

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

**Tailored Care Management Technical Advisory Group (TAG) Meeting #9 (Conducted Virtually)**

**July 22, 2022**

<b>Tailored Care Management TAG Members</b>	<b>Organization</b>
Erin Lewis	B&D Integrated Health Services
Lauren Clark	Coastal Horizons Center
Denita Lassiter	Dixon Social Interactive Services
Jason Foltz, D.O.	ECU Physicians
Natasha Holley (absent)	Integrated Family Services, PLLC
DeVault Clevenger	Pinnacle Family Services
Lisa Poteat	The Arc of NC
John Gilmore, M.D. (absent; represented by Donna Stevenson)	UNC Center for Excellence in Community Mental Health
Sean Schreiber	Alliance Health
Beverly Gray	Eastpointe
Lynne Grey (absent; represented by Tammy Gilmore)	Partners Health Management
Sabrina Russell	Sandhills Center
Cindy Ehlers	Trillium Health Resources
Rhonda Cox	Vaya Health
Cindy Lambert (absent)	Cherokee Indian Hospital Authority
Jessica Aguilar	Consumer Representative
Pamela Corbett	Consumer Representative
Alicia Jones (absent)	Consumer Representative
Cheryl Powell	Consumer Representative
<b>NC DHHS Staff Members</b>	<b>Title</b>
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
Keith McCoy	Deputy CMO for Behavioral Health and IDD Community Systems, Chief Medical Office for Behavioral Health and IDD
Sonja McLeod	Associate Director, Member Operations (Medicaid)

## Agenda

- Welcome and Roll Call
- Key Updates
  - Readiness Review Updates
  - DRAFT Tailored Care Management Phased Roll-Out Approach
  - Aligning Tailored Care Management Care Manager Qualifications with Qualified Professional
- Member Engagement Overview
- Next Steps

## Welcome, Roll Call, and Key Updates (slides 1-11) – Gwen Sherrod and Kelly Crosbie

The Department provided updates on Tailored Care Management readiness reviews, shared a draft revised AMH+/CMA launch approach, and announced that they are aligning Tailored Care Management care manager and Qualified Professional (QP) requirements:

### Update on Readiness Reviews

- The Department is currently conducting Tailored Plan readiness reviews and as part of this process, is reviewing Tailored Plans' care management platforms, staff training modules, and on-boarding and training modules/plans for providers who will use their platforms.
- The Department, in partnership with NCQA and Tailored Plans, has released the Tailored Care Management provider Readiness Review Protocol; AMH+/CMA readiness reviews will occur over the following weeks.

### Revised Draft AMH+/CMA Launch Approach

- Currently, providers that pass readiness and contract with Tailored Plans by 9/30 will be included in Tailored Care Management auto assignment for launch on 12/1.
- The Department is working with the Tailored Plans to add a second date for AMH+s/CMAs to finish readiness reviews, contract with Tailored Plans, and get assigned members with an associated launch date.
- The Department clarified that AMH+s/CMAs will have the ability to go-live with Tailored Care Management after 12/1, and the draft approach described above to add a second date would standardize a second date for roll-out of AMH+s/CMAs across Tailored Plans.
- A TAG member asked how many chances a provider gets to pass readiness reviews and whether the Department will support providers who do not pass to help get them ready. The Department responded that the readiness review process involves multiple opportunities for providers to meet readiness and obtain coaching to help them pass.

### Aligning Tailored Care Management Care Manager and QP Requirements

- The Department announced it has decided to align Tailored Care Management care manager qualifications with those of a QP, meaning anyone who is a QP can become a care manager in Tailored Care Management (assuming they complete the Tailored Care Management training requirements).
  - Various TAG members had questions on supervising care manager qualifications. The Department said it will consider this issue and provide an update at a following TAG meeting.

- The Department also acknowledged that it is working on a frequently asked questions (FAQ) document to address various questions on care managers and extenders.

### **Member Engagement Overview (slides 12-32) – Sonja McLeod**

The Department provided an overview of the timeline for Tailored Plan launch, major milestones (e.g., auto-enrollment, choice period, Tailored Care Management and primary care provider auto-assignment, welcome packet mailings), and NC Medicaid Enrollment Broker information and materials. TAG members provided the following feedback:

#### *Newborns*

- The Department shared that newborns are automatically enrolled in a Standard Plan. Stakeholders raised that some babies with an intellectual/developmental disability (I/DD) could be identified in utero or at birth and requested the Department consider revisiting this policy. The Department will take this suggestion back for discussion.

#### *Welcome Packet*

- The Department shared that welcome packets containing a member's Medicaid ID card, a welcome letter, and member handbook(s) will be mailed to members by their Tailored Plan by November 5, 2022. A TAG member asked if there is someone who can help Tailored Plan members go through and understand the information in the welcome packet. The Department responded that yes, members can work with the Enrollment Broker to obtain choice counseling and Tailored Plans can guide members through the member handbook and other member materials. The welcome packet is also sent to a member's authorized representative if they have one.
- A TAG member asked if the welcome packet materials are available in other languages. The Department responded that yes, the welcome packet materials are available in other languages, including Spanish, and members can contact the Enrollment Broker for other languages.
- A TAG member inquired if the Department can develop a list of primary care providers (PCPs) that have enrolled with each of the Tailored Plans so providers can assist members with finding a new PCP as needed. The Department responded that providers can use the Enrollment Broker's provider directory to search for PCPs and other providers who are enrolled with each Tailored Plan.
- A TAG member asked if members who are dually-diagnosed with behavioral health and I/DD will receive two separate welcome letters describing the resources available for each of their diagnoses (i.e., one for behavioral health and one for I/DD). The Department responded that there will only be one letter with all of the available options for these members; copies of each letter are available on the NC Medicaid website.<sup>1</sup>
- A TAG member asked if members who are dually-diagnosed with behavioral health and I/DD will have to choose between a behavioral health care manager or an I/DD care manager. If a member is dually-diagnosed with a behavioral health condition and an I/DD, the Tailored Plan

---

<sup>1</sup> Sample beneficiary notices for NC Medicaid managed care are available here:

<https://medicaid.ncdhhs.gov/counties/county-playbook-medicare-managed-care/beneficiary-notices>

and assigned organization providing Tailored Care Management must ensure that the supervising care manager is qualified to oversee the member's care manager.

Various TAG members expressed concerns that there is confusion around Tailored Plan enrollment and Tailored Care Management enrollment/assignment processes. The Department will look for additional opportunities to provide additional clarification and information.

**Next Steps (slides 33-35) – Gwen Sherrod**

The Department noted that it welcomes feedback on everything presented during today's TAG meeting.

Tailored Care Management TAG members are encouraged to send any additional feedback or suggestions to [Medicaid.TailoredCareMgmt@dhhs.nc.gov](mailto:Medicaid.TailoredCareMgmt@dhhs.nc.gov).