

North Carolina Department of Health and Human Services (DHHS)

Tailored Care Management Technical Advisory Group (TAG) Meeting #11 (Conducted Virtually)

September 23, 2022

Tailored Care Management TAG Members	Organization
Erin Lewis	B&D Integrated Health Services
Lauren Clark (absent; represented by Julie Quisenberry)	Coastal Horizons Center
Denita Lassiter	Dixon Social Interactive Services
Jason Foltz, D.O. (absent)	ECU Physicians
Natasha Holley (absent)	Integrated Family Services, PLLC
DeVault Clevenger	Pinnacle Family Services
Lisa Poteat	The Arc of NC
John Gilmore, M.D.	UNC Center for Excellence in Community Mental Health
Sean Schreiber (absent)	Alliance Health
Beverly Gray	Eastpointe
Lynne Grey (absent)	Partners Health Management
Sabrina Russell	Sandhills Center
Cindy Ehlers	Trillium Health Resources
Rhonda Cox (absent)	Vaya Health
Cindy Lambert (absent)	Cherokee Indian Hospital Authority
Jessica Aguilar	Consumer Representative
Pamela Corbett	Consumer Representative
Alicia Jones (absent)	Consumer Representative
Cheryl Powell (absent)	Consumer Representative
NC DHHS Staff Members	Title
Kelly Crosbie	Chief Quality Officer NC Medicaid, Quality and Population Health
Loul Alvarez	Associate Director, Population Health (Medicaid)
Gwendolyn Sherrod	Senior Program Manager for Special Programs, NC Medicaid, Quality and Population Health
Eumeka Dudley	Tailored Care Management Program Manager, NC Medicaid, Quality and Population Health
Regina Manly	Tailored Care Management Program Manager, NC Medicaid, Quality and Population Health

Agenda

- Welcome and Roll Call
- Key Updates
- Department’s Vision for Integrated Care Management
- Role of Clinical Consultants on the Care Team
- Public Comments
- Next Steps

Welcome, Roll Call, and Key Updates (slides 3-8) – Regina Manly

The Department provided the following key updates:

Recently Released Guidance

On August 29th, the Department issued an update to the Tailored Care Management Provider Manual and guidance on various topics including the use of care manager extenders, care manager and supervising care manager qualifications, and data/security (summarized [here](#)). The Department has also published a Frequently Asked Questions (FAQ) document to provide clarity to the field on recent stakeholder questions (link to FAQ document [here](#)).

Readiness Reviews

The Department noted that NCQA is working to finalize Readiness Review decisions and notify providers as soon as possible. A total of 53 providers have officially passed Readiness Reviews so far, and the Department has published a list of providers who have passed [here](#).

Department’s Vision for Integrated Care Management (slides 9-25) – Kelly Crosbie

The Department presented its vision for integrated care management and how Tailored Care Management will provide the “glue” for integrated care, fostering coordination and collaboration among care team members across disciplines and settings. The Department reviewed the components of Tailored Care Management that help identify and address a member’s whole-person needs and presented two integrated care management scenarios to illustrate these components.

The Department asked what additional supports the Department could provide to assist with coordination with primary care, and TAG members provided the following feedback:

- Will primary care physicians (PCPs) know which of their members are enrolled in Tailored Care Management?
 - The Department responded that yes, PCPs will receive a monthly report in NC Tracks that lists all of their assigned members, their members’ health plans (e.g., Standard Plan or Tailored Plan), and the organization where their members are assigned for Tailored Care Management (e.g., AMH+, CMA, or Tailored Plan).
- Some families report that their PCPs have not received sufficient education on Tailored Care Management and the PCPs are not prioritizing contracting with Tailored Plans. Is there a way for the Department to send PCPs the NC Tracks monthly report mentioned above in October?

The Department has shared with providers the current number of Tailored Plan-eligible members that each PCP serves to illustrate the value of contracting with Tailored Plans. The Department has also increased the medical home fee for PCPs who serve members in the Tailored Plan to \$20 per member per month (PMPM).

Role of Clinical Consultants on the Care Team (slides 26-32) – Kelly Crosbie

The Department presented an overview of clinical consultants and several examples of how clinical consultants can support the care team. The following clinical consultants are required: an adult psychiatrist or child/adolescent psychiatrist (depending on the population served), a neuropsychologist or psychologist, and for CMAs, a PCP appropriate for the population served (to the extent the member's PCP is not available for consultation).

- The Department asked how TAG members are planning to use clinical consultants.
 - One TAG member mentioned that in addition to the required consultants, they have a memorandum of agreement with North Carolina Systemic, Therapeutic, Assessment, Resources and Treatment (NC START) for referrals to NC START and consultations for children and youth with trauma, intellectual/developmental disability (I/DD), and/or behavioral health needs.
- The Department asked TAG members what additional support they need regarding clinical consultants. The Department emphasized that CINs and Other Partners can assist providers with finding PCPs, specialists, and clinical consultants.
 - A TAG member responded that some providers continue to experience difficulties with contracting. They suggested creating a job board for clinical consultants interested in working with Tailored Care Management providers.

Public Comments (slide 33) – Regina Manly

The Department opened up the meeting to public comment. Stakeholders asked the following questions and provided the following feedback:

- Can training on fraud/waste/abuse and infection control be standardized across all Tailored Plans? Providers typically must take these trainings annually, and Tailored Plans already have reciprocity across the state for certain trainings.
 - The Department responded that it will take this back for internal discussions and appreciates this feedback.
- The notice sent out to members with I/DD is not clear about how to find and choose a care manager. It is unclear if a member can choose a care manager, similar to how they choose a PCP.
 - The Department responded that it will connect with TAG members individually about the issues that members with I/DD are facing. Members can express choice on where they obtain Tailored Care Management, whether from an AMH+, CMA, or the Tailored Plan. The chosen/assigned entity delivering Tailored Care Management will then assign a care manager.

Next Steps (slides 34-36) – Regina Manly

The Department noted for TAG members and other stakeholders to review the FAQ document and other updates on the [Tailored Care Management web page](#). The Department welcomes any additional suggestions on how to best support providers regarding integrated care management and clinical consultants.

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