







**Tailored Care Management (TCM)
Technical Advisory Group (TAG)
Data Subcommittee**

June 29, 2023 Meeting

Agenda

	Welcome & Roll Call	3 min
	Data Subcommittee Objectives and Roles	5 min
	Data Topics for Discussion <ul style="list-style-type: none">• Tailored Care Management Auto-Assignment• Tailored Care Management Data Interfaces	30 min
	Data Topic Prioritization	5 min
	Public Comments	5 min
	Next Steps	2 min

Tailored Care Management TAG Data Subcommittee Roll Call

Entity	Organization Name
LME/MCOs	Alliance Health
	Eastpointe
	Partners Health Management
	Sandhills Center
	Trillium Health Resources
	Vaya Health
CINs/Data Partners	Access East
	Alera Health (fka Blaze Advisors)
	CCPN
	CHN
	Duke
	Emtiro
	NCCHA/CMHN
	MediSked

Entity	Organization Name
AMH+/CMAs	B&D Integrated Health Services
	Coastal Horizons Center
	Daymark Recovery Services
	Dixon Social Interactive Services
	ECU Physicians
	Integrated Family Services
	Monarch
	Pinnacle Family Services
	The Arc of NC
UNC Center for Excellence	
Others	Tribal Option

DHHS and Advisors

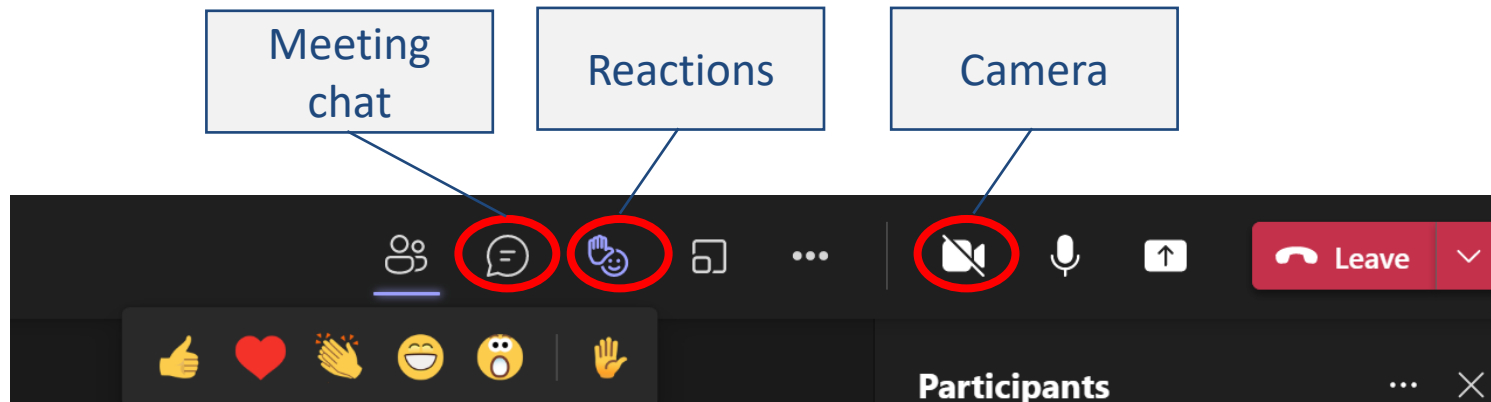
Kristen Dubai, MPP	Loul Alvarez, MPA	Regina Manly, MSA	Gwendolyn Sherrod, MBA, MHA	Eumeka Dudley, MHS	Anh Gibbs	Saheedat Olatinwo, MPH
Chief of Population Health	Associate Director, Population Health	Senior Program Manager, Tailored Care Management	Program Lead, Tailored Care Management	Program Lead, Tailored Care Management	Technical Lead for Quality, Population Health, and Evaluation	Program Specialist, Tailored Care Management

Contact: Medicaid.TailoredCareMgmt@dhhs.nc.gov

Vik Gupta	Madhu Patel	Elissa Perez	Lammot du Pont	Steve Chen
Medicaid Transformation Project Executive, Quality & Population Health, Accenture	Medicaid Transformation, Quality & Population Health, Accenture	Medicaid Transformation, Quality & Population Health, Accenture	Senior Advisor, Manatt Health Strategies	Manatt Health Strategies

Meeting Engagement

We encourage subcommittee members to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.



Objectives and Role of the Tailored Care Management TAG Data Subcommittee

Tailored Care Management TAG Data Subcommittee Overview

Purpose and Objectives

The Data Subcommittee will consider data, data exchange, and HIT priorities and concerns related to the Tailored Care Management program.

Purpose of the Data Subcommittee

- **Increase understanding** of core Tailored Care Management data, system, and reporting requirements, needs, and concerns
- **Provide a forum** for Tailored Care Management entities to raise issues for discussion and resolution
- **Identify, prioritize, and provide informed recommendations** on data topics that arise with Tailored Care Management implementation

Tailored Care Management TAG Data Subcommittee

TAG Roles and Relationships

DHHS gathers feedback and recommendations on key topics from the Tailored Care Management TAG and the TAG Data Subcommittee.

North Carolina DHHS



Tailored Care
Management
TAG

Members

- *Clinical Leaders*

Roles

- *Advise DHHS on the design and evolution of the Tailored Care Management program*
- *Identify key Tailored Care Management-related data priorities and issues; charge Data Subcommittee with providing feedback and developing recommendations*



Tailored Care
Management
TAG Data
Subcommittee

Members

- *Data and information system subject matter experts*

Roles

- *Identify and consider Tailored Care Management-related data, data exchange, and HIT priorities and concerns; identify opportunities for efficiencies and alignment*
- *Serve as ambassadors to their networks, sharing and collecting input on data issues*

Tailored Care Management TAG Data Subcommittee Overview

Meeting Operations and Logistics

Data Subcommittee meetings will focus on high-priority data topics.

- The Data Subcommittee provides **subject-specific advice to DHHS**. The Data Subcommittee is not a decision-making body.
- The Data Subcommittee may **propose recommendations through consensus**, as needed.
- Data Subcommittee **meetings will occur approximately quarterly**.
- Meetings will focus on **high-priority data topics** identified by DHHS, TAG, and the Data Subcommittee.
- Materials and meeting summaries will be **publicly posted** after each meeting.

Tailored Care Management TAG Data Subcommittee Overview

Member Expectations

Members are expected to actively engage in Data Subcommittee discussions.

Member Expectations

Data Subcommittee members have been selected by TAG representatives for their expertise and will serve in an important advisory role to DHHS and the TAG.

Subcommittee members will be expected to:

- Consistently attend subcommittee meetings;
- Review shared materials in advance of each meeting;
- Elevate key data, data exchange, and HIT concerns and opportunities for alignment for DHHS consideration;
- Keep statements respectful, constructive, relevant, and brief;
- Be solutions-oriented in deliberations and comments; and
- Serve as ambassadors to their networks, sharing and collecting input on topics and promoting dialogue and communication with stakeholders.

Tailored Care Management TAG Data Subcommittee Overview

Current Engagement Opportunities for Data Topics

The Department continues to engage with Tailored Care Management partners in several other forums to support data and HIT design and implementation.

Tailored Care Management Data Strategy Forums					
No	Meeting	Focus	Stakeholders	Cadence	Topics
1	Tailored Care Management TAG	Program	LME-MCOs, AMH+/CMAs	Monthly	<ul style="list-style-type: none"> Tailored Care Management program design and operationalization
2	Tailored Care Management TAG Data Subcommittee	Data	LME-MCOs, AMH+/CMAs, CINs/Data Partners	Quarterly	<ul style="list-style-type: none"> Tailored Care Management data, data exchange, and HIT priorities and concerns
3	TCM Interfaces Post-Production Calls	Data	LME-MCOs, AMH+/CMAs, CINs/Data Partners	Bi-Weekly	<ul style="list-style-type: none"> Tailored Care Management data interface implementation and exchange
4	TCM Interfaces “Deep Dive” Sessions	Data	LME-MCOs, AMH+/CMAs, CINs/Data Partners	Weekly	
5	All Tailored Plan Meetings	Program	LME-MCOs	Bi-Weekly	<ul style="list-style-type: none"> Program design and implementation topics; defined in collaboration with Tailored Plans
6	Tailored Plan 1:1 Meetings	Program	LME-MCOs	Bi-Weekly	

Data Topics for Discussion

Tailored Care Management Data Topics

Overview

Today, the Department will discuss and seek feedback on two topics:

1. Tailored Care Management Auto-Assignment
2. Tailored Care Management Data Interfaces

Tailored Care Management Auto Assignment Process Overview

Between Dec 2022 and Mar 2023, the Department owned the TCM AA Process for Medicaid Direct members. In Apr 2023, the Department transitioned TCM AA to LME-MCOs. Member choice has always been managed by LME-MCOs.

TCM Assignment Scenarios

- 1. Assignment: Assign a newly eligible TCM member to a TCM entity**
 - TCM eligible members newly enrolled with the LME-MCO or members who become newly eligible for TCM
 - Assignments will be effective the 1st of the following month
- 2. Reassignment: Reassign or end current member TCM assignment due to change in eligibility or needs while they are enrolled with the same LME-MCO**
 - Scenarios include:
 - Member has relocated and current assigned TCM entity is not serving their new county
 - Member is newly part of an excluded or duplicative population, or has had a change in care needs.
 - TCM Provider has changes that have impacted their ability to serve their assigned member(s)
 - Current assignments will end at the end of current month and reassignments will be effective the 1st of the following month.
- 3. Member Choice: Member selects a TCM entity (AMH+/CMA/LME-MCO) for their TCM needs by calling their LME-MCO**
 - Assignments will be effective the 1st of the following month.

Tailored Care Management Auto Assignment

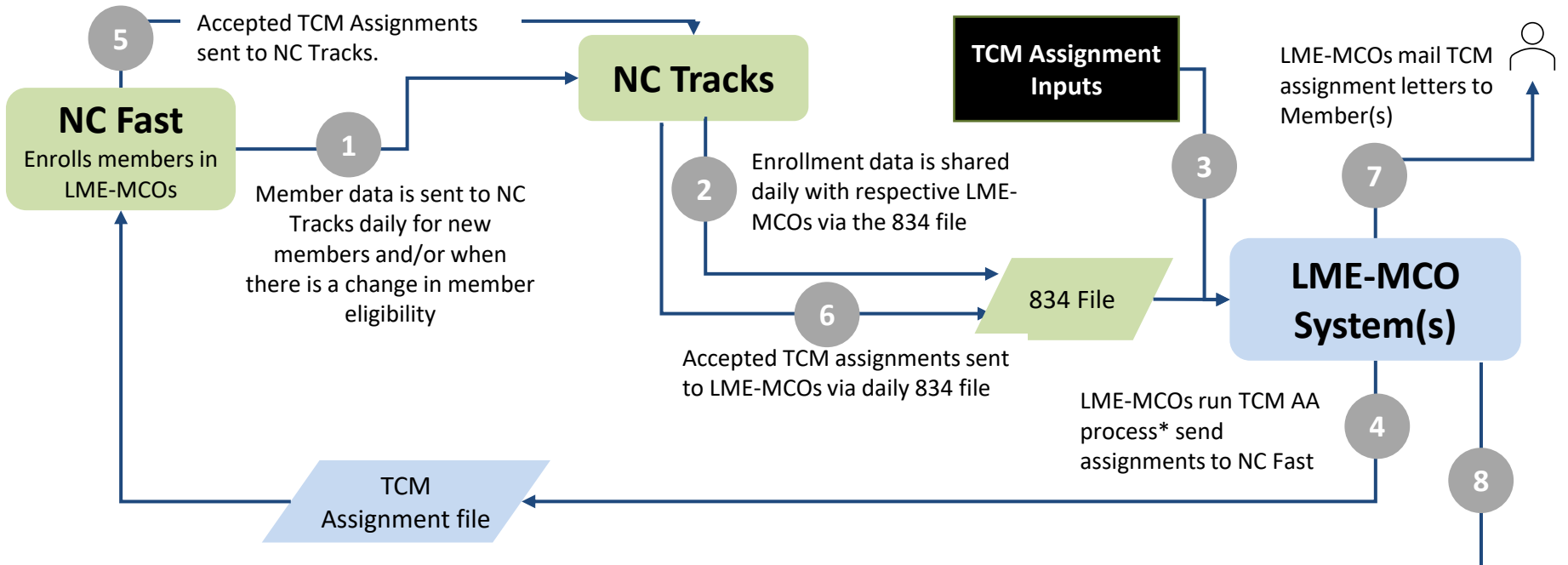
Process Inputs

The following are data dependencies for TCM assignments.

Input(s)	Source(s)	Additional Information
Member Enrollment & Eligibility Data	NC Fast	Medicaid members TCM eligibility, Plan enrollment and historical TCM & PCP assignment data
DHHS Certified TCM Providers	NC Tracks	Providers that can provide TCM services are required to go through a certification process. LME-MCOs received certified TCM Providers through the Provider Enrollment File from the Department
Contracted TCM Providers	LME-MCO	LME-MCOs are required to contract with certified TCM Providers serving regions where their members live. Members can only be assigned to TCM providers with active contracts with their respective LME-MCOs.
Provider Panel Capacity by County and Population Segment	TCM Providers	Accurately reported panel capacity and servicing counties required for assignment NCQA, DHHS and contracted LME-MCOs should be consulted before making changes to TCM administrative locations and population segments
Transitions to Community Living Data	TCL Database	Database is maintained by DHHS and contains a list of members who are in TCL. LME-MCOs are expected to refresh every 7 days (if not more frequently)
Claims & Encounter Data	NC Tracks/ LME-MCO Claims Systems	Historical and current medical claims & encounters and pharmacy & dental claims
Member Choice	Member	Members are assigned to a TCM entity of their choice if that provider is able to serve the member's population segment and residential county

Tailored Care Management Auto Assignment

High Level Auto Assignment Data Flow



System Owners >>

DHHS

TCM Providers/
CINs/Data Partners

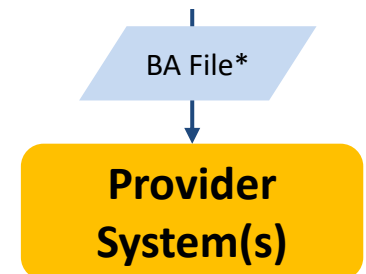
LME-MCOs

***Note:** Data received in the BA file should match data seen in NC tracks. LME-MCOs are currently running TCM AA twice a month and the BA file is sent weekly. There may be scenarios where data in NC Tracks might not match with data received by TCM Providers in their last BA file.

LME-MCOs will be graduating to running the TCM AA process in real time, this should address these data discrepancies between NC Tracks and BA files.

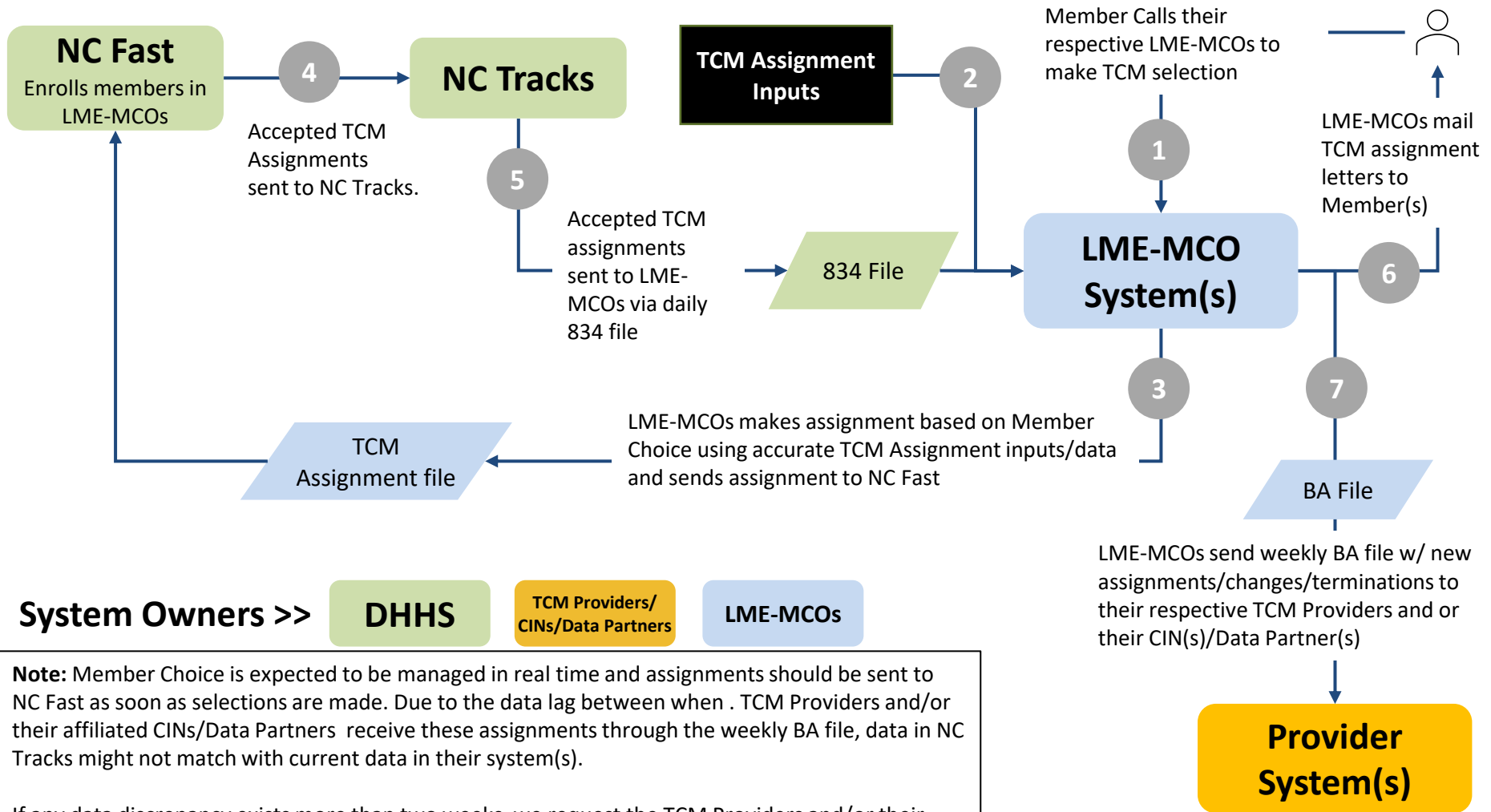
If any data discrepancy exists more than two weeks, we request the TCM Providers and/or their affiliated CINs/Data Partners to notify their LME-MCO and the Department.

LME-MCOs send weekly BA file w/ new assignments/changes/terminations to their respective TCM Providers and/or their CIN(s)/Data Partner(s)



Tailored Care Management Assignment Process

High Level Member Choice Data Flow



System Owners >>

DHHS
TCM Providers/
CINs/Data Partners
LME-MCOs

Note: Member Choice is expected to be managed in real time and assignments should be sent to NC Fast as soon as selections are made. Due to the data lag between when TCM Providers and/or their affiliated CINs/Data Partners receive these assignments through the weekly BA file, data in NC Tracks might not match with current data in their system(s).

If any data discrepancy exists more than two weeks, we request the TCM Providers and/or their affiliated CINs/Data Partners to notify their LME-MCO and the Department.

Tailored Care Management Auto Assignment

Current Status and Next Steps

Key Progress to Date

- DHHS transitioned TCM Auto Assignment to the LME-MCOs on April 1, 2023
- DHHS regularly monitors TCM assignments submitted by LME-MCOs:
 - Some LME-MCOs are required to share member assignments and re-assignments with DHHS prior to submission to NC Fast
- As of June 1, 38% of Medicaid Direct members eligible for TCM have been assigned to TCM providers
- DHHS will be working with LME-MCOs over the next 2-3 months to reassign members who are currently assigned to LME-MCOs to providers based on historical member-provider relationships

Current Issues and Root Causes

- TCM Providers are seeing frequent changes to their list of assigned members
- LME-MCO and DHHS are working closely together to refine and improve the assignment/reassignment process

Resolution Approach and Next Steps

- DHHS collaborating with LME-MCOs to identify root cause of churn
 - Regular analysis of all TCM assignments conducted by DHHS and feedback shared/reviewed with the LME-MCOs
 - Auto assignment process refinement conducted by LME-MCOs after feedback review is conducted
- DHHS conducting onsite visits with LME-MCOs to assist with refining their assignment processes



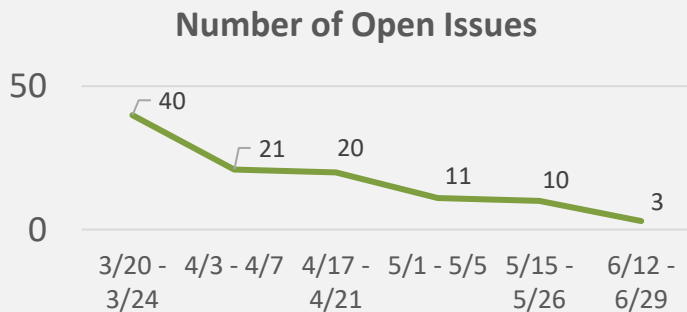
For Discussion: Do providers have any questions or concerns about your TCM assignments?

Tailored Care Management Data Interfaces

Current Status and Next Steps

Key Progress to Date

- Since March, the Department held **weekly TCM Interfaces Deep Dive sessions**, prioritizing production issues related to the Beneficiary Assignment (BA) file.
- Within the last 3 months, the Department has observed open incidents **decline from 40 to 3**, with only 1 of which related to the BA file.



Current Issues and Root Causes

- **Data quality issues were reported with the claims interfaces**
 - **Root Cause:** under investigation

Resolution Approach and Next Steps

- The Department has conducted two rounds of the **BA file completeness audit** to ensure that complete member data sent by the Department was flowing down to TCM Providers.
- Continue to create incidents in the Department's ticketing system as issues are seen in production.



For Discussion: The Department plans to focus its attention on other Tailored Care Management data interfaces, such as claims files. Are there any specific issues that providers have faced with these interfaces?

Tailored Care Management Data Topics

Key Processes and Contacts for Issue Resolution

The Department encourages TCM providers/CINs/Data Partners to contact their LME-MCO for specific concerns and issues. TCM providers/CINs/Data Partners can also contact the Provider Ombudsman for escalation. Inquires can be submitted to the Provider Ombudsman by:

- Email via Medicaid.ProviderOmbudsman@dhhs.nc.gov
- Phone via 866-304-7062

Responses to inquires are auto-generated in ServiceNow, the Department's ticket management system, and sent directly to the inquirer's email address. The subject line will read "NC Medicaid Inquiry COM00XXXXX" and will be sent from the IT Service Desk Medicaid.HelpCenter@dhhs.nc.gov

LME-MCOs have direct access to submit and manage tickets in ServiceNow. The Tailored Care Management Help Center team has a summary dashboard that shows number of open/in progress tickets, aging tickets, where the tickets are assigned to (business, LME-MCOs, etc), and other useful metrics.

Data Topic Prioritization

Data Topic Prioritization

Proposed Approach

To help guide the selection of data topics to focus on and prioritize follow-up efforts, DHHS proposes to collect the following information:

- The relative importance or impact of the data issues/concerns
- The urgency to resolve the data issues/concerns

In the next weeks, the Department will solicit written feedback from Data Subcommittee members on known data topics and issues.

Data Topic Prioritization

Sample Feedback Collection

The Department will ask Data Subcommittee members to:

1. Validate a list of identified data issues
2. Identify any additional issues
3. Comment on the nature, impact, urgency of the issue and/or potential solutions
4. Prioritize the issues across two dimensions:

1. Impact on Critical Operations

- **High** (*significant impact*)
- **Medium** (*moderate impact*)
- **Low** (*minimal impact*)

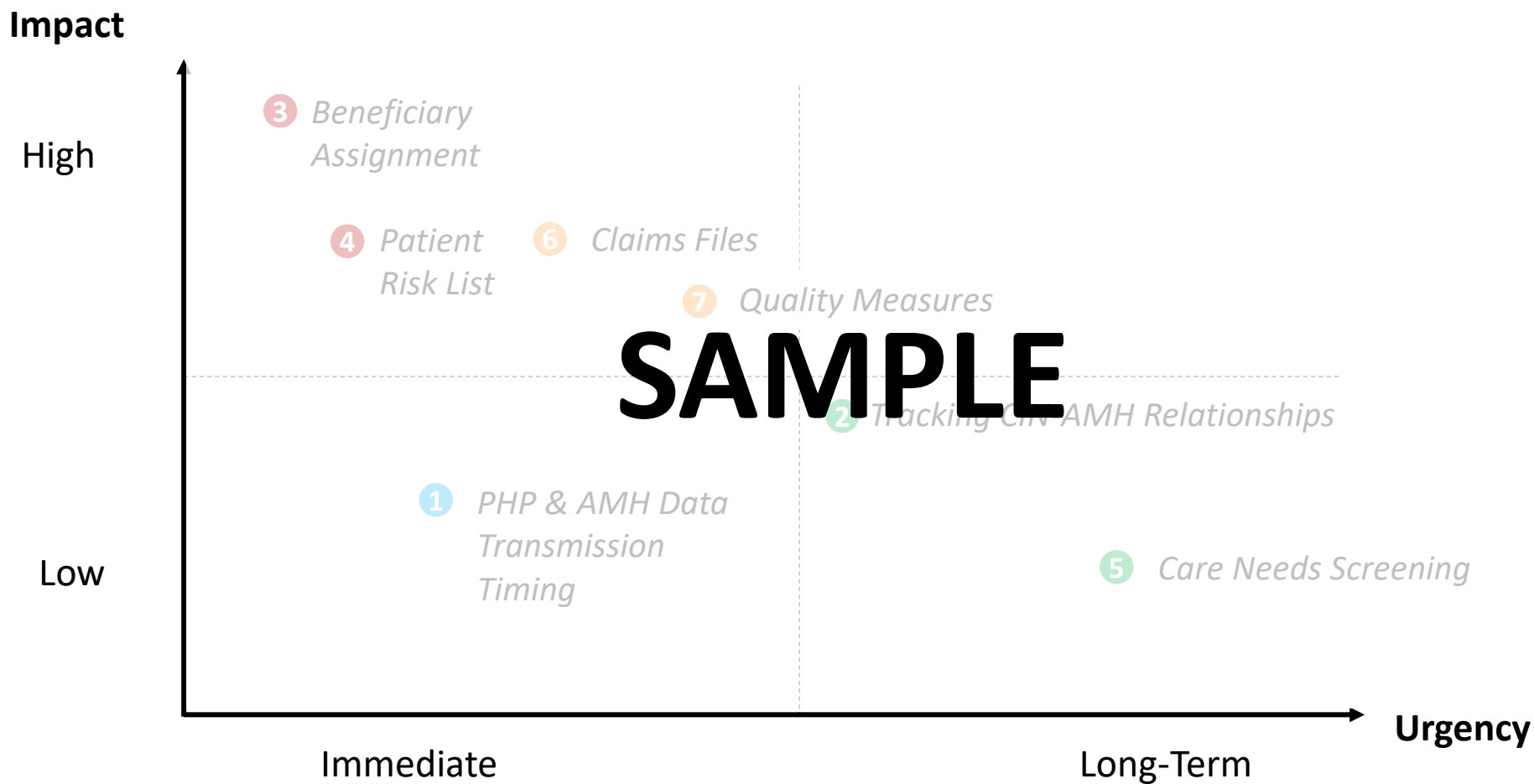
2. Urgency for Resolution

- **Immediate** (*within next 6 months*)
- **Near term** (*between 6-9 months*)
- **Long term** (*after 9 months*)

Data Topic Prioritization

Sample Results

The Department will analyze and share a synthesis of the comments received.



Public Comments

Next Steps

Next Steps

Subcommittee Members will:

- 1 Provide additional feedback on today's discussion topics to Saheedat Olatinwo (saheedat.olatinwo@dhhs.nc.gov).

DHHS will:

- 1 Post today's presentation and a summary of today's meeting on the DHHS website.

Future Tailored Care Management TAG Data Subcommittee meetings will occur on a quarterly cadence. The next meeting is scheduled for October 19, 2023.