

Tailored Care Management Technical Advisory Group (TAG)

Meeting #15

*Update on Tailored Care Management
Implementation*

February 24, 2023

Agenda

- **Welcome and Roll Call (5 min)**
- **Update on Tailored Care Management Implementation (35 min)**
- **Public Comments (5 min)**
- **Next Steps (5 min)**

Welcome and Roll Call

Department of Health and Human Services

<p>Lauryn Walker, PhD, RN</p>	<p>Loul Alvarez, MPA</p>	<p>Gwendolyn Sherrod, MBA, MHA</p>	<p>Eumeka Dudley, MHS</p>	<p>Regina Manly, MSA</p>
<p>Chief Population Health Officer (Interim)</p>	<p>Associate Director, Population Health</p>	<p>Program Lead, Tailored Care Management</p>	<p>Program Lead, Tailored Care Management</p>	<p>Senior Program Manager, Tailored Care Management</p>

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**NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES**

Tailored Care Management TAG Membership

Name	Organization	Stakeholder
Erin Lewis	B&D Integrated Health Services	Provider Representative
Lauren Clark	Coastal Horizons Center	Provider Representative
Denita Lassiter	Dixon Social Interactive Services	Provider Representative
Jason Foltz, D.O.	ECU Physicians	Provider Representative
Natasha Holley	Integrated Family Services, PLLC	Provider Representative
DeVault Clevenger	Pinnacle Family Services	Provider Representative
Lisa Poteat	The Arc of NC	Provider Representative
John Gilmore, M.D.	UNC Center for Excellence in Community Mental Health	Provider Representative
Sean Schreiber	Alliance Health	Tailored Plan Awardee
Beverly Gray	Eastpointe	Tailored Plan Awardee
Lynne Grey	Partners Health Management	Tailored Plan Awardee
Sabrina Russell	Sandhills Center	Tailored Plan Awardee
Cindy Ehlers	Trillium Health Resources	Tailored Plan Awardee
Rhonda Cox	Vaya Health	Tailored Plan Awardee
Cindy Lambert	Cherokee Indian Hospital Authority	Tribal Option Representative
Jessica Aguilar	N/A	Consumer Representative
Pamela Corbett	N/A	Consumer Representative
Alicia Jones	N/A	Consumer Representative
Cheryl Powell	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.



The Department thanks the TAG and stakeholders for their continued partnership as we implement the Tailored Care Management program.

Over the past three months, the Department has been working to address implementation challenges and improve stakeholder communications.

Today, our objective is to update you on how we are addressing feedback and provide other program updates.

For Discussion Today:

○ Implementation Challenges/Next Steps

- Tailored Care Management Assignment/Reassignment
- Data Sharing Update
- Capacity Building Funds Access/Distribution

○ Other Updates

- Stakeholder Communication Channels
- Tailored Care Management TAG Data Subcommittee

Tailored Care Management Implementation Challenges

Member Assignment/Reassignment

The LME-MCOs and the Department have heard concerns regarding assignments and have been working with providers to resolve the following issues:

Feedback

Unexpected Assignments. Providers have reported receiving assignments for members they do not believe to be appropriate.

Members with Dual Diagnoses. I/DD providers have expressed concerns around ensuring members with dual diagnoses are assigned to providers that can best meet their needs.

Next Steps

- Unexpected assignments may be related to data discrepancies, members having more than one provider, members with no relationship to any providers, expectations around populations, or other provider-specific issues.
- Providers should contact their LME-MCO or the Provider Ombudsman with specific questions.
- Providers certified for "co-occurring" members will receive members with both an SMI/severe SUD and I/DD.
- Providers who have questions or concerns about their ability to serve members on their panel should contact their LME-MCO to change their certification or close panels.
- The Department is reviewing certification requirements for providers serving members with dual BH and I/DD or TBI diagnoses to ensure that expectations for these populations are sufficiently clear.

Member Assignment/Reassignment, *continued*

Feedback

Low Member Volumes. Some providers have expressed concerns with having a low volume of assigned members.

Member Choice. Member choice has not been honored as expected.

Next Steps

- Last week, the Department ran a special assignment cycle to focus on assigning additional members to providers with low volumes. Assignments will be effective March 1.
 - Members currently assigned to an AMH+/CMA will not be reassigned to a different provider as part of this process unless requested by a member or the assigned provider.
 - The Department is reviewing additional populations that may be assigned to providers in future runs and reviewing the process for adding new providers.
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- The Department has identified this is an input file (data submission) issue.
 - The Department worked with the LME-MCOs to submit these choices through the correct process. As of the last run, the Department believes these issues have been resolved.
 - Members may select a new provider at any time, with the effective date being the 1st of the following month.

Member Request to Change Tailored Care Management Organization

Changing Tailored Care Management Organization

- Until April 1, 2023, members can change Tailored Care Management organization without cause at any time with no limit on the number of changes
- After April 1, 2023, members will be able to change the organization where they obtain Tailored Care Management twice a year without cause and any time with cause
- Once submitted, member assignment will be effective as of the 1st of the following month
- The Department continues to work with LME-MCOs to ensure choice is submitted correctly for future assignment cycles

Data Sharing Update

The Department has been working with LME-MCOs to ensure contact information, claims data, and medical history data is sent to providers consistent with requirements.

Feedback

Claims Data. There have been challenges and delays with providers receiving claims data from LME-MCOs and some questions related to working with this data.

Contact Information. Providers have reported missing or inaccurate contact information.

Next Steps

- The Department has been working with the LME-MCOs to ensure that critical medical information, such as claims data, is prioritized and issues are resolved expediently.
- If you are still not receiving claims data, please reach out to your LME-MCO or the Provider Ombudsman to report these issues.
- The Department continues to work with LME-MCOs to test and complete additional data files to support care management.
- The Department and LME-MCOs have corrected a systematic issue to ensure the most reliable contact information is sent to providers.
- Medicaid contact information is based on information provided to the Division of Social Services and may not be up-to-date or accurate. The Department is providing training sessions through AHEC to support providers using HIE to identify additional contact information.

Capacity Building Funds for AMH+/CMAs

The Department encourages providers to continue to request capacity building funds and is committed to supporting providers in these requests. To date, the Department has distributed \$62.7M in capacity building funds and is working to address the below concerns:

Feedback


Accessing Capacity Building Funds.

Providers have faced challenges in accessing funds, including confusion on how to request funds, whether capacity building funds are still available, what they can be used for, and for how long.

Next Steps

- Providers can continue to request capacity building funds from LME-MCOs through June 30, 2023.
- Recognizing there have been continued challenges for providers to access funds, the Department is:
 - Holding webinars with providers and each LME-MCO to discuss specific processes and requirements for each LME-MCO
 - In preparation for these webinars, the Department released a [survey for providers](#) to submit feedback on barriers encountered
 - Released additional guidance on frequently asked questions

Capacity Building Fund Guidance for AMH+/CMAs



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

**Advanced Medical Home Plus (AMH+) and Care Management Agency (CMA)
Tailored Care Management Capacity Building Funds Guidance**
February 8, 2023

To help ensure the successful implementation of Tailored Care Management (TCM), the Department launched the Tailored Care Management Capacity Building program. The distribution of capacity building funds (CBF) started in early 2022, will be distributed to certified TCM providers across the state starting in early 2022 and lasting through at least June 2023. TCM providers certified as Advanced Medical Home Plus (AMH+) practices and Care Management Agencies (CMAs) are eligible to receive capacity building funding for investments in:

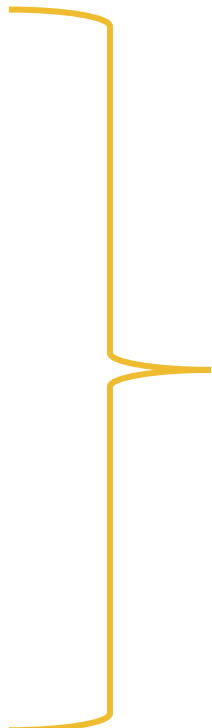
- Care management-related health information technology (HIT) infrastructure,
- Hiring and training care managers, and
- Activities related to operational readiness (e.g., developing policies/procedures/workflows).

Under the Capacity Building Program, Tailored Plans will partner with AMH+ practices and CMAs to achieve milestones focused on the above three areas of investment. Capacity Building Funds flow through Tailored Plans to AMH+ practices and CMAs.

Tailored Plans developed a "Distribution Plan" for capacity building funds based on regional needs. The Department reviewed and approved Distribution Plans submitted by each Tailored Plan, which detailed the specific capacity building needs assessed among AMH+ practices and CMAs in their region. See *Table 1 below for a complete list of milestones.*

Table 1: Capacity Building Milestones

Milestone 1	Submission of a detailed Distribution Plan that specifies the Tailored Plan's approach (including quarterly targets) and proposed budget for meeting the remaining capacity building milestones, for DHHS approval <i>Distribution plan will be based on assessment of regional needs</i>
Milestone 2	Submission of a Tailored Care Management training curriculum and conducting trainings for care managers employed by Tailored Plan awardee and contracted AMH+s and CMAs
Milestone 3	Purchase or upgrades of care management related HIT infrastructure and systems for AMH+s/CMAs
Milestone 4	Hiring new care managers and supervisors at AMH+s and CMAs
Milestone 5	Completing Tailored Care Management training for AMH+ and CMA care managers and supervisors
Milestone 6	AMH+s/CMAs meeting other competencies linked to operationalizing Tailored Care Management (e.g., development of policies and procedures and education and outreach to members on the Tailored Care Management outreach)



The Department released additional guidance on Capacity Building Funds for AMH+/CMAs in early February.

The guidance can be accessed through the [Tailored Care Management webpage](#).

Feb 2023: [Capacity Building Funds Guidance](#)

Other Updates

Stakeholder Communication Channels

The Department is looking to ensure an ongoing dialogue with members and advocates, providers, LME-MCOs, and other stakeholders on the rollout of Tailored Care Management through the following communication channels:



Tailored Care Management TAG

- *Monthly meetings, generally on the 4th Friday of the month*
- *TAG members are encouraged to request agenda items ahead of the meeting*



AHEC Trainings and Updates

- *Tailored Care Management Learning Collaborative Sessions (twice a month)*
- *Continuing professional development and course offerings*
- *1:1 Practice Support to TCM Providers*
- *More information can be found on [AHEC's Tailored Care Management webpage](#) and [TCM Provider Portal](#)*



Tailored Care Management Newsletter

★ New Communication Channel
The Department will be releasing a new bi-weekly newsletter to provide routine Tailored Care Management updates.

Tailored Care Management TAG Data Subcommittee

The Department is considering the creation of a TAG Data Subcommittee that would address data topics related to Tailored Care Management implementation.

Purpose of a TAG 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 topic issues that arise with Tailored Care Management implementation

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Would a data subcommittee serve as a helpful space to discuss and address Tailored Care Management data topics?

TAG Member Feedback

- 1. Are there any additional aspects of the Tailored Care Management rollout that TAG members would like to discuss?**
- 2. Are there additional/preferred communication channels through which the Department can provide updates on Tailored Care Management rollout?**

Public Comments

Next Steps

Next Steps

Tailored Care Management TAG Members

- Review updates on Tailored Care Management [webpage](#)

Department

- Discuss feedback received during today's Tailored Care Management TAG meeting

Tailored Care Management TAG Meeting Cadence

Tailored Care Management TAG meetings will generally take place the fourth Friday of every month from 3:30-4:30 pm ET.

Upcoming 2023 Meetings:

March 24

Previous Meetings:

- **Meeting #1:** Friday, October 29, 2021, 3:00 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #2:** Friday, November 19, 2021, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #3:** Friday, December 17, 2021, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #4:** Friday, January 28, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #5:** Friday, February 25, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #6:** Friday, March 25, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #7:** Friday, June 3, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #8:** Friday, June 24, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #9:** Friday, July 22, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #10:** Friday, August 26, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #11:** Friday, September 23, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #12:** Thursday, October 27, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #13:** Friday, November 18, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #14:** Friday, December 16, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))

Appendix

“With Cause” Reasons for Changing Tailored Care Management Organization

A member may request a change “with cause” in the event the assigned organization providing Tailored Care Management:

- Has failed to furnish accessible and appropriate services to which the member is entitled,
- Is not able to reasonably accommodate the member’s needs,
- Has a change in the accessibility for the member, including but not limited to the following:
 - The organization or care manager moves to a location that is not convenient for the member
 - There is a significant change in the hours the AMH+/CMA is open and the member cannot reasonably meet during the new hours
 - There is a significant change in the hours the care manager is available and the member cannot reasonably meet during the new hours
- Agrees with the member that a change would be in the best interest of the member,
- Leaves the LME-MCO’s network or is no longer certified by the Department,
- Becomes excluded from participation in federal health care programs*, or
- The care manager is no longer employed by the AMH+, CMA, or LME-MCO.

Provider Resources

Resource	Information
NC Medicaid Website	<ul style="list-style-type: none"> Website: medicaid.ncdhhs.gov (includes County and Provider Playbooks)
NC Medicaid Behavioral Health I/DD Tailored Plan Website	<ul style="list-style-type: none"> Website: medicaid.ncdhhs.gov/Behavioral-Health-IDD-Tailored-Plans
NC Medicaid Tailored Care Management Website	<ul style="list-style-type: none"> Website: medicaid.ncdhhs.gov/tailored-care-management
NC Medicaid Help Center	<ul style="list-style-type: none"> Website: medicaid.ncdhhs.gov/helpcenter
Practice Support	<ul style="list-style-type: none"> Website: ncahec.net/medicaid-managed-care NC Medicaid Managed Care “Hot Topics” Webinar Series hosted by Dr. Dowler on the first and third Thursday of the month
Medicaid Bulletins	<ul style="list-style-type: none"> Website: https://medicaid.ncdhhs.gov/providers/medicaid-bulletin