

**North Carolina Department of Health and Human Services (DHHS)  
Tailored Care Management Technical Advisory Group (TAG) Meeting #24 (Conducted Virtually)  
November 17, 2023**

<b>Tailored Care Management TAG Members</b>	<b>Organization</b>
Erin Lewis	B&D Integrated Health Services
Julie Quisenberry (absent; represented by Darlene Webb)	Coastal Horizons Center
Billy West	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	Cherokee Indian Hospital Authority
Jessica Aguilar (absent)	N/A
Pamela Corbett (absent)	N/A
Jonathan Ellis (absent)	N/A
Alicia Jones (absent)	N/A
<b>NC DHHS Staff Members</b>	<b>Title</b>
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

## Agenda

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

## NC Medicaid Expansion Updates (slides 7-10) – Kristen Dubay

### ***Medicaid Expansion Family Planning Mailing***

With the launch of Medicaid Expansion on December 1, 2023, more than 260,000 individuals who previously only had access to a limited set of family planning benefits (e.g., pregnancy tests, birth control) will be automatically enrolled for the full set of benefits under NC Medicaid. Eligible individuals are being sent a letter to notify them of their automatic enrollment. A subset of these individuals will be eligible for Tailored Care Management.

### ***Tailored Care Management Assignments for Medicaid Expansion Population***

LME/MCOs are in the process of assigning Tailored Care Management-eligible Medicaid Expansion individuals to Tailored Care Management providers. Providers should begin to see new assignments on the weekly Beneficiary Assignment (BA) file starting on November 19, 2023.

### ***PCP Assignments for Medicaid Expansion Population***

Medicaid Expansion individuals enrolled in NC Medicaid Direct who do not select a Primary Care Provider (PCP) as part of the enrollment application will have one assigned by NCTracks. These initial assignments will be mailed to the member in December. Members that wish to change their assigned PCP can do so at any time.

## Tailored Care Management Updates (slides 11-20) – Kristen Dubay, Regina Manly, and Gwendolyn Sherrod

### ***Tailored Plan Readiness & LME/MCO Streamlining***

NC Medicaid would like to correct the information provided to the field during the AHEC DHB Office Hours webinar on 11/15/23. In the slides presented, NC Medicaid misrepresented the nature of [NC DHHS Secretarial Directive 2023-001](#), which through Section 9G.7A.(a20) of Session Law 2023-134 (the legislation), directed the Secretary for the North Carolina Department of Health and Human Services to reduce the number of LME/MCOs to a total of no more than five, and at least four. The information shared should have reflected the following:

- Consistent with the proposed consolidation agreement between Sandhills Center and Eastpointe and in recognition of the value of mutually agreeable consolidations, Sandhills Center will be dissolved and Eastpointe will be the surviving entity with all counties in the Sandhills Center.
- In recognition of complimentary resources, provider networks, and individuals served, and also in effort to achieve four Tailored Plan regions to build market power, diversified risk pools and simplify systems for providers, Eastpointe shall consolidate with Trillium Health Resources. Eastpointe and Trillium Health Services must present a Consolidation Agreement no later than

December 1, 2023 for the Secretary's consultation and approval. At this time, no decision on the final surviving entity from this consolidation has been made.

- The following counties will be realigned: Davidson County to Partners Health Management; Harnett County with Alliance Health; and Rockingham County with Vaya Health.

### ***Upcoming 1915(i) Updates***

The Department will host in partnership with AHEC an optional 1915(i) training for care managers on November 29, 2023, from 12:30-1:30PM.

### ***Changes to Tailored Care Management Auto Assignment***

The Department is moving forward with two proposed changes to the assignment algorithm that we presented at the October TAG meeting. The two approved changes are:

- Additional flexibility to allow members to stay with their assigned providers, with some exceptions, when their population segment changes.
- Removing the two-year look back period, to allow providers who previously but no longer deliver 1915(c) Innovations or Waiver or 1915 (i) Home and Community-Based Services (HCBS) to a member to serve as their AMH+/CMA.

See the [November TAG](#) slides for additional information and examples of these new policies. Please note that the LME/MCOs are actively working to implement these changes in their assignment logic

### ***For Discussion: Updates to the BA File***

The Department is updating the Beneficiary Assignment (BA) file to include member's population segment. The Department opened up the floor to let TAG members share other types of future changes they would find helpful:

- Multiple TAG members noted they would like upcoming member changes to be included in the BA file (e.g., upcoming termination, transition to a different Tailored Care Management provider).
- One TAG member stated they would like primary diagnosis/diagnoses included in the BA file.
- One TAG member commented they would want a member's Medicaid end date included.

### **Public Comments (slides 21-23) – Gwendolyn Sherrod**

TAG members made the following public comments:

- Multiple TAG members expressed concerns about provider sustainability/workforce issues and requested the Department to provide additional information about updates to the provider rates.
  - The Department is in the process of analyzing the responses to the provider survey on the actual time and costs associated with the delivery of Tailored Care Management. The survey results will inform ongoing discussion about potential modifications to payment approach.
- One TAG member stated they have had experienced a difficult time reaching assigned members because members' information is out of date.
  - The Department noted that during the COVID-19 Public Health Emergency members maintained continuous coverage. With the end of continuous coverage, Medicaid

members are required to recertify for Medicaid, which can help in receiving updated contact information from members.

Tailored Care Management TAG members are encouraged to send any feedback or suggestions to [Medicaid.TailoredCareMgmt@dhhs.nc.gov](mailto:Medicaid.TailoredCareMgmt@dhhs.nc.gov).