

North Carolina Department of Health and Human Services (DHHS)

Tailored Care Management Technical Advisory Group (TAG) Meeting #8 (Conducted Virtually)

June 24, 2022

Tailored Care Management TAG Members	Organization
Erin Lewis	B&D Integrated Health Services
Lauren Clark	Coastal Horizons Center
Denita Lassiter (absent)	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)	UNC Center for Excellence in Community Mental Health
Sean Schreiber	Alliance Health
Beverly Gray	Eastpointe
Lynne Grey (absent)	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 (absent)	Consumer Representative
NC DHHS Staff Members	Title
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

Agenda

- Welcome and Roll Call
- Key Updates
- Workforce
- Public Comments
- Next Steps

Welcome, Roll Call, and Key Updates (slides 1-9) – Regina Manly

The Department provided an update on beneficiary choice period and auto-assignment for Tailored Care Management:

- The Department reviewed how beneficiaries can change their Tailored Care Management provider twice a year without cause and anytime with cause. A TAG member asked for confirmation regarding the yearly timeframe for member choice. The Department answered that typically, a year will be from July 1 to June 30. However, since plans start in December of 2022, the first year will be from December 1, 2022, to June 30, 2023, before beginning the regular cadence.
- A TAG member asked about the planned timeframe to have all of the NCQA site reviews completed. The Department answered that site reviews for round two should be complete by July 31, 2022.
- Multiple TAG members asked for the Department to provide additional clarity to members on the basic components of Tailored Care Management (e.g., care manager, care management agency). The Department replied that the state Medicaid agency and enrollment broker will send out informational packets to those who are Tailored Plan-eligible. Soon, members will be able to access information on Tailored Care Management on the Medicaid enrollment broker website and see the organizations providing Tailored Care Management in their area. Additionally, there is a Member team at the Department that is in charge of member engagement. The Department will invite the Member team to participate in a future TAG meeting to answer additional questions.
- Various TAG members had questions regarding how care management will work for the NC Medicaid Direct population. The Department explained that some members may be eligible for Tailored Care Management and other members will receive care coordination from CCNC for their physical health needs. The Department is working with CCNC to ensure the delivery of high-quality care coordination for the eligible population.

Workforce (slides 10-14) – Kelly Crosbie

The Department provided an overview of workforce shortages in North Carolina, and specifically, workforce shortages that may affect Tailored Care Management. The Department provided questions for TAG members to weigh in on and opened up the floor for discussion. TAG members provided the following feedback:

Quantifying Workforce Challenges:

The Department asked TAG members if they had quantitative data on the extent of Tailored Care Management workforce challenges, and various TAG members described the difficulty in determining the magnitude of the issue, as described below:

- A TAG member explained that quantifying Tailored Care Management workforce challenges is difficult, as it is directly related to how much people understand care management and whether or not they need or want it. There are various other unknowns, such as how many people will engage and how quickly that will happen, as well as how many people will be assigned to each Tailored Plan.

- A TAG member asked how the Department is thinking about the number of care managers needed given potential lack of members' engagement with Tailored Care Management early on. The Department responded that it has been discussing these issues internally and recognizes engagement may be low in the beginning.
- A TAG member flagged that the discrepancy between Tailored Plans and community organizations in pay and benefits is extreme and will continue to present a barrier to community-based, provider-led care management. The Department acknowledged that it is aware of these discrepancies and will continue to work with AMH+s, CMAs, and Tailored Plans to help address workforce challenges.
- Some TAG members are concerned that the salary assumptions used to develop the Tailored Care Management payment rates¹ are too high and will sway professionals in more clinical roles who meet care manager qualifications to leave those positions to become care managers.

Workforce Qualifications:

- Various TAG members asked about requirements and qualifications in order to become a care manager in North Carolina. There are concerns that qualified and experienced professionals will not be eligible to become care managers due to not meeting the required degree or educational requirements. The Department said that it would evaluate the current requirements and qualifications in order to potentially expand the pool of possible care managers.
- A TAG member expressed concern over continuity of care when it comes to care managers, as well as a lack of bilingual care managers who can communicate with non-English speaking members. It's a priority for the Department to build and train a bilingual care manager workforce, and the Department agrees that continuity of care for members is critically important.

Extenders:

- A TAG member stated that the current policy on care manager extenders is limiting, only allowing contacts to be made by the assigned care manager or extender. In times of a crisis, it would be helpful to have flexibility around this issue.
- A TAG member commented that it would be helpful to permit extenders to have qualifications beyond those listed in the current guidance.
- A participant asked how care managers will balance their time supervising extenders with providing Tailored Care Management to members. The participant proposed that a supervising care manager could also supervise extenders. The Department explained that its intent is for care managers to be the leaders of the care team, and the Department is exploring providing additional guidance to help clarify these types of questions.

¹ The Department's payment guidance and rates are available here: <https://medicaid.ncdhhs.gov/media/10742/download?attachment>

Public Comments and Next Steps (slides 15-18) – Kelly Crosbie

Throughout the discussion, participants provided the following comments:

- A participant asked if Tailored Care Management will go live on December 1, 2022, even if Tailored Plans are not able to go live. The Department assured the group that the Department is planning for Tailored Plans to go live on the scheduled date.
- A participant asked if there is a Tailored Care Management database that can be established or maintained for any staff that may be working across multiple agencies. The Department stated that while such database does not currently exist, the Department will consider this approach as it could be a helpful tool.
- Due to limited time, the Department adjourned the meeting noting that workforce questions and concerns can continue to be discussed at a future TAG meeting. The Department is exploring providing additional guidance on some of these issues.

Tailored Care Management TAG members are encouraged to send any additional feedback or suggestions to Medicaid.TailoredCareMgmt@dhhs.nc.gov.