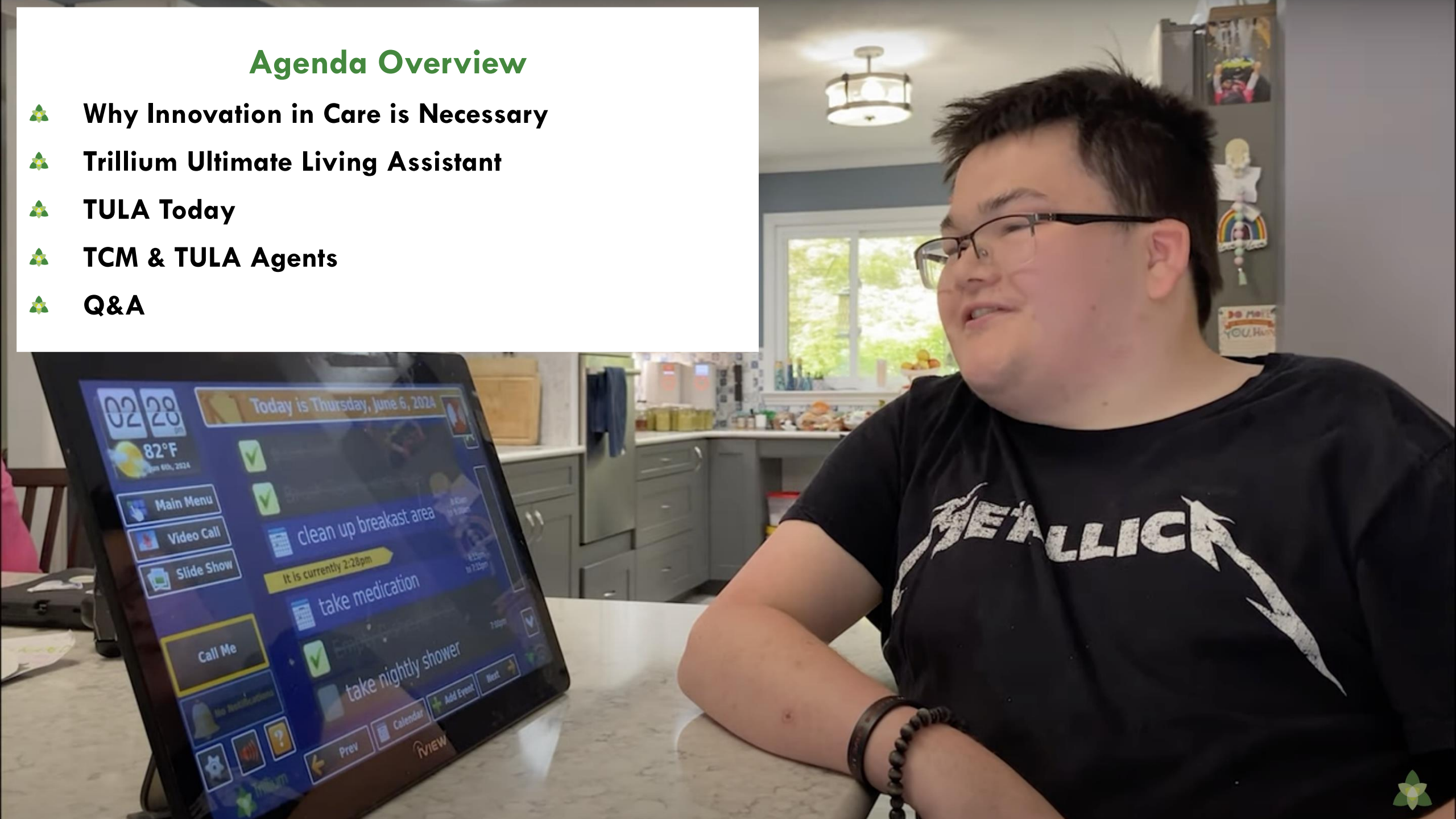
TULA and Tailored Care Management

Presented by Megan Nelligan, BAQP, NADD-DDS, Director of TULA
Tailored Care Management Technical Advisory Group
November 21, 2025



Agenda Overview

- 🌱 Why Innovation in Care is Necessary
- 🌱 Trillium Ultimate Living Assistant
- 🌱 TULA Today
- 🌱 TCM & TULA Agents
- 🌱 Q&A



Why Innovation in Care is Necessary



**Supporting
Autonomy and
Independence**

**Direct Support
Professional
(DSP)
Workforce
Crisis**

**Bridging the
Digital Divide**

**Increasing
Access to Care**

Workforce Challenges

182,400
Direct Care
Job Vacancies
in NC by 2030

In 2021
average DSP
turnover rate
43%

STAFFING SHORTAGES:
HIGH TURNOVER RATES,
INSUFFICIENT STAFF TO
MEET GROWING CARE
DEMANDS.

CAREGIVER BURNOUT:
THE EMOTIONAL AND
PHYSICAL TOLL ON
CAREGIVERS.

Technology as a Support:

- ✿ Can ease the burden on caregivers by reducing the frequency of in-person check-ins.
- ✿ Supports caregivers with virtual resources, education, and care tools.
- ✿ Access to care through TCM

The Digital Divide

- ✿ The gap between those who have access to technology, internet and digital literacy, and those who do not.
- ✿ Digital Literacy is essential for effective technology use and adoption.
- ✿ Some of Trillium's Members, neighbors and communities have more than one gap we are striving to close.
 - 42 out of 46 counties are Rural counties
 - 27 out of 46 counties are Tier 1 counties
- ✿ **Helpful resource**
 - [North Carolina Assistive Technology Program | NCDHHS](#)



Enabling Devices and Remote Support



Enabling Devices

The **technology** that makes on-demand remote supervision, monitoring and support possible.



Remote Support

The **provision of a covered service by a staff or caregiver** who is in a remote location while **engaging with a person** through an **enabling device** that utilizes **live two-way communication**.

The Trillium Ultimate Living Assistant



A multi-focused approach to care through **Person Centered Enabling Devices** and **Remote Supports** that allows people to live more independently and empowered.



Promotes autonomy and independence

Assists with medication compliance and accuracy

Monitoring of health conditions, like diabetes or high blood pressure

Trillium benefit for Members who receive Tailored Care Management Remote Support as TCM Extenders

Provides consistent and reliable support for daily reminders and calendar appointments

HIPAA-compliant telehealth, as well as closed-loop video and messaging with family, friends and providers



TULA

Trillium Ultimate Living Assistant

Technology Suite



TULA Today



TULA Programs + Focus

- TCM
 - IDD, Dual
- Southeastern Integrated Care
 - MH, SUD
- Continuum
 - MH, SUD
- Autism Society of NC
 - ASD, IDD
- Physician's Alliance
 - ACT Teams
 - SPMI
- Monarch
 - Group Homes
 - IDD, MH
- Easterseals PORT Health:
 - EMPOWER Day Programs
 - IDD

Majority
of TULAs are in
Family Homes
and
Independent
Living

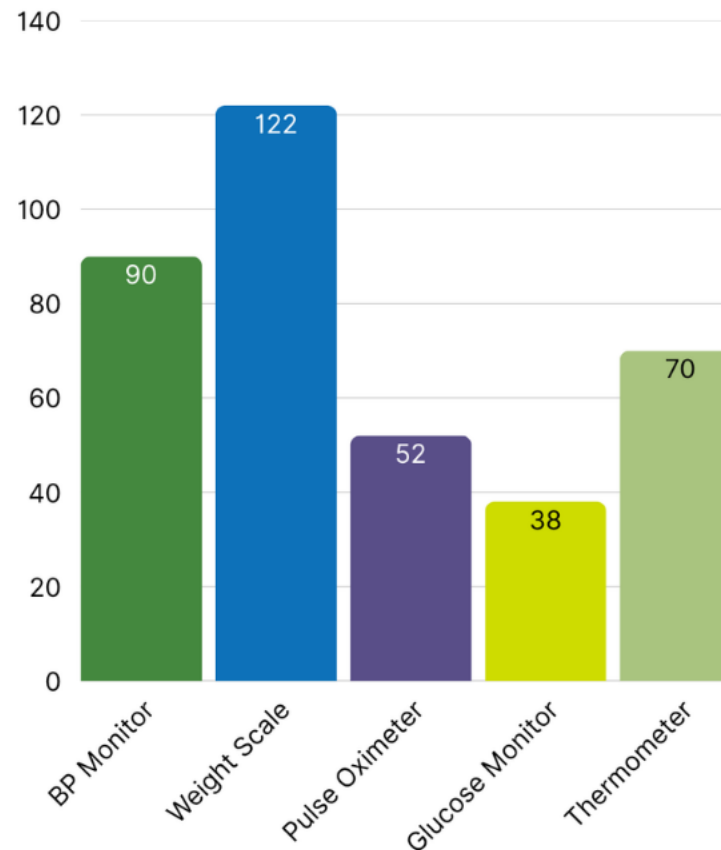
440+ TULA
Touchscreens
Deployed



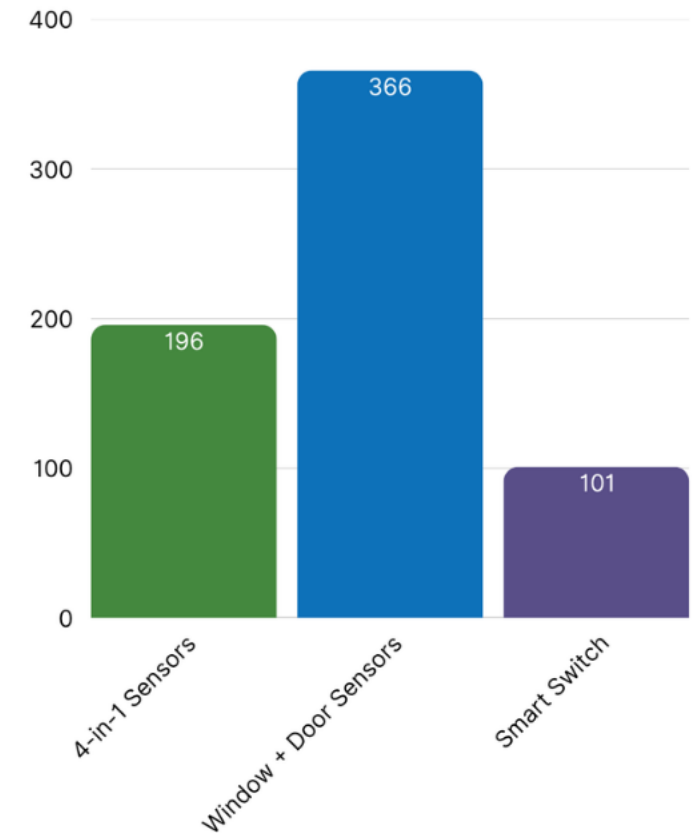
Average
34 Touches
per Day



Health Devices



Smart Devices



Tailored Care Management and TULA



- Boost the Health Home Approach to TCM
- Integrated Care
- Proactive Care through technology and digital access planning
- Remote Support and Monitoring by a dedicated team.

TULA Agents: Real-Time Support



Specialized Support Hub Outbound and Inbound Communication and Remote Monitoring

Skilled agents use TULA daily to connect with Members:

- Provide ongoing remote monitoring and remote support based on each Member's needs and care plan.
- Conduct check-ins, respond to alerts, and resolve Member concerns.
- Available at the tap of a button.

TULA Agents are the human connection powering technology with care, while addressing isolation.



Meet Ronnie and TULA



Daily Living

- Reminders
- Calendar Events
- To-Do Reminders
- Medication Reminders

Health

- Managing Chronic Conditions
- Exercise
- FDA Approved Health Devices
- Nutrition Supports

Connections

- Letters
- Messages
- Two-Way video
- One-Touch Connection

Engagement

- Games
- Trivia
- Calculator
- Audio Books
- Live Radio
- Pictures

Remote Monitoring and Support



Key Features:

- Wireless Motion Sensors
- Door and Window Sensors
- Rule-Based Alerts
- Care Portal

The screenshot shows the TULA Care Portal interface on a laptop. The top navigation bar includes tabs for Summary, Details, Data, Caregiving, and Communicate. Below this are buttons for Open Care Menu, Show Touchscreen, and Video Call. A Back button is also present. The main content area is divided into two sections: Member Name and Activity Stream. The Member Name section shows a placeholder for a member's name and a system status indicator. The Activity Stream section displays a table of events for a specific member.

Member Name		Activity Stream	
Megan N		All Records	
Date / Time	Category	Event	
05/30/2025 1:38pm EDT	Medication	Acknowledged taking medications	
03/12/2025 11:17am EDT	Button	Button "On Screen - Call Me" was pressed	
03/12/2025 11:15am EDT	Button	Button "On Screen - Call Me" was pressed	
03/12/2025 11:14am EDT	Button	Button "On Screen - Call Me" was pressed	
03/12/2025 11:11am EDT	Button	Button "On Screen - Call Me" was pressed	
03/12/2025 10:18am EDT	Video-call	Megan Nelligan tried to call but the receiver was not available	
03/12/2025 10:13am EDT	Video-call	Answered a video call from Megan Nelligan	
02/28/2025 10:04am EST	Video-call	Video called Megan Nelligan	
02/28/2025 10:04am EST	Video-call	Tried to call The person but they did not answer	
01/10/2025 8:46am EST	Medication	Acknowledged taking medications	
01/09/2025 2:15pm EST	Todo	Checked off todo item "Feed the fish"	
01/09/2025 9:08am EST	Medication	Acknowledged taking medications	
01/07/2025 12:00pm EST	Medication	Acknowledged taking medications	
09/23/2024 12:05pm EDT	Medication	Acknowledged taking medications	
09/22/2024 5:56pm EDT	Todo	Checked off todo item "Feed the fish"	
09/20/2024 6:58pm EDT	Todo	Checked off todo item "Feed the fish"	
09/20/2024 12:00pm EDT	Medication	Acknowledged taking medications	
09/19/2024 2:15pm EDT	Todo	Checked off todo item "Feed the fish"	
09/19/2024 8:52am EDT	Medication	Acknowledged taking medications	
09/17/2024 3:16pm EDT	Todo	Refused todo items	
09/12/2024 12:11pm EDT	Medication	Acknowledged taking medications	
09/12/2024 8:45am EDT	Medication	Acknowledged taking medications	



TULA

Trillium Ultimate Living Assistant

Discussion | Q+A

Public Comments