

Tailored Care Management Technical Advisory Group (TAG)

Meeting #9:

*Tailored Plan Member Engagement
Overview and
Key Updates on Tailored Care
Management*

July 22, 2022

Agenda

- **Welcome and Roll Call (5 min)**
- **Key Updates (10 min)**
 - Readiness Review Updates
 - DRAFT Tailored CM Phased Roll-Out Approach
 - Aligning Tailored CM Care Manager Qualifications with QP
- **Member Engagement Overview (40 min)**
- **Next Steps (5 min)**

Welcome and Roll Call

Department of Health and Human Services

Kelly Crosbie, MSW, LCSW	Gwendolyn Sherrod, MBA, MHA	Eumeka Dudley, BS	Regina Manly, MSA	Keith McCoy, MD	Loul Alvarez, MPA
Chief Quality Officer	Senior Program Manager, TCM	TCM Program Manager	TCM Program Manager	Deputy CMO for Behavioral Health and IDD Community Systems	Associate Director, Population Health

Contact: Medicaid.TailoredCareMgmt@dhhs.nc.gov



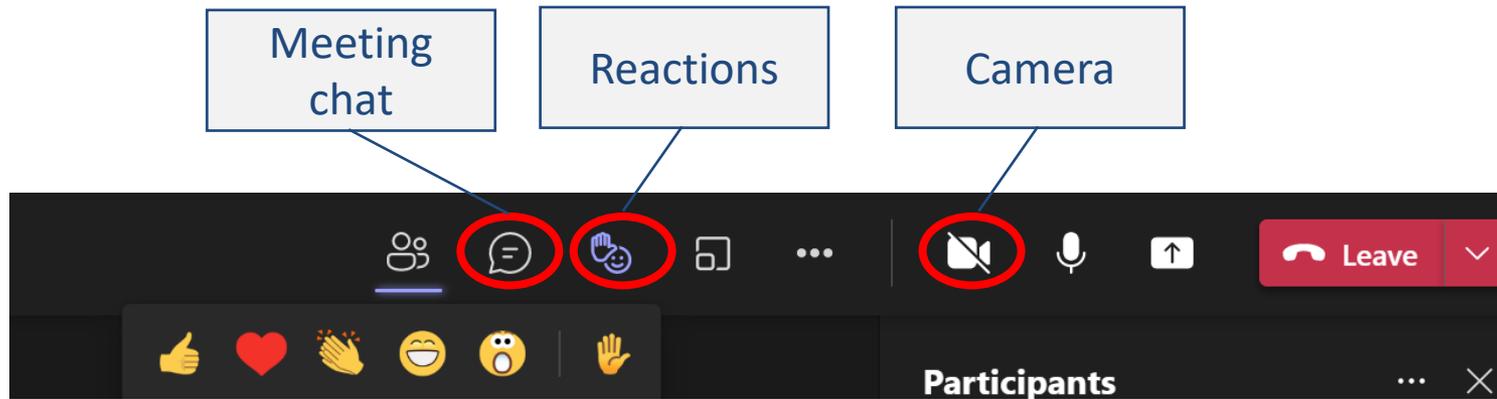
**NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES**

Tailored Care Management TAG Membership

Name	Organization	Stakeholder
Erin Lewis	B&D Integrated Health Services	Provider Representative
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.



Key Updates

Readiness Review Updates



- Tailored Plans are currently undergoing Readiness Reviews for all of their operations, including Tailored Care Management operations.
- As part of the Readiness Reviews, DHHS is reviewing their care management platforms, staff training modules, and on-boarding and training modules/plans for providers who will use their TCM platforms.



- DHHS, in partnership with NCQA and TPs, has released the TCM provider Readiness Review protocol.
- Providers are signing up for Readiness Reviews now.



- AHEC will host a special session with certified TCM providers, TPs, and DHHS to cover questions about the Readiness Review protocol and other TCM topics next Wednesday.

DRAFT: 2-Phase Readiness Review/Launch

To ensure the successful launch of the Tailored Care Management program, the Department is considering ways to meet the below objectives for Tailored Plans, providers, and members:



Providers certified as **AMH+ practices** and **CMAs** are ready to serve members at Tailored Plan launch.



Providers that are **certified but not yet ready to complete readiness and contract by launch** since have a **KNOWN, predictable path** to Tailored Care Management Implementation.



Members **transition to Tailored Care Management** with minimal disruption.

DRAFT: 2-Phase Readiness Review/Launch

DHHS is working with TPs on a 2-Phase Readiness Review/Launch Approach*.

**This approach has a lot of technical moving parts; DHHS and TPs need time to align on final design and operations.*

- **CURRENT:** Providers that pass readiness and contract with Tailored Plans by **9/30** will be included in auto assignment for **launch on 12/1. THIS WON'T CHANGE.**
- **DRAFT PHASE 2:** DHB/TPs align on an ADDITIONAL second date to finish readiness/contract with an associated launch date.
(**DRAFT EXAMPLE:** *TCM Provider Passes Readiness and Contracts by 12/31 for 2/1 Launch*)

REMINDERS:

- Certified providers always have the ability to go-live with TCM AFTER 12/1. This approach just standardizes a second roll-out across TPs.
- DHHS will be opening another application for TCM providers so new providers will be added over time; we will have additional roll-outs over the next several years.

Aligning Tailored Care Management Care Manager and Qualified Professional Requirements



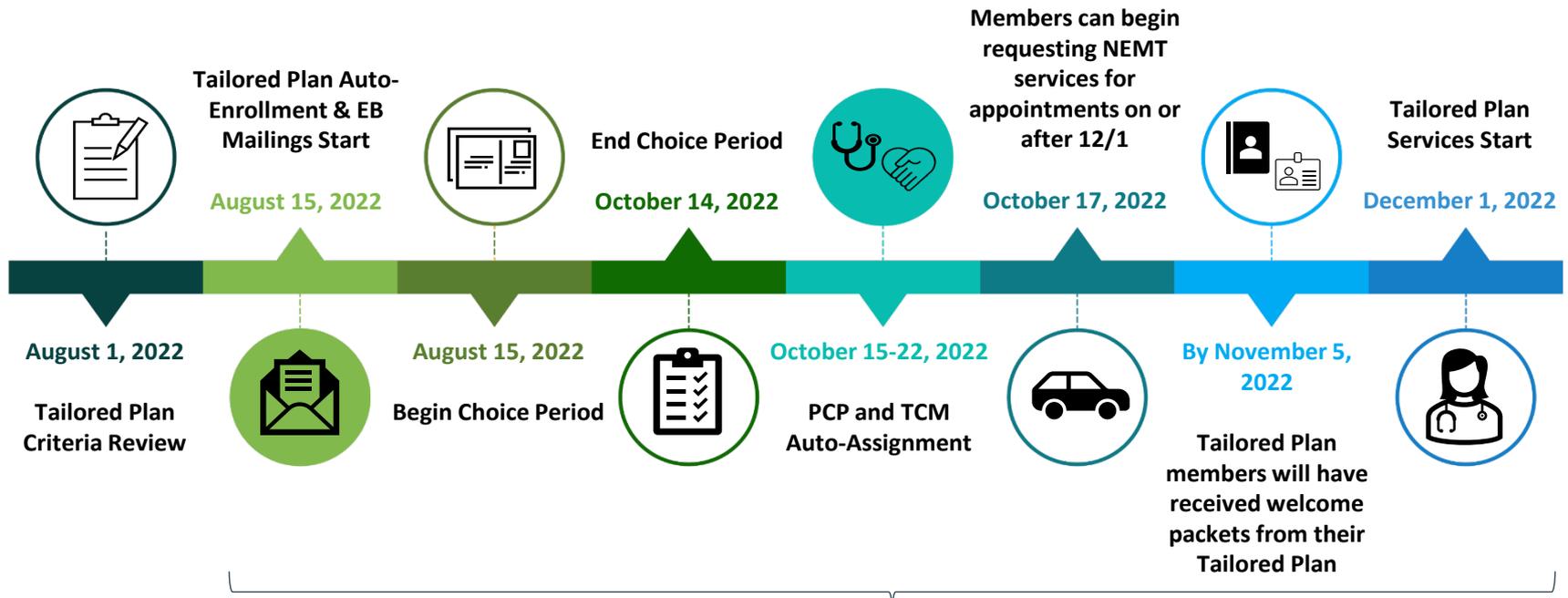
- Based on feedback from a broad range of stakeholders, including providers and Tailored Plans, the Department has decided to align Tailored Care Management care manager qualifications with those of a Qualified Professional (QP), meaning anyone who is a QP can become a care manager in Tailored Care Management (assuming they meet training requirements).



- This alignment will allow individuals with non-human services degrees to become Tailored Care Management care managers, provided these individuals have completed four years of post-degree experience serving populations eligible for Tailored Care Management.

Member Engagement Overview

Tailored Plan Timeline and Major Milestones



Focus for today

See Appendix for details on the Tailored Plan Criteria Review

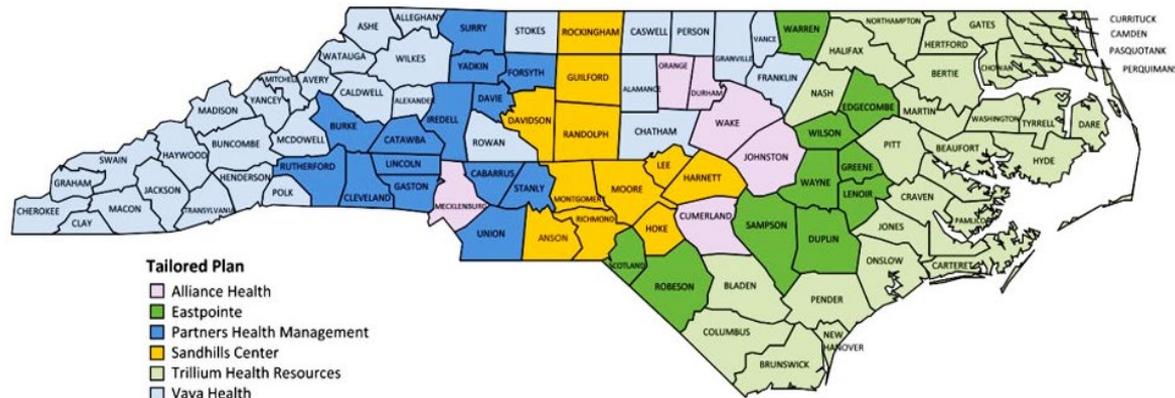
Tailored Plan Auto-Enrollment

Beneficiaries who qualify for Tailored Plan will be auto-enrolled in Tailored Plans based on the auto-enrollment algorithm. Beneficiaries will be enrolled in the Tailored Plan that serves their administrative county.

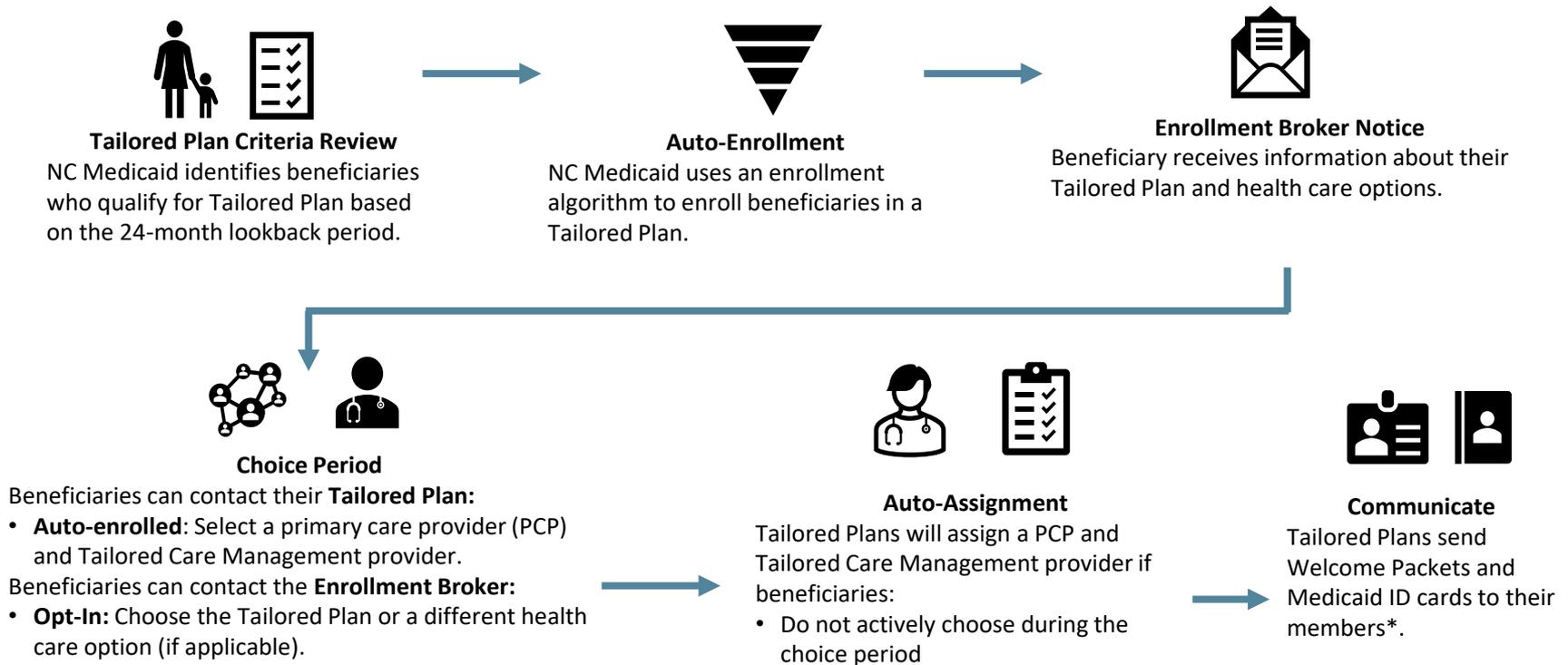
August 15, 2022

- Auto-Enrollment

- Beneficiaries will receive an Enrollment Packet from the NC Medicaid Enrollment Broker:
 - Explains the Tailored Plan and other health care options available to the beneficiary
 - Includes information about how to choose a primary care provider (PCP) and Tailored Care Management provider



Tailored Plan Member Enrollment Diagram



*Members who do not enroll in a Tailored Plan will receive Welcome Packets and ID cards from the health care option they selected.

Newborns

- Children who are born to mothers enrolled in a Tailored Plan are not auto-enrolled in a Tailored Plan.
- If the mother is enrolled in a Tailored Plan, the child will be enrolled in a Standard Plan at birth, until such time the child meets Tailored Plan enrollment criteria.
- If the mother is enrolled in a Standard Plan, the child will be enrolled in a Standard Plan at birth. If the child is eligible for the Tailored Plan, the child will be picked up during the Tailored Plan criteria process through claims and other enrollment criteria.

Auto-Enrollment Algorithm

Auto-enrollment for Tailored Plan members is based on the following criteria:

1

Beneficiary meets Tailored Plan enrollment criteria

- Determines if the beneficiary needs certain services only offered by Tailored Plans (e.g., TBI/Innovations Waiver services).

2

The county that manages the beneficiary's Medicaid case

- Determines which Tailored Plan the beneficiary will be auto-enrolled in. There is only one Tailored Plan per county. Beneficiaries cannot choose a different Tailored Plan.

3

Special population considerations

- Determines if the beneficiary is part of a special population and should not be auto-enrolled in the Tailored Plan (e.g., duals, federally recognized tribal members, children in foster care).

Tailored Plan Auto-Enrolled vs. Opt-In Populations

- Certain beneficiaries who meet Tailored Plan enrollment criteria will be enrolled in Tailored Plans on August 15, 2022.
- Other beneficiaries who meet Tailored Plan enrollment criteria will not be auto-enrolled but can choose to enroll during the choice period (August 15, 2022 – October 14, 2022).

Auto-enrolled Population Examples	Opt-in Population Examples
<ul style="list-style-type: none">• Innovations Waiver participants (including duals)• TBI Waiver participants (including duals)• People who need certain services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD) or traumatic brain injury (TBI)	<ul style="list-style-type: none">• Federally recognized tribal members• Individuals who qualify for services through Indian Health Service (IHS)

Tailored Plan Choice Period

During this time, beneficiaries may choose a primary care provider (PCP) and a Tailored Care Management (TCM) provider or different health care option (if applicable).

August 15, 2022

October 14, 2022

- **Choice Period**

- Beneficiaries may contact their Tailored Plan to choose a PCP and TCM provider.
 - If a Tailored Plan member does not select a TCM provider, one will be assigned to them.
 - Tailored Plan members may change their TCM provider or opt-out of TCM.

If beneficiaries have questions about TCM, they should contact their health plan at the phone number on the NC Medicaid ID card and Member Handbook or visit the Tailored Plan's website.
- Beneficiaries may contact the NC Medicaid Enrollment Broker to choose a different health care option (if applicable).
 - Some Tailored Plan members will have the option to enroll in a Standard Plan. They cannot enroll in a Standard Plan by website or mobile app – they must enroll via phone or enrollment form.

Tailored Plan PCP & TCM Auto-Assignment

Tailored Plan members will be auto-assigned to a PCP and TCM provider if they do not choose a PCP or TCM during the choice period.

October 15, 2022

- **PCP and TCM Auto-Assignment**

- Beneficiaries who do not choose a PCP or TCM provider with their Tailored Plan will be auto-assigned to one.
 - NC Medicaid will conduct auto-assignment for the Tailored Plans prior to launch. Starting December 1, 2022, Tailored Plans will complete auto-assignment functionality.
- Following auto-assignment, Tailored Plans will begin mailing Welcome Packets (Welcome Letter, Medicaid ID Cards, Member Handbook) to their members.
 - Tailored Plan member must use the NC Medicaid ID card from their Tailored Plan to receive services.



Tailored Plan Welcome Packet Mailings

Tailored Plan members will receive welcome packets in the mail from their Tailored Plan by November 5, 2022.

By November 5, 2022

- **Tailored Plan Welcome Packet**

- After PCP and TCM provider assignment in October 2022, Tailored Plans will begin mailing welcome packets to members.
- Tailored Plan member must use the NC Medicaid ID card from their Tailored Plan to receive services.
- Tailored Plan members will receive in the welcome packet:
 - Medicaid ID card
 - Welcome letter
 - Member Handbook
 - **Member Handbook**
 - Innovations Waiver Handbook
 - TBI Handbook
 - Recipient Handbook

Tailored Plan Services Start

Tailored Plans begin providing services to members.

December 1, 2022

- Tailored Plan Launch
 - Tailored Plan members will begin receiving health care services from their Tailored Plan. Members must use their NC Medicaid ID card sent to them by the Tailored Plan to receive services.
 - Tailored Plan members must have a PCP and TCM provider in the Tailored Plan's network.
 - Members can opt-out of TCM if they choose
 - Tailored Plan members will continue to receive the same health care services Medicaid covers today. Medicaid eligibility rules and processes are not changing due to Tailored Plan launch.



NC Medicaid Enrollment Broker

- The NC Medicaid Enrollment Broker provides enrollment assistance, choice counseling, mails notices and enrollment packets, and provides outreach and education to NC Medicaid beneficiaries. NC Medicaid completes eligibility services and the Enrollment Broker assists with enrollment and choice counseling.
- The Enrollment Broker is an unbiased program to help beneficiaries select the best health care option for them and their families.

NC Medicaid Enrollment Broker Contact

Website: ncmedicaidplans.gov

Phone: 1-833-870-5500 (TTY: 711 or RelayNC.com)

Hours of operation: 7 a.m. to 5 p.m., Monday through Saturday

NC Medicaid Enrollment Broker

- The NC Medicaid Enrollment Broker website provides an integrated experience for members to manage their health plan choice needs. This is a great resource to direct members for questions about the health plans.

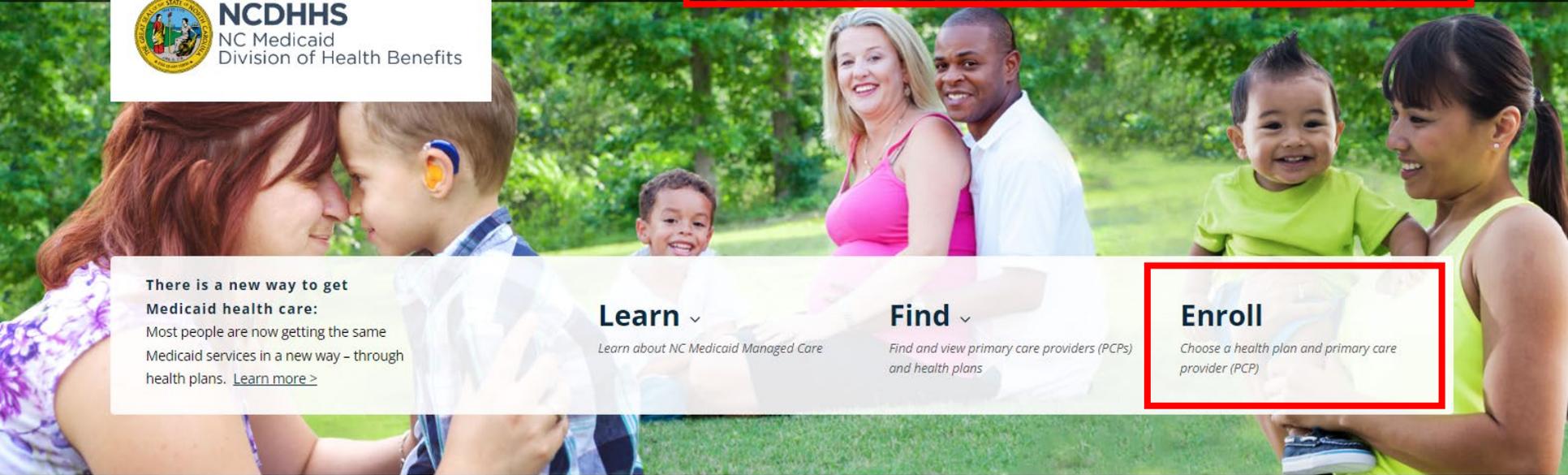
ncmedicaidplans.gov

- The website includes the following tools and information:
 - Questions and answers
 - Health Care Option Guide
 - Medicaid and NC Health Choice Provider and Health Plan Lookup Tool
 - Meetings and Events
 - Enrollment Specialists are available via a chat tool to answer questions.





NCDHHS
NC Medicaid
Division of Health Benefits



There is a new way to get Medicaid health care:
Most people are now getting the same Medicaid services in a new way - through health plans. [Learn more >](#)

Learn ▾
Learn about NC Medicaid Managed Care

Find ▾
Find and view primary care providers (PCPs) and health plans

Enroll
Choose a health plan and primary care provider (PCP)

Tailored Plans will start December 1, 2022

On December 1, 2022, NC Medicaid will have a new type of health plan. It is called the Behavioral Health and Intellectual/Developmental Disabilities

Transportation services

You can schedule rides to medical appointments. Learn more about [transportation services](#).

Get the free mobile app

Find and view providers and health plans

This website has tools to help you find and view primary care providers (PCPs) and health plans.

Question Close
Questions? We can help! Use the chat tool to chat with us online.

We can help. Call us to get answers to your question.
Care. Chat with us...

Phone: **1-833-870-5500** (TTY: 711 or Relay NC)

NC Medicaid Enrollment Broker Materials – Enrollment Packet

The NC Medicaid Enrollment Broker will begin sending Enrollment Packets to potential Tailored Plan members on August 15, 2022.

• Transition Notice

- Explains the Tailored Plan and other health care options available to the member
- Includes information about how to choose a primary care provider (PCP) and Tailored Care Management provider

• Disenrollment Rights Notice

- Explains how the member can leave the Tailored Plan, if applicable

• Health Care Option Guide

- Highlights the top 10 added services for each health care option
- Includes phone numbers, websites, and sample ID cards

• Enrollment Form

- Allows members to choose or change a health care option and PCP, if applicable



Questions? Go to ncmedicaidplans.gov. Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com). We can speak with you in other languages.

NOTICE TO PEOPLE WHO ARE BEING AUTO-ENROLLED IN THE TAILORED PLAN AND CANNOT CHOOSE A DIFFERENT HEALTH PLAN
NC MEDICAID 20220601 V1.0

Patricia A. Jones
1234 Any Main Street
Raleigh, NC 27603-1000

August 1, 2022

Dear Patricia A. Jones,

Patricia A. Jones is enrolled in NC Medicaid Direct.

NC Medicaid Direct is North Carolina's health care program. It includes care coordination, case management, and other services. If you are not in NC Medicaid Direct, you will need to get care from a provider in the Tailored Plan's provider network. For a full list of providers, go to the [First page of ncmedicaidplans.gov](#). The Tailored Plan must have enough network hospitals and providers for you to get covered services near you and in a timely way. To learn more, go to the [First page of ncmedicaidplans.gov](#). To learn more about NC Medicaid Managed Care and changes to the Medicaid program, go to [ncmedicaidplans.gov](#).

There will be a new way to get Medicaid starting December 1, 2022. NC Medicaid will have a new health plan. It is called the Behavioral Health and Wellness Tailored Plan (Tailored Plan). The Tailored Plan is a North Carolina Medicaid option that offers:

- Physical health, pharmacy, care coordination, and behavioral health services
- Services for special populations, including waiver eligible individuals
- Added services for members who qualify for the Tailored Plan Option Guide.

Some things will stay the same. Medicaid eligibility rules and processes are not changing. The people below are enrolled in Alliance Health (Tailored Plan) starting December 1, 2022. Alliance Health is the Tailored Plan that serves your county. The Tailored Plan offers the services you may need for a mental health service, substance use disorder, intellectual/developmental disability, or traumatic brain injury (TBI). You will start getting health care services from the Tailored Plan on the start date below. If you are not getting health care services from the Tailored Plan, you will need to get care and services the way you do now.

Name / ID Number	Tailored Plan / Start date / Phone
Patricia A. Jones XXX-XX-XXXX	Alliance Health December 1, 2022 1-800-510-5132

After December 1, 2022, you will get health care services from the Tailored Plan listed above unless:

- You qualify for a different health care option.
- You no longer qualify for the Tailored Plan, or
- You move out of the Tailored Plan's service area.

To learn more about why you qualify for the Tailored Plan, go to the [Last page of ncmedicaidplans.gov](#). Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).

You can get free auxiliary / interpretation services in other languages or formats, including large print, Braille, or audio. Call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com). More on next page ▶

Health Care Option Guide

- All NC Medicaid beneficiaries will receive a Health Care Option Guide insert in their Enrollment Packet.
- The Health Care Option Guide will include the default enrollment page and health care options based on the beneficiary's status.
- The Standard Plan insert will have four or five Standard Plans available depending on where the beneficiary lives.



Health Care Option Guide

All health care options are required to have the same basic Medicaid services you get now. These include:

- Doctor visits
- Hospital visits
- Behavioral health care
- Prescriptions
- Eye care
- Medical supplies
- Lab tests and X-rays
- Therapies
- Hospice
- Care management

To see the full list of NC Medicaid covered services provided by the health care options, go to ncmedicaidplans.gov. Some health care options also have added services.

SAMPLE

STANDARD PLAN	TAILORED PLAN	NC MEDICAID DIRECT	EBCI TRIBAL OPTION
A North Carolina Medicaid and NC Health Choice health plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (IDD) or traumatic brain injuries (TBI).	A North Carolina Medicaid and NC Health Choice health plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (IDD) or traumatic brain injuries (TBI).	North Carolina's health care program for Medicaid beneficiaries who are not enrolled in North Carolina Medicaid Managed Care. It includes care coordination by Community Care of North Carolina (CCNC), the primary care case management entity (PCCME). There are six Local Management Entity-Managed Care Organizations (LME-MCOs) that coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI).	The primary care case management entity (PCCME) created by the Cherokee Indian Hospital Authority (CIHA). It includes care coordination by Vaya Health for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI).
Who qualifies for this option? <ul style="list-style-type: none"> • Most families and children • Children who get NC Health Choice • Pregnant women • People who are blind or disabled and not receiving Medicare • Federally recognized tribal members or others eligible for Indian Health Service (IHS) 	Who qualifies for this option? <ul style="list-style-type: none"> • People who may have a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI) • People who get Innovations Waiver services • People who get Traumatic Brain Injury (TBI) Waiver services 	Who qualifies for this option? <ul style="list-style-type: none"> • Children in foster care • Children who get adoption assistance • Children who get Community Alternatives Program for Children (CAP/C) services • Federally recognized tribal members or others eligible for Indian Health Service (IHS) • People in the Health Insurance Premium Payment (HIPP) program • People in the Program for All-Inclusive Care for the Elderly (PACE) • People who are medically needy • People who get Community Alternatives Program for Disabled Adults (CAP/DA) services • People who get Family Planning Medicaid only • People who get Medicaid and Medicare • People who may have a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI) 	Who qualifies for this option? <ul style="list-style-type: none"> • Federally recognized tribal members or others eligible for Indian Health Service (IHS) who live in the following counties: Buncombe, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, Macon, Madison, Swain, Transylvania

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Questions? Go to ncmedicaidplans.gov. Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com). We can speak with you in other languages. You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio.

Tailored Plan

Read the Alliance Health added services. Some services may only be available for members who qualify. For questions, call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).

1-800-510-9132
TTY: 711 or 1-800-725-2962
alliancehealth.org
7 a.m. to 6 p.m.
Monday through Saturday

Only available in the counties listed below:

Added Services

Education

- Enrollment fees forGED and literacy classes

Wellness

- Enrollment fees for healthy cooking classes for members, parents and guardians
- Quit tobacco support with trained coaches, web coaching, texts and quit aids

Youth

- Specialized camps and summer camps for health and wellness for youth under age 18

Other

- Smartphone with 350 monthly calling minutes, unlimited texts and 1 GB monthly data
- For members with asthma or respiratory illness:
 - \$100 yearly for home carpet cleaning
 - \$250 lifetime benefit for vacuum and HEPA filter replacements
 - One-time end-of-visit or post-visit air conditioning unit benefit with doctor's order

Standard Plan

Read the added services that each Standard Plan offers. Some services may only be available for members who qualify. For questions, call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).

<p>1-866-799-5318 TTY: 711 wellcare.com/nc 7 a.m. to 6 p.m. Monday through Saturday</p> <p>Statewide (all 100 counties)</p>	<p>1-800-349-9855 TTY: 711 uhccommercialplans.com/nc 7 a.m. to 6 p.m. Monday through Saturday</p> <p>Statewide (all 100 counties)</p>	<p>1-844-594-5070 TTY: 711 healthyblue.com 7 a.m. to 6 p.m. Monday through Saturday</p> <p>Statewide (all 100 counties)</p>	<p>1-855-375-4811 TTY: 1-866-209-6421 aetnahealthcare.com 24 hours a day, 7 days a week</p> <p>Statewide (all 100 counties)</p>
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Carolina Complete Health is only available in the counties listed below:

Carolina Complete Health is only available in the following counties: Alamance, Alexander, Anson, Bladen, Brunswick, Cabarrus, Caswell, Catawba, Chatham, Cleveland, Columbus, Cumberland, Durham, Franklin, Gaston, Granville, Harnett, Hoke, Jones, Johnston, Lee, Lincoln, Mecklenburg, Montgomery, Moore, Nash, New Hanover, Orange, Perdue, Person, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union, Vance, Wake, Warren, Wilson

NC Medicaid Direct

Read the NC Medicaid Direct added services. Some services may only be available for members who qualify. For questions, call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).

<p>NC Medicaid Direct</p> <p>1-888-245-8778 8 a.m. to 6 p.m. Monday through Friday</p>	<p>Other Services</p> <ul style="list-style-type: none"> • Community Living and Support • Community Provider • Individual and Transitional Support • Respite • Supported Employment Services • Transitional Living Services
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The six Local Management Entity-Managed Care Organizations (LME-MCOs) serve the following counties:

Alamance Health: Cumberland, Graham, Johnston, Moore, Orange, Wake

Asheboro Health: Davidson, Guilford, Harnett, Hoke, Jones, Johnston, Lee, Lincoln, Mecklenburg, Montgomery, Moore, Nash, New Hanover, Orange, Perdue, Person, Richmond, Robeson, Rowan, Sampson, Scotland, Stanly, Union, Vance, Wake, Warren, Wilson

Charlotte Health Management: Burke, Cabarrus, Catawba, Cleveland, Davie, Forsyth, Guilford, Iredell, Lincoln, Rutherford, Stanly, Surry, Union, Yadkin

Cardinal Center: Anson, Davidson, Guilford, Harnett, Hoke, Jones, Johnston, Lee, Lincoln, Mecklenburg, Moore, Randolph, Rowan, Scotland

Partners Health Resources: Bladen, Bertie, Blount, Brunswick, Camden, Carteret, Chatham, Cherokee, Clay, Columbus, Currituck, Dare, Gates, Halifax, Hertford, Horry, Jones, Marion, Nash, New Hanover, Northampton, Onslow, Perdue, Pasquotank, Person, Pender, Perquimans, Pitt, Spivey, Washington

Vaya Health: Alamance, Alexander, Alleghany, Ashe, Avery, Beaufort, Cabarrus, Caswell, Catawba, Chatham, Cherokee, Clay, Franklin, Graham, Guilford, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Moore, Person, Polk, Swain, Transylvania, Wayne, Wilkes, Yadkin

EBCI Tribal Option

Read the EBCI Tribal Option added services. Some services may only be available for members who qualify. For questions, call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).

1-800-260-9992
TTY: 711
EBCItribaloption.com
8 a.m. to 4:30 p.m.
Monday through Friday

Only available in the counties listed below:

Added Services

Education

- Up to \$250 Graduate Equivalency Degree (GED) exam voucher, materials and life skills training
- Up to \$750 voucher for Associate Degree tuition and materials
- Up to \$250 voucher for a computer if accepted and enrolled full time in an institution of higher education

Prepaid

- Up to \$75 in gift cards if go to prenatal appointments

Wellness

- Others of nutrition, cooking, and exercise classes

Youth

- 4 full sport shoes per calendar year
- Car safety seat with installation and use education

Other

- Christian Language classes and supplemental learning materials
- Transportation for job training and other activities to implement person's care plan

EBCI Tribal Option is only available in the following counties: Buncombe, Clay, Cherokee, Graham, Haywood, Henderson, Jackson, Macon, Madison, Swain, Transylvania

Your Tailored Plan is based on the county that manages your Medicaid case. Alliance Health is only available in these counties: Cumberland, Durham, Johnston, Mecklenburg, Orange, Wake

Please turn the page for added services

Sample Transition Notice – Tailored Plan Only

Health Care Option Guide: Only TP page for the Administrative County



Questions? Go to ncmedicaidplans.gov. Or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.

NOTICE TO PEOPLE WHO ARE BEING AUTO-ENROLLED IN THE TAILORED PLAN AND CANNOT CHOOSE A DIFFERENT HEALTH PLAN
NC MEDICAID 20220691 V1.0

Patricia A. Jones
1234 Any Main Street
Raleigh, NC 27603-1000

August 1, 2022

Dear Patricia A. Jones,

Patricia A. Jones is enrolled in NC Medicaid Direct.

NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are not in NC Medicaid Managed Care. It includes care coordination by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe). Six Local Management Entity-Managed Care Organizations (LME-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI).

There will be a new way to get Medicaid health care

Starting December 1, 2022, NC Medicaid will have a new type of NC Medicaid Managed Care health plan. It is called the Behavioral Health and Intellectual/Developmental Disabilities (IDD) Tailored Plan (Tailored Plan).

The Tailored Plan is a North Carolina Medicaid and NC Health Choice health plan. It offers:

- Physical health, pharmacy, care coordination and behavioral health services for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (IDDs) or traumatic brain injuries (TBIs).
- Services for special populations, including Innovators and TBI Waiver participants and Waiver waitlist individuals.
- Added services for members who qualify. The added services are listed on the Health Care Option Guide.

More on back ►

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You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at **1-833-870-5500**.

For a full list of services the Tailored Plan offers, go to the [Learn](https://ncmedicaidplans.gov) page at ncmedicaidplans.gov.

The Tailored Plan will have a provider network (group). It includes doctors, therapists, specialists, hospitals and other health care facilities. They give you the health care services you need. You will need to get care from a provider in the Tailored Plan's provider network. For a full list of providers, go to the [Find](https://ncmedicaidplans.gov) page at ncmedicaidplans.gov.

The Tailored Plan must have enough network hospitals and providers for you to get covered services near you and in a timely way. To learn more, go to the [Find](https://ncmedicaidplans.gov) page at ncmedicaidplans.gov.

To learn more about NC Medicaid Managed Care and changes to the Medicaid program, go to ncmedicaidplans.gov.

Some things will stay the same

Medicaid eligibility rules and processes are not changing.

The people below are enrolled in Alliance Health (Tailored Plan) starting December 1, 2022

Alliance Health is the Tailored Plan that serves your county. The Tailored Plan offers the services you may need for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI). You will start getting health care services from the Tailored Plan on the start date below. Until then, you will get care and services the way you do now.

Name / ID Number	Tailored Plan / Start date / Phone
Patricia A. Jones XXXX-XX-XXXX	Alliance Health December 1, 2022 1-800-510-9132

After December 1, 2022, you will get health care services from the Tailored Plan listed above unless:

- You qualify for a different health care option,
- You no longer qualify for the Tailored Plan, or
- You move out of the Tailored Plan's service area.

To learn more about why you qualify for the Tailored Plan, go to the [Learn](https://ncmedicaidplans.gov) page at ncmedicaidplans.gov. Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).

More on next page ►

MEDICAID EB TP IATP-ENG 220822

ncmedicaidplans.gov | **1-833-870-5500** (TTY: 711 or RelayNC.com)

Choose your primary care provider (PCP) and Tailored Care Management provider by October 14, 2022

Your PCP is a doctor, nurse practitioner, physician assistant or other provider. They care for your health, coordinate your needs, and refer you to specialists when you need them. The Tailored Plan can tell you which PCPs are in their provider network. Even if you have a PCP, you need to choose a PCP in the Tailored Plan's provider network.

Your Tailored Care Management provider helps coordinate your services and support needs. The Tailored Plan can tell you which Tailored Care Management providers are in their provider network. Your PCP may be your Tailored Care Management provider. The Tailored Plan can tell you which PCPs are also Tailored Care Management providers.

To choose a PCP and Tailored Care Management provider, call the Tailored Plan listed in this letter. If you don't choose a PCP and Tailored Care Management provider by October 14, 2022, the Tailored Plan will choose one for you.

For a full a list of providers, including PCPs and Tailored Care Management providers in the Tailored Plan's provider network, go to the [Find](https://ncmedicaidplans.gov) page at ncmedicaidplans.gov.

What happens next?

The Tailored Plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call the Tailored Plan at the number listed on your ID card.

If you want to leave the Tailored Plan (Disenrollment)

Enrollment in the Tailored Plan is mandatory (required). This means you cannot choose a different health care option.

You qualify for the Tailored Plan because it offers health care services you may need for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI). Your Tailored Plan is based on the county that manages your Medicaid case.

Only one Tailored Plan serves each county in North Carolina. You can't choose a different Tailored Plan. If the county that manages your Medicaid case changes, you will be moved to the Tailored Plan that serves that county.

To learn more about your choices and the services offered:

- Go to ncmedicaidplans.gov
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](https://play.google.com/store/apps/details?id=com.ncmedicaid) or the [App Store](https://appstore.apple.com/us/app/nc-medicaid-managed-care).

More on back ►

MEDICAID EB TP IATP-ENG 220822

ncmedicaidplans.gov | **1-833-870-5500** (TTY: 711 or RelayNC.com)

- Call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).
- Read the Health Care Option Guide that came with this letter.

You may ask to leave the Tailored Plan at any time and for any reason.

To learn how to leave the Tailored Plan (disenrollment), read "Know Your NC Medicaid Health Care Options" that came with this letter.

If you leave the Tailored Plan, but then need a service only the Tailored Plan offers, you can ask to move back to the Tailored Plan at any time. If you still qualify for the Tailored Plan, you will be moved back. If you no longer qualify, you can fill out the [Request to Move to the Tailored Plan: Beneficiary Form](https://ncmedicaidplans.gov). Or your provider can fill out the [Request to Move to the Tailored Plan: Provider Form](https://ncmedicaidplans.gov). You can find both forms at ncmedicaidplans.gov. Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).

Remember: You may need certain services for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI) that only the Tailored Plan offers.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the "chat" tool on the website. Or call us at 1-833-870-5500 (TTY: 711 or RelayNC.com). Our extended hours are from 7 a.m. to 7 p.m., Monday through Friday and 7 a.m. to 5 p.m. on Saturday. The call is toll free. You may need your Medicaid ID number when you call or go to the website.

You can get the information at ncmedicaidplans.gov in print. To ask for a free copy, call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com). Or use the "chat" tool on the website. We will send this information within 5 business days.

NC Medicaid Ombudsman

The NC Medicaid Ombudsman can offer help if you cannot get access to health care, connect to other resources, and help you understand your rights and responsibilities.

Go to ncmedicaidombudsman.org. Or call 1-877-201-3750, 8 a.m. to 5 p.m., Monday through Friday. The call is toll free.

Thank you.

NC Medicaid Team

MEDICAID EB TP IATP-ENG 220822

ncmedicaidplans.gov | **1-833-870-5500** (TTY: 711 or RelayNC.com)

Sample Transition Notice – Tailored Plan Opt-in

Health Care Option Guide: TP page – administrative county NC Medicaid Direct page



Questions? Go to ncmedicaidplans.gov. Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com). We can speak with you in other languages.

NOTICE TO PEOPLE WHO ARE STAYING IN THEIR CURRENT HEALTH CARE OPTION BUT CAN CHOOSE THE TAILORED PLAN; OTHER OPTIONS INCLUDE NC MEDICAID DIRECT
NC MEDICAID 20220619 V1.0

Patricia A. Jones
1234 Any Main Street
Raleigh, NC 27603-1000
August 1, 2022

Dear Patricia A. Jones,
Patricia A. Jones is enrolled in NC Medicaid Direct.

NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are not in NC Medicaid Managed Care. It includes care coordination by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe), Six Local Management Entity-Managed Care Organizations (LME-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI).

There will be a new way to get Medicaid health care

Starting December 1, 2022, NC Medicaid will have a new type of NC Medicaid Managed Care health plan. It is called the Behavioral Health and Intellectual/Developmental Disabilities (IIDD) Tailored Plan (Tailored Plan).

- The Tailored Plan is a North Carolina Medicaid and NC Health Choice health plan. It offers:
 - Physical health, pharmacy, care coordination and behavioral health services for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (IDDs) or traumatic brain injuries (TBIs).
 - Services for special populations, including Innovations and TBI Waiver participants and Waiver waitlist individuals.
 - Added services for members who qualify. The added services are listed on the Health Care Option Guide.

[More on back](#) ▶

MEDICAID EB TP IATPM-ENG 220822

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at 1-833-870-5500.

For a full list of services the Tailored Plan offers, go to the [Learn](https://ncmedicaidplans.gov) page at ncmedicaidplans.gov.

The Tailored Plan will have a provider network (group). It includes doctors, therapists, specialists, hospitals and other health care facilities. They give you the health care services you need. For a full list of providers, go to the [Find](https://ncmedicaidplans.gov) page at ncmedicaidplans.gov.

The Tailored Plan must have enough network hospitals and providers for you to get covered services near you and in a timely way. To learn more, go to the [Find](https://ncmedicaidplans.gov) page at ncmedicaidplans.gov.

To learn more about NC Medicaid Managed Care and changes to the Medicaid program, go to ncmedicaidplans.gov.

Some things will stay the same

Medicaid eligibility rules and processes are not changing.

The people below will stay in their current health care option

Name / ID Number	Health care option
Patricia A. Jones XXX-XX-XXXX	NC Medicaid Direct

If you want to keep your current health care option, you do not have to do anything.

If you want to choose the Tailored Plan

You can choose the Tailored Plan at any time. Enrollment in the Tailored Plan is voluntary. This means you have other choices.

You qualify for the Tailored Plan because it offers the health care services you may need for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI). To learn more about why you qualify for the Tailored Plan, go to the [Learn](https://ncmedicaidplans.gov) page at ncmedicaidplans.gov. Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).

[More on next page](#) ▶

MEDICAID EB TP IATPM-ENG 220822

ncmedicaidplans.gov | 1-833-870-5500 (TTY: 711 or RelayNC.com)

To learn more about the Tailored Plan and the services offered:

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for NC Medicaid Managed Care on [Google Play](https://www.google.com) or the [App Store](https://www.apple.com).
- Call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).
- Read the Health Care Option Guide that came with this letter.

These are all your health care options

- Tailored Plan - The Tailored Plan is a North Carolina Medicaid and NC Health Choice health plan. It offers physical health, pharmacy, care coordination and behavioral health services. It is for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (IDDs) or traumatic brain injuries (TBIs). The Tailored Plan provides Tailored Care Management to help coordinate services and support needs. It offers added services for members who qualify.
- NC Medicaid Direct - NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are not in NC Medicaid Managed Care. It includes care coordination by Community Care of North Carolina (CCNC), the primary care case management entity (PCCMe), Six Local Management Entity-Managed Care Organizations (LME-MCOs) coordinate services for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI).

If you change to the Tailored Plan November 30, 2022, the new Tailored Plan will start on December 1, 2022

After you enroll, the Tailored Plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call the Tailored Plan at the number listed on your ID card.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the "chat" tool on the website. Or call us at 1-833-870-5500 (TTY: 711 or RelayNC.com). Our extended hours are from 7 a.m. to 7 p.m., Monday through Friday and 7 a.m. to 5 p.m. on Saturday. The call is toll free. You may need your Medicaid ID number when you call or go to the website.

[More on back](#) ▶

MEDICAID EB TP IATPM-ENG 220822

ncmedicaidplans.gov | 1-833-870-5500 (TTY: 711 or RelayNC.com)

You can get the information at ncmedicaidplans.gov in print. To ask for a free copy, call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com). Or use the "chat" tool on the website. We will send this information within 5 business days.

NC Medicaid Ombudsman

The NC Medicaid Ombudsman can offer help if you cannot get access to health care, connect you to other resources, and help you understand your rights and responsibilities.

Go to ncmedicaidombudsman.org. Or call 1-877-201-3750, 8 a.m. to 5 p.m., Monday through Friday. The call is toll free.

Thank you,
NC Medicaid Team

Sample Transition Notice – Tailored Plan & Standard Plan

Health Care Option Guide:
TP page – administrative county
SP page – Four or five plans depending on residential county



Questions? Go to ncmedicaid.gov. Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com). We can speak with you in other languages.

NOTICE TO PEOPLE WHO ARE BEING AUTO-ENROLLED IN THE TAILORED PLAN BUT CAN CHOOSE A STANDARD PLAN
 NC MEDICAID VERSION 1.0

Patricia A. Jones
 1234 Any Main Street
 Raleigh, NC 27603-1000

August 1, 2022

Dear Patricia A. Jones,
 Patricia A. Jones is enrolled in WellCare (Standard Plan).

A **Standard Plan** is a North Carolina Medicaid and NC Health Choice health plan. It offers physical health, pharmacy, care coordination and basic behavioral health services for members. Standard Plans offer added services for members who qualify.

There will be a new way to get Medicaid health care

Starting December 1, 2022, NC Medicaid will have a new type of NC Medicaid Managed Care health plan. It is called the Behavioral Health and Intellectual/Developmental Disabilities (BIDD) Tailored Plan (Tailored Plan).

The Tailored Plan is a North Carolina Medicaid and NC Health Choice health plan. It offers:

- Physical health, pharmacy, care coordination and behavioral health services for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (IDDs) or traumatic brain injuries (TBIs).
- Services for special populations, including Innovations and TBI Waiver participants and Waiver waitlist individuals.
- Added services for members who qualify. The added services are listed on the Health Care Option Guide.

For a full list of services the Tailored Plan offers, go to the Learn page at ncmedicaidplans.gov.

More on back ▶

MEDICAID EB 79-WFPA-ENG 2022E

You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at 1-833-870-5500.

The Tailored Plan will have a provider network (group). It includes doctors, therapists, specialists, hospitals and other health care facilities. They give you the health care services you need. You will need to get care from a provider in the Tailored Plan's provider network. For a full list of providers, go to the Find page at ncmedicaidplans.gov.

The Tailored Plan must have enough network hospitals and providers for you to get covered services near you and in a timely way. To learn more, go to the Find page at ncmedicaidplans.gov. To learn more about NC Medicaid Managed Care and changes to the Medicaid program, go to ncmedicaidplans.gov.

Some things will stay the same
 Medicaid eligibility rules and processes are not changing.

The people below are enrolled in Vaya Health (Tailored Plan) starting December 1, 2022

Vaya Health is the Tailored Plan that serves your county. The Tailored Plan offers the services you may need for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI). You will start getting health care services from the Tailored Plan on the start date below. Until then, you will get care and services the way you do now.

Name / ID Number	Tailored Plan / Start date / Phone
Patricia A. Jones XXXX-XXXX	Vaya Health December 1, 2022 1-800-962-9003

After December 1, 2022, you will get health care services from the Tailored Plan listed above unless:

- You choose to get health care services from a different health care option,
- You no longer qualify for the Tailored Plan, or
- You move out of the Tailored Plan's service area.

To learn more about why you qualify for the Tailored Plan, go to the Learn page at ncmedicaidplans.gov. Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).

More on back ▶

More on next page ▶

MEDICAID EB 79-WFPA-ENG 2022E

ncmedicaidplans.gov | 1-833-870-5500 (TTY: 711 or RelayNC.com)

Choose your primary care provider (PCP) and Tailored Care Management provider by October 14, 2022

Your PCP is a doctor, nurse practitioner, physician assistant or other provider. They care for your health, coordinate your needs, and refer you to specialists when you need them. The Tailored Plan can tell you which PCPs are in their provider network. Even if you have a PCP, you need to choose a PCP in the Tailored Plan's provider network.

Your Tailored Care Management provider helps coordinate your services and support needs. The Tailored Plan can tell you which Tailored Care Management providers are in their provider network. Your PCP may be your Tailored Care Management provider. The Tailored Plan can tell you which PCPs are also Tailored Care Management providers.

To choose a PCP and Tailored Care Management provider, call the Tailored Plan listed in this letter. If you don't choose a PCP and Tailored Care Management provider by October 14, 2022, the Tailored Plan will choose one for you.

For a full list of providers, including PCPs and Tailored Care Management providers in the Tailored Plan's provider network, go to the Find page at ncmedicaidplans.gov.

What happens next?

The Tailored Plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call the Tailored Plan at the number listed on your ID card.

If you want to leave the Tailored Plan (Disenrollment)

Enrollment in the Tailored Plan is voluntary. This means you have other choices.

You qualify for the Tailored Plan because it offers health care services you may need for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI). Your Tailored Plan is based on the county that manages your Medicaid case.

Only one Tailored Plan serves each county in North Carolina. You can't choose a different Tailored Plan. If the county that manages your Medicaid case changes, you will be moved to the Tailored Plan that serves that county.

You can get health care services from the health care option listed below:

- Standard Plan
- To learn more about your choices and the services offered:
 - Go to ncmedicaidplans.gov
 - Use the NC Medicaid Managed Care mobile app. To get the free app, search for NC Medicaid Managed Care on [Google Play](https://www.google.com) or the [App Store](https://www.apple.com).
 - Call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).
 - Read the Health Care Option Guide that came with this letter.

You may ask to change your health care option at any time and for any reason.

To learn how to change your health care option (disenrollment), read "Know Your NC Medicaid Health Care Options" that came with this letter.

If you change your health care option, but then need a service only the Tailored Plan offers, you can ask to move back to the Tailored Plan at any time. If you still qualify for the Tailored Plan, you will be moved back. If you no longer qualify, you can fill out the Request to Move to the Tailored Plan Beneficiary Form. Or your provider can fill out the Request to Move to the Tailored Plan Provider Form. You can find both forms at ncmedicaidplans.gov. Or call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com).

Remember: You may need certain services for a mental health disorder, substance use disorder, intellectual/developmental disability (IDD) or traumatic brain injury (TBI) that only the Tailored Plan offers.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the "chat" tool on the website. Or call us at 1-833-870-5500 (TTY: 711 or RelayNC.com). Our extended hours are from 7 a.m. to 7 p.m., Monday through Friday and 7 a.m. to 5 p.m. on Saturday. The call is toll free. You may need your Medicaid ID number when you call or go to the website.

You can get the information at ncmedicaidplans.gov in print. To ask for a free copy, call us toll free at 1-833-870-5500 (TTY: 711 or RelayNC.com). Or use the "chat" tool on the website. We will send this information within 5 business days.

More on back ▶

MEDICAID EB 79-WFPA-ENG 2022E

ncmedicaidplans.gov | 1-833-870-5500 (TTY: 711 or RelayNC.com)

NC Medicaid Ombudsman

The NC Medicaid Ombudsman can offer help if you cannot get access to health care, connect you to other resources, and help you understand your rights and responsibilities. Go to ncmedicaidombudsman.org. Or call 1-877-201-3750, 8 a.m. to 5 p.m., Monday through Friday. The call is toll free.

Thank you,
 NC Medicaid Team

More on next page ▶

MEDICAID EB 79-WFPA-ENG 2022E

ncmedicaidplans.gov | 1-833-870-5500 (TTY: 711 or RelayNC.com)

ncmedicaidplans.gov | 1-833-870-5500 (TTY: 711 or RelayNC.com)

Resources

To learn more, please visit:

- NC Medicaid Managed Care County Playbook
 - Link to access: [County Playbook: Medicaid Managed Care | NC Medicaid \(ncdhhs.gov\)](#)
- NC Medicaid Enrollment Broker
 - Link to access: [Home | NC Medicaid Managed Care \(ncmedicaidplans.gov\)](#)
- NC Medicaid Website
 - Link to access: <https://medicaid.ncdhhs.gov/reports/dashboards>

Questions?



Next Steps

Next Steps

Tailored Care Management TAG Members

- We welcome feedback on everything

Department

- Discuss feedback received during today's Tailored Care Management TAG meeting
- Prepare for August 26 Tailored Care Management TAG session

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 2022 Meetings:

August 26, September 23, October 28

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](#))

Appendix

Qualified Professional Definition

10A North Carolina Administrative Code 27G.0104 STAFF DEFINITIONS

"Qualified professional" means, within the mh/dd/sas system of care:

- (a) an individual who holds a license, provisional license, certificate, registration or permit issued by the governing board regulating a human service profession, except a registered nurse who is licensed to practice in the State of North Carolina by the North Carolina Board of Nursing who also has four years of full-time accumulated experience in mh/dd/sa with the population served; or
- (b) a graduate of a college or university with a Masters degree in a human service field and has one year of full-time, post-graduate degree accumulated mh/dd/sa experience with the population served, or a substance abuse professional who has one year of full-time, post-graduate degree accumulated supervised experience in alcoholism and drug abuse counseling; or
- (c) a graduate of a college or university with a bachelor's degree in a human service field and has two years of full-time, post-bachelor's degree accumulated mh/dd/sa experience with the population served, or a substance abuse professional who has two years of full-time, post-bachelor's degree accumulated supervised experience in alcoholism and drug abuse counseling; or
- (d) a graduate of a college or university with a bachelor's degree in a field other than human services and has four years of full-time, post-bachelor's degree accumulated mh/dd/sa experience with the population served, or a substance abuse professional who has four years of full-time, post-bachelor's degree accumulated supervised experience in alcoholism and drug abuse counseling.

Tailored Plan Criteria Review

NC Medicaid is responsible for managing and maintaining Tailored Plan enrollment criteria. Identification for Tailored Plan enrollment will continue to be an ongoing process. Approximately 175,000 beneficiaries will be eligible for the Tailored Plan, and more accurate numbers will be made available after Tailored Plan Criteria Review.

August 1, 2022

Programs:

- Innovations Waiver (or waiting list)
- TBI Waiver (or waiting list)
- Transition to Community Living (TCL)

Tailored Plan-only services:

- Have used a Medicaid service that will be available only through the Tailored Plan
- Have used a mental health, substance use, I/DD or TBI service funded with state, local, or federal or non-Medicaid funds

Diagnoses:

- Children with complex needs
- Have a qualifying I/DD diagnosis code
- Qualifying mental illness or substance use disorder diagnosis code, and used a Medicaid-covered enhanced behavioral health service during the lookback period*
- Psychotic disorder (primary or secondary to a mood disorder), use of clozapine or a long-acting injectable antipsychotic medication, or receive electroconvulsive therapy (ECT) during the lookback period*

Admissions/visits:

- Admission to a state psychiatric hospital or Alcohol and Drug Abuse Treatment Center (ADATC), including but not limited to, individuals who have had one or more involuntary treatment episodes in a State-owned facility
- Two or more visits to the emergency department for a psychiatric problem; two or more psychiatric hospitalizations; or two or more episodes using behavioral health crisis services during the lookback period*

**The lookback period is 24 months*