

**North Carolina Department of Health and Human Services (DHHS)
Tailored Care Management Technical Advisory Group (TAG) Meeting #22 (Conducted Virtually)
September 22, 2023**

Tailored Care Management TAG Members	Organization
Erin Lewis	B&D Integrated Health Services
Julie Quisenberry	Coastal Horizons Center
Billy West (absent)	Daymark
Denita Lassiter	Dixon Social Interactive Services
Ruth Craig	ECU Physicians
Luevelyn Tillman (absent)	Greater Vision Counseling and Consultants
Keischa Pruden	Integrated Family Services, PLLC
Haley Huff	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 (absent; represented by Wyatt Bell)	Partners Health Management
Sabrina Russell	Sandhills Center
Cindy Ehlers	Trillium Health Resources
Chris Bishop	Vaya Health
Cindy Lambert (absent)	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
- Tailored Care Management Updates
 - Provider and Community Engagement Work Group
 - Provider Rate Assumption Survey
 - Upcoming Survey: Child Welfare Experience with Tailored Care Management
 - Tailored Care Management Reassignment and Continuity of Care
 - Tailored Care Management Provider Newsletter
- Healthy Opportunities Pilot Overview
- Public Comments

Tailored Care Management Updates (slides 7-12) – Kristen Dubay, Tierra Leach, and Gwendolyn Sherrod

The Department shared the exciting news that the Department will launch Medicaid Expansion on December 1, 2023, giving more than 600,000 North Carolinians access to health care. The press release of this announcement can be found [here](#) and questions and answers about Medicaid Expansion can be found [here](#). The Department will share additional information with the TAG as it becomes available.

Provider and Community Engagement Work Group

The Department provided an update on the launch of Tailored Care Management Education and Community Awareness Workgroup, with the first meeting on September 26, 2023. The work group will bring periodic updates to the TAG meetings to solicit feedback on key activities.

Provider Rate Assumption Survey

On September 18, 2023, the Department released the provider rate assumption survey to collect information on providers' actual time and costs associated with the delivery of Tailored Care Management (the survey closed on October 6, 2023). Survey results will inform ongoing discussions about potential modifications to the rates and payment approach. It will take 3-4 weeks to analyze the results once the survey has closed.

One provider asked if the survey was shared with Local Management Entities/Managed Care Organizations (LME/MCOs) as well.

- The Department responded that it was shared with all LME/MCOs, Advanced Medical Home Plus (AMH+) practices, and Care Management Agencies (CMAs). Each provider should complete a single survey for the entity.

Upcoming Survey: Child Welfare Experience with Tailored Care Management

The Department will distribute a survey to child welfare workers to get their feedback collaborative efforts with LME/MCOs on delivering Tailored Care Management to members involved in the child welfare system. The survey will be accepting responses from September 28 – October 31.

Tailored Care Management Reassignment and Continuity of Care

The Department has formed a Tailored Care Management Auto Assignment Collaborative to focus on strategies to minimize reassignments and disruptions in care management, with the first meeting on September 26, 2023. The Collaborative will bring periodic updates to the TAG meetings.

Tailored Care Management Provider Newsletter

The Department polled the TAG meeting to ask if they found the monthly provider newsletter helpful, and, of the 30 that responded in real-time, 28 (93%) responded that they did find it helpful.

The Department opened up the floor to let TAG members share other ways they would like the Department to share Tailored Care Management updates with providers:

- Multiple providers noted that the Department’s office hours session with AHEC are helpful, specifically the question and answer period. The providers noted that they have difficulty in finding notes from the question and answer period and would appreciate if these notes were published on the Department’s website.

Healthy Opportunities Pilot Overview (slides 13-25) – Leonard Croom and Andrea Price-Stogsdill

The Department presented a Healthy Opportunities Pilot (“HOP”) overview given HOP will launch for the Medicaid Direct Tailored Care Management-eligible population on February 1, 2024. The Department will be conducting a three-part HOP care manager training in October for the 29 AMH+s/CMAs that currently have opted into participating in HOP. Please see the TAG slide deck on the TCM TAG webpage, which provides information on key HOP background and context, who qualifies to receive HOP services, and the role of Tailored Care Management in HOP. The appendix (slides 28-34) includes additional information on the HOP care management team responsibilities, the full list of qualifying physical/behavioral health criteria to be eligible for HOP, and the full list of services that are being covered by HOP.

Public Comments (slides 26-27) – Gwendolyn Sherrod

There were no additional questions asked by TAG members.

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