

Tailored Care Management Technical Advisory Group (TAG)

*Meeting #42:
Best Practices for TCM*

February 27, 2026

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/>

Agenda

- **Welcome and Roll Call**
- **Best Practices for TCM**
- **Public Questions/Comments**

Welcome and Roll Call

Department of Health and Human Services

Kristen Dubay, MPP	Katherine Bartholomew, RN, MSN, CCM, CNML	Loul Alvarez, MPA	Regina Manly, MSA	Eumeka Dudley, MHS	Gwendolyn Sherrod, MBA, MHA
Chief Population Health Officer	Deputy Director, Population Health	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



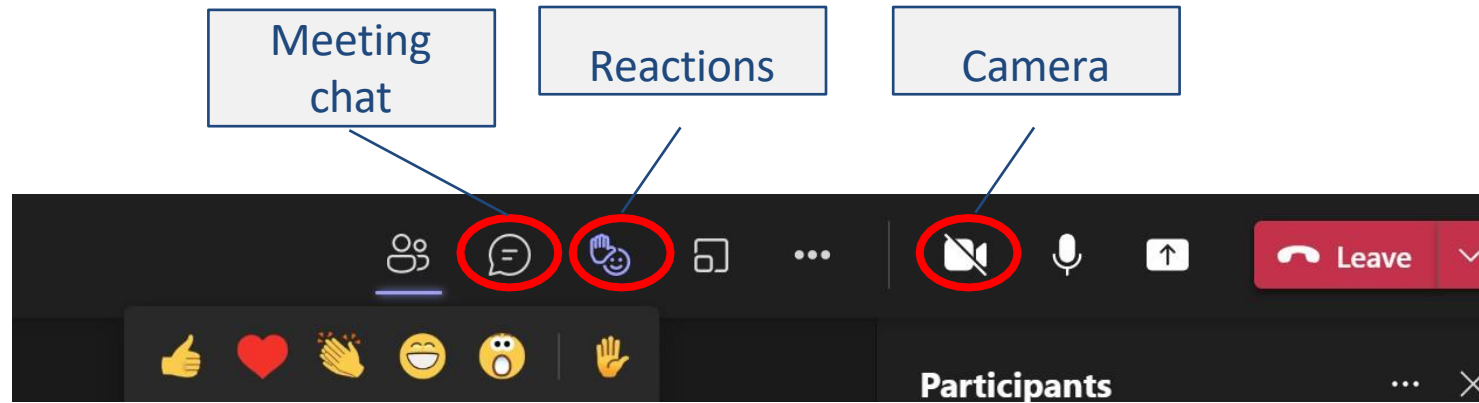
NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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.



Best Practices for TCM

Best Practices for TCM

Rhonda Cox, HSP-PA

EVP & Chief Operating Officer

Vaya Health

February 28, 2026



The Vision

- Management of rare diseases and high-cost procedures
- Management of beneficiary needs during transitions of care
- High-risk care management
- Chronic care management
- Management of high-risk social environments
- Identification of beneficiaries in need of care management
- Development of care management assessments/care plans
- Development and deployment of prevention and population health programs
- Coordination of services

The Basics

- Engagement
- Comprehensive assessment
- Individualized Care Plan
- Interdisciplinary Collaboration
- Monitoring & Evaluation
- Health Record
- Risk Stratification,
Population Management,
Individual Management



The Basics Continued

Pharmacy – More than a Medication List

- Medication monitoring
- Management of pharmacy lock in drugs

Primary Care, Medical Specialists & Allied Health

- Primary care & specialist connections
- Allied health
- Primary care and behavioral health, I/DD or TBI provider linkage

Best Practice

- Management of multiple antipsychotics
- Addressing health equity/disparity

Transitions of Care

- Speech, Physical and Occupational Therapy
- DME
- Home Health

Outcomes

Technical Infrastructure

- Member tracking
- Reporting

Challenges with

- Incomplete data
- Systems' integrations

Organizational Data

- What can you ingest?
- What can you share?
- Individual level
- Population level

Roll Up Data

Individual level → Systemic Level

- DHHS Reporting
- Member Outcomes at the Plan level
- NCQA
- HEDIS

Mark's Story



Success is living as independently as possible

Member deidentified to protect privacy

Olivia's Story



- Success is not giving up when things get hard
- Member deidentified to protect privacy

Anthony's Story



- Success is remaining a consistent source of support and meeting people where they are
- Member deidentified to protect privacy

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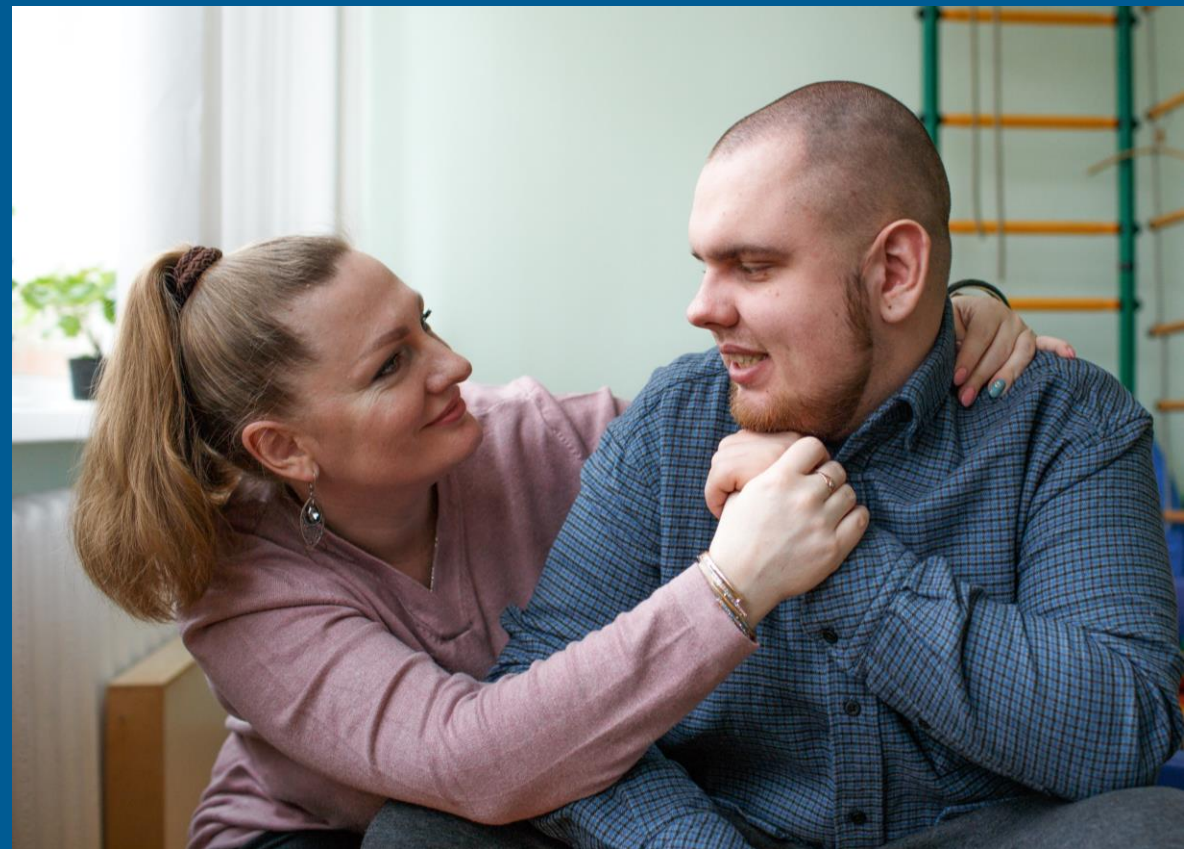
I felt seen and heard

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“

I wish to express my family's sincere appreciation for the extraordinary contributions and support provided by TCM. My daughter, at the age of 17, has encountered significant and complex challenges in her life. The TCM' involvement has been nothing short of life-altering, providing a beacon of hope and guidance during a difficult period.

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Thank You



Public Comments