Tailored Care Management Technical Advisory Group (TAG)

Meeting #43:

August 28, 2026

Announcement

Please note that we request that no one record this call or use an AI software/device to record or transcribe the call. DHHS is awaiting additional direction from our Privacy and Security Office on how we need to support these AI Tools. Thank you for your cooperation.

HIPAA-covered DHHS agencies which become aware of a suspected or known unauthorized acquisition, access, use, or disclosure of PHI shall **immediately** notify the DHHS Privacy and Security Office (PSO) by reporting the incident or complaint to the following link: https://security.ncdhhs.gov/

Agenda

- Welcome and Roll Call
- 1915(i) Birth Month Alignment Guidance
- Required TCM Trainings
- TCM Provider Manual
- Public Questions/Comments

Welcome and Roll Call

Department of Health and Human Services

Kristen Dubay, MPP	Katherine Bartholomew, RN, MSN, CCM, CNML	Loul Alvarez, MPA	Regina Manly, MSA	Eumeka Dudley, MHS	Gwendolyn Sherrod, MBA, MHA
Chief Population Health Officer	Deputy Director, Population Health	Associate Director, Population Health	Senior Program Manager, Tailored Care Management	Program Manager, Tailored Care Management	Program Manager, Tailored Care Management
Contact: ***Medicaid.TailoredCareMgmt@dhhs.nc.gov***					

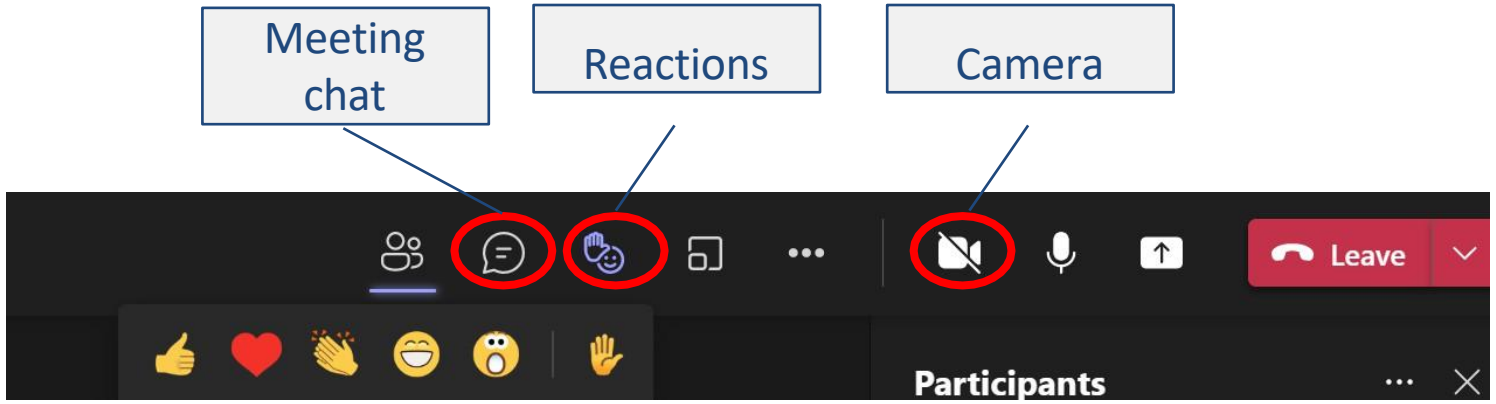
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Tailored Care Management TAG Membership

Name	Organization	Stakeholder
Erin Lewis	B&D Integrated Health Services	Provider Representative
Julie Quisenberry	Coastal Horizons Center	Provider Representative
Billy West	Daymark	Provider Representative
Denita Lassiter	Dixon Social Interactive Services	Provider Representative
Luevelyn Tillman	Greater Vision Counseling and Consultants	Provider Representative
Keischa Pruden	Integrated Family Services, PLLC	Provider Representative
Joanna Finer	Pinnacle Family Services	Provider Representative
Sandy Feutz	RHA	Provider Representative
Lisa Poteat	The Arc of NC	Provider Representative
Eleana McMurry, LCSW	UNC Center for Excellence in Community Mental Health	Provider Representative
Donna Stevenson	Alliance Health	Tailored Plan Representative
Lynne Grey	Partners Health Management	Tailored Plan Representative
LaDonna Battle	Trillium Health Resources	Tailored Plan Representative
Sara Wilson	Vaya Health	Tailored Plan Representative
Kimberly Reed	Cherokee Indian Hospital Authority	Tribal Option Representative
Jessica Aguilar	N/A	Consumer Representative
Pamela Corbett	N/A	Consumer Representative
Jonathan Ellis	N/A	Consumer Representative
Alicia Jones	N/A	Consumer Representative

Increasing Engagement

We encourage those who are able to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.



1915(i) Birth Month Alignment Guidance

1915(i) Birth Month Alignment Guidance

This overview brings together updated NC Medicaid resources to support Birth Month Alignment and the implementation of 1915(i) services. It includes refreshed guidance, training materials, assessment tools, FAQs, and details on upcoming office hours and contacts for additional support.

Access updated NC Medicaid guidance by clicking the link: Updated Guidance on Birth Month Alignment for 1915(i) | NC Medicaid.

1915(i) Training Materials

1915(i) Assessment Training

- 1915(i) Assessment Training Presentation Slides
- 1915(i) Assessment Training Video

New NC Medicaid 1915(i) Assessment Tool

- NC 1915(i) Assessment Version 3.0
- NC 1915(i) Assessment Tool Companion Guide

1915(i) Birth Month Training

- 1915(i) Birth Month Training Presentation Slides
- 1915(i) Birth Month Training Video

1915(i) Birth Month Calculator

- 1915(i) Birth Month Calculator Tool
- 1915(i) Birth Month Calculator Instruction Video

1915(i) Resource Materials

1915(i) FAQs

1915(i) Care Manager Birth Month Alignment Frequently Asked Questions (FAQs) and Resources | NC Medicaid

Email for 1915(i) questions

Use this dedicated email address for additional 1915(i) questions: DHHS-Medicaid.1915iSupport@dhhs.nc.gov

1915(i) Office Hours

NC Medicaid will host office hours on the following dates, from 10 – 10:30 a.m.:

- Sept. 21, 2026
- Oct. 5, 2026
- Oct. 19, 2026

Join 1915(i) Office Hours here

TCM Required Training

TCM Required Training

The Department appreciates its ongoing partnership with NC AHEC, which has been key to sustaining high-quality TCM training since the launch of TCM.

- Since TCM launched in December of 2022, the DHHS has partnered with NC AHEC to develop and manage the training curriculum for Tailored Care Management.
  - DHHS established the contract to support TCM with a standardized training curriculum in advance of Tailored Plan launch. The contract made TCM training available to all community-based TCM providers at no cost.
  - NC AHEC has maintained the existing TCM training programs, tracking, and credentialing support
- Tailored Plans have been in place for a couple years and the administrative costs for TCM training for are included in the SFY27 capitation the Department pays to the Tailored Plans.

TCM Required Training

Key updates on Tailored Care Management training access along with guidance for multiregional TCM providers:

Training Update for Vaya Health and Alliance Health Providers

- Vaya Health and Alliance Health are no longer utilizing NC AHEC for required TCM provider training.
- Both Tailored Plans are now providing required TCM training for AMH+/CMA providers through their own training sources.
- TCM providers should contact Vaya Health or Alliance Health directly for details on how to access required TCM training.

Access for Partners Health Management and Trillium Health Resources

- No changes to NC AHEC training portal access for Partners Health Management or Trillium Health Resources.
- NC AHEC will continue providing unique access codes for both Tailored Plans to ensure TCM providers can access required training content.

TCM Guidance for Multiregional TCM Providers

- Care managers, extenders, and supervisors serving multiple TP regions only need to complete Tailored Care Management training once.
- Training should be completed in the region where the largest number of members are served.
- This update is intended to reduce administrative burden and support organizational planning.

TCM Provider Manual

The Department has entered the final stage of the pre-publication process for the 2026 edition of the TCM Provider Manual:

- The 60-day feedback window has closed, and Plans have submitted their comments. All submissions from the Plans are being reviewed.
- Any feedback adopted by the Department will be incorporated into the TCM Provider Manual.
- Based on current progress, publication is anticipated within the next 30 days.