

**North Carolina Department of Health and Human Services (DHHS)**  
 Tailored Care Management Technical Advisory Group (TAG) Data Subcommittee Meeting  
 January 18, 2024, 3:30-5:00 PM ET

**Meeting Attendance**

**Data Subcommittee Members**

Organization Type	Organization	Present
LME-MCO	Alliance Health	Yes
	Partners Health Management	Yes
	Trillium Health Resources	Yes
	Vaya Health	No
CINs/Data Partner	Access East	No
	Alera Health (fka Blaze Advisors)	No
	CCPN	Yes
	CHN	Yes
	Duke	No
	CHESS Health Solutions (fka Emtiro)	Yes
	NCCHCA/CMHN	Yes
	MediSked	Yes
AMH+/CMA	B&D Integrated Health Services	Yes
	Coastal Horizons Center	No
	Daymark Recovery Services	Yes
	Dixon Social Interactive Services	Yes
	ECU Physicians	No
	Integrated Family Services	Yes
	Monarch	Yes
	Pinnacle Family Services	Yes
	The Arc of NC	Yes
	UNC Center for Excellence	Yes
Other	Tribal Option	Yes

**Data Subcommittee Staff and Presenters**

NC DHHS Staff	Title
Kristen Dubay	Chief of Population Health
Loul Alvarez	Associate Director, Population Health
Regina Manly	Senior Program Manager, Tailored Care Management
Gwendolyn Sherrod	Program Manager, Tailored Care Management
Eumeka Dudley	Program Manager, Tailored Care Management
Gangadhar Naraharisetty	Technical Lead for Quality, Population Health, and Evaluation
Advisors	Title
Vik Gupta	Medicaid Transformation, Quality & Population Health, Accenture
Sachin Chintawar	Medicaid Transformation, Quality & Population Health, Accenture
Lammot du Pont	Senior Advisor, Manatt Health Strategies

**North Carolina Department of Health and Human Services (DHHS)**  
Tailored Care Management Technical Advisory Group (TAG) Data Subcommittee Meeting  
January 18, 2024, 3:30-5:00 PM ET

**Agenda**

- Welcome & Roll Call
- LME/MCO Consolidation
- Data Topic Prioritization
- Data Topics for Discussion
  - Tailored Care Management Auto-Assignment
  - Tailored Care Management Data Interfaces
- Public Comments
- Next Steps

**Data Topics for Discussion: LME/MCO Consolidation (Regina Manly)**

**Key Takeaways**

- The Department is actively working with Tailored Care Management stakeholders to prepare for and support the LME/MCO consolidation in four areas:
  - Support for Out-of-Pocket Tailored Care Management Providers During Transition
    - The Department is publishing guidance through the TCM Provider Newsletter published on 1/19/2024.
    - Additionally, the Department has shared detailed scenarios through the monthly TCM Interfaces Post-Production series.
  - Managing Interfaces for TCM Providers During Consolidation
    - The Department has shared expected behavior of the TCM Interfaces for Eastpointe/Sandhills as well as the surviving entities through the TCM Interfaces Post-Production series.
  - Updates for Tailored Care Management Auto Assignment
    - The Department provided guidance to LME-MCOs to prevent the reassignment of members away from Out of Network Providers during the 120-day Transition of Care period.
  - Tailored Care Management Claims Payments
    - The Department is publishing guidance through the Provider Newsletter being published on 1/19/2024.
    - Additionally, the Department has shared detailed scenarios through the monthly TCM Interfaces Post-Production series.

**Data Topic Prioritization (Eumeka Dudley)**

**Key Takeaways**

- In November 2023, the Department conducted a Data Topics Survey to understand Data Subcommittee feedback on known data topics and issues. The survey prompted respondents to:
  - Validate a list of identified data issues and define additional issues;
  - Prioritize the issues across two dimensions: (1) impact on critical operations and (2) urgency for resolution; and
  - Provide detailed comments on the issue and/or potential solutions

## North Carolina Department of Health and Human Services (DHHS)

Tailored Care Management Technical Advisory Group (TAG) Data Subcommittee Meeting

January 18, 2024, 3:30-5:00 PM ET

- Data Subcommittee Members provided feedback on eight data issues in four areas:
  - TCM Auto-Assignment
    1. Member Churn
    2. Delayed Implementation of Member Choice and Opt Out requests
  - Beneficiary Assignment File
    3. Inconsistent Approaches for Members with Multiple Continuous Enrollment Segments
    4. Inconsistent Use of Maintenance Type Codes
    5. Requests for Additional Data Elements
    6. Data Completeness, Formats, or Accuracy Issues
  - Patient Risk List File
    7. Data Completeness, Formats, or Accuracy Issues
  - Claims Files
    8. Data Completeness, Formats, or Accuracy Issues
- Across all responses – and consistent with feedback shared in other settings – Data Subcommittee Members ranked Auto Assignment and Beneficiary Assignment File data issues as high impact and immediate urgency for resolution.
- Based on the survey results, the Department proposes that efforts focus on the two highest priority data topics: (a) Tailored Care Management Auto Assignment and (b) Selected Issues Related to Tailored Care Management Data Interfaces.
  - The Department will integrate the survey feedback into existing problem-solving processes for these issues.
  - The Department will continue to welcome additional feedback on, track, and work to resolve issues for all data topics.

### Data Topics for Discussion: Tailored Care Management Auto-Assignment (Regina Manly)

#### Key Takeaways

- AMH+ practices, CMAs, and their Data Partners have reported substantive member churn (e.g., frequent reassignments) on their panels, potentially due to the following:
  - Members' Population Segment Change
  - HCBS Care Coordination Conflict Rule
  - Members' Service Changes
  - Duplicative/Excluded Services
  - Provider Panel-Related Changes
  - Administrative Site Related Changes
- To address member churn issues, the Department formed a "TCM Auto-Assignment Collaborative," consisting of LME-MCOs, providers, and CINs, to review drivers of member churn and assess potential changes to current reassignment guidance to minimize member churn.
- To date, the Collaborative has discussed potential changes to reassignment processes for the following scenarios identified as top drivers of member churn:
  - Population Segment Changes

**North Carolina Department of Health and Human Services (DHHS)**  
Tailored Care Management Technical Advisory Group (TAG) Data Subcommittee Meeting  
January 18, 2024, 3:30-5:00 PM ET

- HCBS Conflict Identification

**Population Health Segment Changes**

- The Department and the TCM Auto Assignment Collaborative aligned on the following solution approach for reducing member churn caused by members' population segment changes:
  - Pausing all reassignments due to population segment changes (introduced on 8/1);
  - Requiring reassignments for members who start receiving the Innovations Waiver or TBI Waiver (post-initial assignment) only if their current TCM provider is not certified to serve those populations; and
  - Implementing a reassignment-upon-provider-notification process where a member whose population segment changes will not be reassigned unless their current provider notifies their LME/MCO that they can no longer serve the member
- DHB has received internal approval to advance the proposed changes and published an updated version of the TCM Auto Assignment policy document reflecting the new approach.
- LME/MCOs are currently developing new functionality to automatically reassign those members who start receiving the Innovations Waiver or TBI Waiver and their current TCM provider is not certified to serve those populations. These functionalities are expected to be developed by mid-March and will undergo testing before full production.

**HCBS Conflict Identification**

- The Department and the TCM Auto Assignment Collaborative aligned on the following solution for reducing member churn caused by the Conflict-Free Care Management lookback period:
  - Members are not permitted to receive TCM services from a provider where they are actively receiving HCBS services.
  - Members will be permitted to receive TCM services from a provider that is no longer their active HCBS provider.
  - LME/MCOs will rely on TCM Providers to notify the LME/MCO and identify members that need to be reassigned if the TCM Provider plans to provide or is providing HCBS services to the member.
- DHB has received internal approval to advance the proposed changes and published an updated version of the TCM Auto Assignment policy document reflecting the new approach.
- LME/MCOs will update their auto-assignment algorithms to only review members who have an active relationship with HCBS providers. This update is expected to be developed in January 2024 and will be fully tested before production.

***Discussion/Feedback from Data Subcommittee Members***

- **Comment:** A Tailored Care Management Data Subcommittee member requested information on the next TCM Auto Assignment Collaborative meeting.
  - **Response:** The Department plans to share additional information with the TCM Auto Assignment Collaborative in the next weeks. The Department plans to review ongoing progress on auto-assignment issues and discuss the delayed implementation of opt out and member choice requests.

**Data Topics for Discussion: Tailored Care Management Data Interfaces (Gangadhar Naraharisetty)**

**Key Takeaways**

- The Department is focusing its efforts on the following Tailored Care Management Data Interfaces issues:
  - Addition of members' population health segment, for improved stakeholder understanding of auto-assignment processes and efficient issue resolution
- The Department is pausing work on the "single row" beneficiary assignment file design and implementation to focus on higher priority data topics as identified by Data Subcommittee Members.

**Addition of Population Health Segment Data**

- To help support reducing member churn caused by population segment changes, AMH+ practices/CMAs and Data Partners have reported that receiving population segment data would help to inform their care management processes for Tailored Care Management providers.
- Receiving population segment data will notify AMH+ practices/CMAs and Data Partners:
  - The part of their panel that was used for TCM Auto-Assignment.
  - Notify Care Managers of the member's care needs upon assignment.
  - Allow AMH+ practices/CMAs and Data Partners to provide feedback to LME/MCOs on member population segment changes.
- The Department will update TCM Interfaces to deliver data on members' population segment to AMH+ practices/CMAs and Data Partners. The value of this data field should correspond with the member's population segment as determined by the LME/MCO's TCM Auto Assignment algorithm.
- As next steps, the Department plans to:
  - Identify and update a TCM Interfaces file layout to include a new data element on member's population segment
  - Work with LME/MCOs to build a timeline for development, testing, and implementation

***Discussion/Feedback from Data Subcommittee Members***

- **Comment:** A Tailored Care Management Data Subcommittee member requested additional information about how the population segment data field will be added to existing data interfaces.
  - **Response:** The Department is currently evaluating potential data interfaces to include the new data field on members' population segment. The Department will work with LME/MCOs to understand implementation considerations and share high-level updates at the next Data Subcommittee meeting.
- **Comment:** A Tailored Care Management Data Subcommittee member requested more information about when the Department expects to resume development of the "single row" beneficiary assignment file.

**North Carolina Department of Health and Human Services (DHHS)**

Tailored Care Management Technical Advisory Group (TAG) Data Subcommittee Meeting

January 18, 2024, 3:30-5:00 PM ET

- **Response:** Based on Data Subcommittee feedback from the Data Topics Survey, the Department is prioritizing development of the new population health segment data field. The Department plans to re-prioritize development of the “single row” beneficiary assignment file once Tailored Care Management partners have aligned on the changes and identified development timelines for the proposed population health segment data field.

**Public Comment (Gwen Sherrod)**

***Discussion/Feedback from Data Subcommittee Members***

- **Comment:** Several Tailored Care Management TAG Data Subcommittee Members raised questions on providers’ panel management in counties impacted by LME/MCO consolidation.
  - **Response:** Tailored Care Management providers and CINs/Data Partners should direct specific questions to the Department and Trillium.

**Wrap-Up and Next Steps (Gwen Sherrod)**

- The next Tailored Care Management TAG Data Subcommittee meeting is scheduled for April 18, 2024.
  
- Tailored Care Management Data Subcommittee members are invited to share any feedback on the meeting topics to Eumeka Dudley ([eumeka.dudley@dhhs.nc.gov](mailto:eumeka.dudley@dhhs.nc.gov)).

The meeting adjourned at 4:13 PM ET.