

# **Tailored Care Management Technical Advisory Group (TAG)**

*Meeting #30*

*Tailored Care Management Updates and NC  
Medicaid Ambassador Initiative*

May 21, 2024

# Announcement

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

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

# Agenda

- **Tailored Care Management Payment Rate Update**
- **Tailored Plan Launch**
- **Launch of Healthy Opportunities Pilots for Tailored Care Management-Eligible Populations**
- **Additional Tailored Care Management Updates**
  - **Change of TAG Meeting Time**
  - **Newsletter Frequency Update**
  - **TCL Update**
- **NC Medicaid Ambassador Initiative**
- **Public Comments**

# **Welcome and Roll Call**

# Department of Health and Human Services

Kristen Dubay, MPP	Andrew Clendenin, MSW	Loul Alvarez, MPA	Regina Manly, MSA	Eumeka Dudley, MHS	Gwendolyn Sherrod, MBA, MHA	Tierra Leach, MS, LCMHC-A, NCC
Chief Population Health Officer	Deputy Director, Population Health	Associate Director, Population Health	Senior Program Manager, Tailored Care Management	Program Lead, Tailored Care Management	Program Lead, Tailored Care Management	Program Specialist, Tailored Care Management

Contact: [Medicaid.TailoredCareMgmt@dhhs.nc.gov](mailto:Medicaid.TailoredCareMgmt@dhhs.nc.gov)



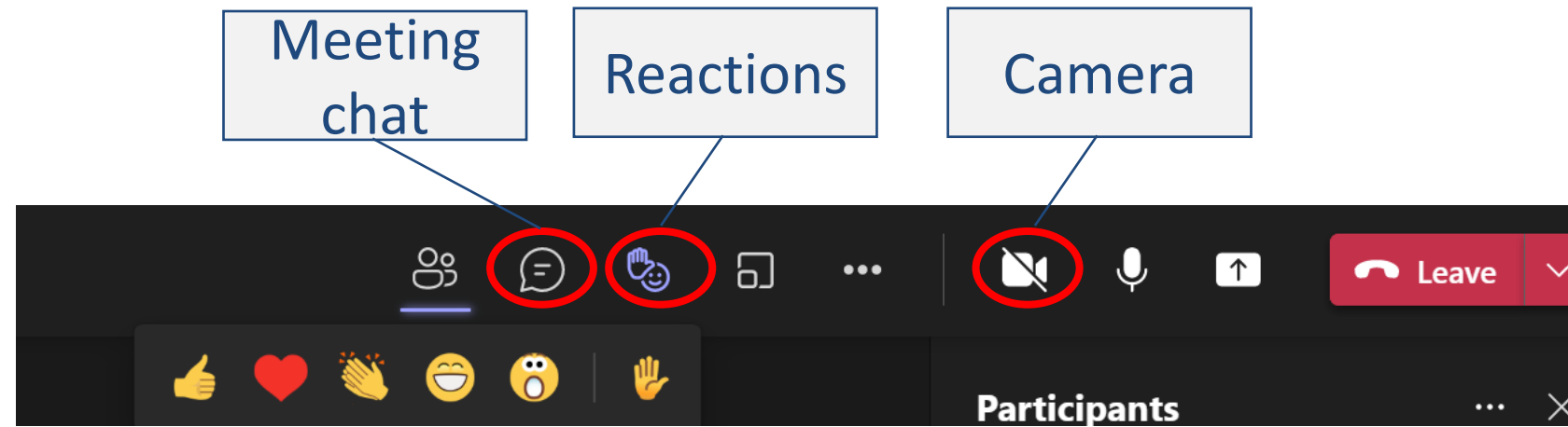
NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

# Tailored Care Management TAG Membership

Name	Organization	Stakeholder
Erin Lewis	B&D Integrated Health Services	Provider Representative
Julie Quisenberry	Coastal Horizons Center	Provider Representative
Billy West	Daymark	Provider Representative
Denita Lassiter	Dixon Social Interactive Services	Provider Representative
Luevelyn Tillman	Greater Vision Counseling and Consultants	Provider Representative
Keischa Pruden	Integrated Family Services, PLLC	Provider Representative
Haley Huff	Pinnacle Family Services	Provider Representative
Sandy Feutz	RHA	Provider Representative
Lisa Poteat	The Arc of NC	Provider Representative
Eleana McMurry, LCSW	UNC Center for Excellence in Community Mental Health	Provider Representative
Donna Stevenson	Alliance Health	Tailored Plan Awardee
Lynne Grey	Partners Health Management	Tailored Plan Awardee
Cindy Ehlers	Trillium Health Resources	Tailored Plan Awardee
Chris Bishop	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
Jonathan Ellis	N/A	Consumer Representative
Alicia Jones	N/A	Consumer Representative

# Increasing Engagement

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



# **Tailored Care Management Payment Rate Update**



# Tailored Care Management Payment Rate Update

**The Department plans to extend the temporary payment rate increase of \$343.97 through December 31, 2024.**

- The change will be confirmed via a public notice in the coming weeks, and the Department will be submitting an updated Health Home SPA for CMS to approve this change.
- The temporary add-on payment for Innovations and TBI waiver participants and for members obtaining 1915(i) services is \$79.73.
- Effective January 1, 2025, the payment rate will be \$294.86 for each member with a qualifying contact.
- The Department does not anticipate any additional extensions on the payment rate increase. As providers plan for the year ahead, please take into account the final payment rates and implications for their organizations.

# Tailored Plan Launch

# Tailored Plan Launch Toolkit

With Tailored Plans set to launch on July 1, 2024, the Department developed a [toolkit of resources](#) that can be used by AMH+s/CMAAs and other stakeholders to promote and educate members and the broader community about Tailored Plans. The toolkit includes:

- Webpage
- PowerPoint deck
- Flyer
- Set of social media content and graphics (*see social media post to the right*)
- Stakeholder email template

*All toolkit resources are available in English and Spanish.*



## Discussion

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**Are there specific questions/topics on Tailored Plan launch that you would like us to cover in future TAG meetings?**

# **Launch of Healthy Opportunities Pilots for Tailored Care Management-Eligible Populations**

# Celebrating Healthy Opportunities Pilots (HOP) Launch for LME/MCO Populations Eligible for Tailored Care Management

On May 15, 2024, HOP officially launched in the three HOP regions for LME/MCO members eligible for Tailored Care Management.

- Through participation in HOP, care management teams are supporting North Carolina Medicaid members in accessing evidence-based, non-medical interventions related to housing, food, transportation and interpersonal safety and toxic stress needs.
- Care management teams participating in HOP are contributing to an innovative and nationally recognized initiative that will shape North Carolina's Medicaid program.
- **The Department is grateful for your partnership and efforts to help bring North Carolina Medicaid members important services and support!**



*The following slides include an overview of HOP, eligibility criteria, and information on provider participation in HOP.*

# Why Do We Need the Healthy Opportunities Pilots?

**The Healthy Opportunities Pilot (HOP) program present an unprecedented opportunity to provide selected evidence-based, non-medical interventions to Medicaid enrollees to address social needs.**

- Access to high-quality medical care is critical, but research shows up to 80 percent of a person’s health is determined by social and environmental factors and the behaviors that emerge as a result.
- HOP entities—including LME/MCOs, Care Management Teams, Network Leads, and Human Service Organizations—will all play coordinated but distinct roles to provide “whole person care” to HOP enrollees.
- HOP will test the impact of offering non-medical services on health outcomes and costs, with the ultimate goal of making them statewide offerings of the Medicaid managed care program



# Who is Eligible to Receive HOP Services?

To qualify for HOP services, Medicaid Direct members must be enrolled in Tailored Care Management, live in a HOP region, and have:



## At least one Physical/Behavioral Health Criteria: (varies by population)

- **Adults** (e.g., having two or more qualifying chronic conditions, including SUD, chronic mental illness, obesity.)
- **Pregnant Women** (e.g., chronic condition likely to complicate pregnancy, including mental illness)
- **Children, ages 0-20** (e.g., three or more categories of adverse childhood experiences)



## At least one Social Risk Factor:

- Homeless and/or housing insecure
- Food insecure
- Transportation insecure
- At risk of, witnessing or experiencing interpersonal violence

**Some HOP services also have minimum eligibility criteria and other restrictions.** For example, the “Housing Move-In Support Service” is only available for members who are receiving concurrent housing case management and moving for a qualifying reason, such as transitioning from homelessness to stable housing.



# What Services Can Members Receive Through HOP?

North Carolina's HOP Service Fee Schedule defines and prices 29 services that Human Service Organizations can offer as part of HOP. Examples include:



## Food

- Linkages to community-based food resources (e.g., SNAP/WIC application support)
- Nutrition and cooking education
- Fruit and vegetable prescriptions and healthy food boxes/meals
- Medically tailored meal delivery



## Housing

- Housing navigation, support and sustaining services
- Housing quality and safety inspections and improvements
- One-time payment for security deposit and first month's rent
- Short-term post hospitalization housing



## Transportation

- Linkages to existing transportation resources
- Payment for transportation to support access to HOP services, (e.g., bus passes, taxi vouchers, ride-sharing credits)



## Interpersonal Safety

- Case management/advocacy for victims of violence
- Evidence-based parenting support programs
- Evidence-based home visiting services



## Cross-Domain

- Holistic high intensity enhanced case management
- Medical respite
- Linkages to health-related legal supports

# Provider Participation in HOP

Tailored Care Management providers interested in participating in HOP should contact their Tailored Plan to contract, then submit the [HOP Participation Form](#).

- HOP participation among Tailored Care Management providers is voluntary.
- Providers must provide a **minimum 90-day advanced notice** specifying their **desired launch date**.
- HOP participation will allow care managers to assess potentially eligible individuals and complete HOP referrals within NCCARE360.
- Providers who choose to participate in HOP will need to go through an **onboarding process with Unite Us**.
- There will be an additional **HOP add-on payment paid from LME/MCOs to AMH+/ CMA for Tailored Care Management services** rendered to HOP-enrolled members by delegated Care Management Entities (AMH+/CMA only).

# AMH+/CMA TCM Add-on Rate for HOP

## How will AMH+/CMAs know when we can bill the TCM add on for HOP?

- The HOP Add-on is billed for TCM Services rendered to HOP *Pilot-enrolled members*\* by delegated Care Management Entities (AMH+/CMA only). HOP enrollment shall be completed after confirming through NCCARE360 that the member is Pilot-enrolled.
- T1017 HA code must be billed on the same claim as the T1017 HT code on separate claim lines.
  - **T1017 HT** – applies to all Tailored Care Management service claims
  - **T1017 HA** – applies to Tailored Care Management service claims with the HOP Add-on

\*Member must be "Pilot-enrolled," which means receiving at least one Pilot service.

### To verify the member is Pilot-enrolled:

1. In NCCARE360, navigate to the member's Facesheet by utilizing the search bar or Clients tab
2. From the Facesheet, click on the Profile tab and scroll to the Social Care Coverage section to verify the member has active Provisional or non-Provisional Social Care Coverage
3. Once confirmed, click on the Cases tab to confirm the member has at least one open case with a Human Service Organization (HSO) providing a HOP service (Note: Authorizations pending the Health Plan's review, and referrals pending the HSO's acceptance will appear in the Referrals tab).

# **Additional Tailored Care Management Updates**

# TCL Update – Letter of Support

As part of the designation process for AMH+s/CMAs to be qualified to serve Transitions to Community Living (TCL) participants, they must receive a letter of support from the LME/MCO(s) in the region(s) they seek to serve. The LME/MCOs have revised the Letter of Support additional criteria as follows:

- The letter must attest that the LME/MCO has **reviewed at a minimum 5 and no more than 10 Person-Centered Plans from the AMH+/CMA per catchment.**
  - Previously, the LME/MCO was required to review a sample of 10 Person-Centered Plans per region/county the AMH+/CMA was seeking to serve. However, the LME/MCOs revised this to reduce the administrative burden on the plans and providers.

**AMH+s/CMAs that would like to seek the TCL Distinction may begin the application process whenever they feel their organization has the necessary documents to apply for TCL Distinction.**

# Change of TAG Meeting Time

The Department has received feedback from TAG committee members regarding changing the scheduled time of the TAG.

- Moving forward, **the Tailored Care Management TAG meeting will now be at 10:00 – 11:00am, every fourth Friday of the month, unless otherwise posted.**
- The Tailored Care Management TAG meeting cadence will remain the same, and **the next TAG meeting will be on June 28, 2024, from 10:00 – 11:00am.**

*Tailored Care Management TAG meeting schedule [here](#).*

## Newsletter Frequency Update

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**The Tailored Care Management newsletter will change from monthly to quarterly, effective this month.**

**The next newsletter will be distributed in July 2024.**

# **NC Medicaid Ambassador Initiative**

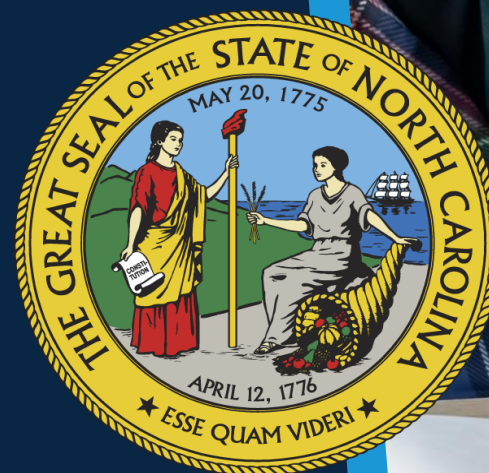


**NCMEDICAID**  
FOR MORE **PEOPLE**

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# NC Medicaid Ambassador Initiative

Monica Fuller Johnson, Engagement  
Manager



# MEDICAID AMBASSADOR CREATION

## Health Access Workgroup

- Started as a SMART goal for H.A.W
- Created to help increase access to care for future beneficiaries
- Partnered with Member Enrollment Workgroup to help ambassadors understand ePASS logistics

## Communications Team

- From “Enrollment ambassador to “Medicaid Ambassador” Initiative
- Partnered with Libraries and Community centers,
- Website created with a toolbox of materials that answer ambassadors’ common questions

## External Partner

- Hope to have an external partner lead the initiative
- This partner would have their own logo, potentially funding, and can encourage other organizations to become Medicaid Ambassadors

# MEDICAID AMBASSADOR INITIATIVE OVERVIEW

A network of organizations throughout the state to help potential beneficiaries with the Medicaid application process.

## Goals

- Lessen the workload of local Departments of Social Services
- Identify Medicaid Ambassadors in all 100 North Carolina counties
- Connect potential beneficiaries to a trusted community partner

## Confidentiality

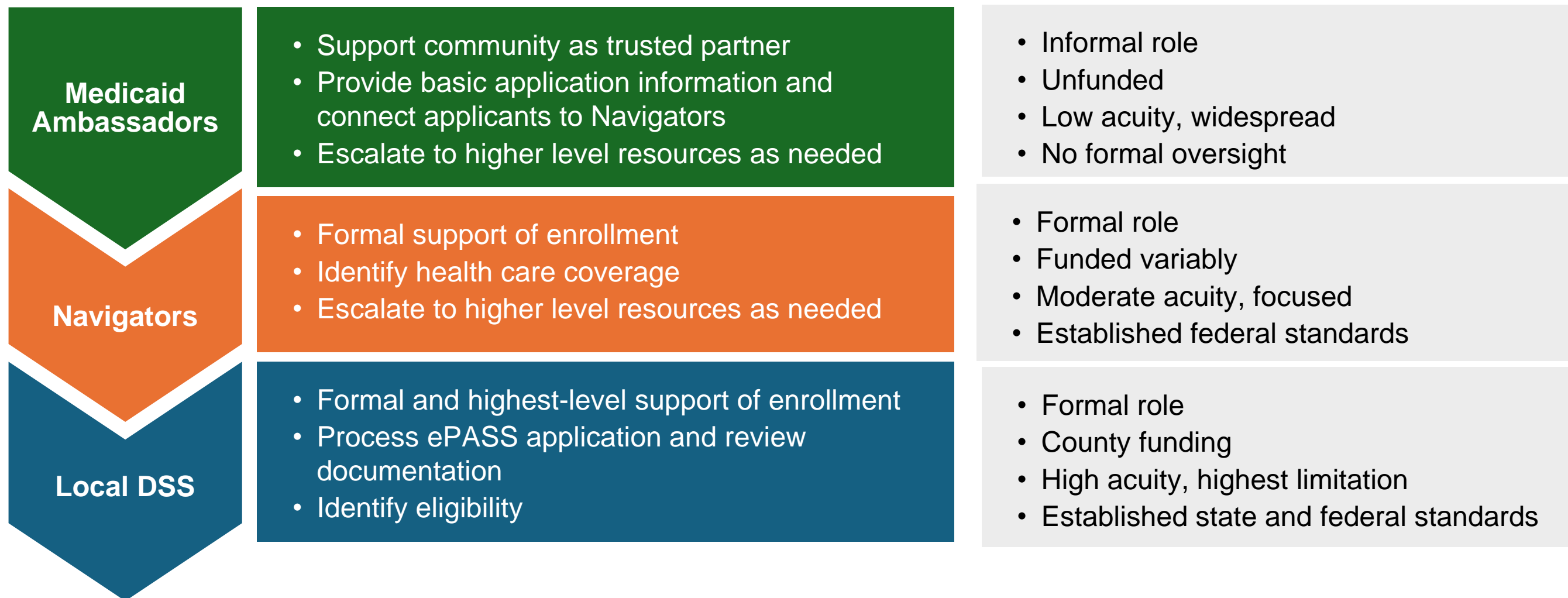
- Medicaid Ambassadors must have a signed confidentiality agreement with their organization stating that they will keep completely confidential all information provided by potential beneficiaries
- Medicaid Ambassadors will not collect or ask for Personally Identifiable Information (PII) or Protected Health Information (PHI).





# MEDICAID AMBASSADOR INITIATIVE

## Comparing roles: Enrollment Ambassador, Navigator and Local DSS



# MEDICAID AMBASSADOR INITIATIVE

The Medicaid Ambassador initiative will help:

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## **Potential Beneficiaries**

- Provide expanded resources to help complete the application process (computers, tech services etc.) and answer related questions
- Serve as an interactive resource to Medicaid Ambassador locations and share contact information to connect them to other supports

## **Local Departments of Social Services**

- Support beneficiaries and reduce some of the increased application assistance requested of local DSS with Medicaid expansion
- Increase the number of applications processed “straight through” without DSS touches
- Provide DSS with more complete applications, reducing the number of requests for additional information

# HOW TO BECOME A MEDICAID AMBASSADOR?

## Become a Medicaid Ambassador

Help people in your community! NC Medicaid Ambassadors:

- Walk people through the online Medicaid application ([ePASS](#) or [HealthCare.gov](#)) and answer application-related questions.
- Help people understand what information may be needed to complete an application.
- Refer someone to a NC Navigator or their local Department of Social Services (DSS) when needed.

You must be part of a community affiliated organization in order to become a Medicaid Ambassador.

[Apply to be a Medicaid Ambassador](#)

## Medicaid Ambassador Initiative Attestation Form

Apr 5, 2024

In completing this form, you agree that your organization's contact information will be publicized on the Medicaid Ambassador website. If you have questions, please email: [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov).

## Find a NC Medicaid Ambassador

- Find a volunteer NC Medicaid Ambassador in your county using the table below
- Contact them directly via their contact details below to arrange a time to talk.
- These are volunteers, so please be patient—responses may take a few days or more.
- Schedules do not include holidays. Please prioritize calling before walk-ins.

**No one in your county? Or don't get a response?** Make a free appointment with the [NC Navigator Consortium online](#) or call 1-855-733-3711. They can help you apply for NC Medicaid.

Show  entries

Search:

County Served	Medicaid Ambassador Organization
Alamance	We Are Down Home NC

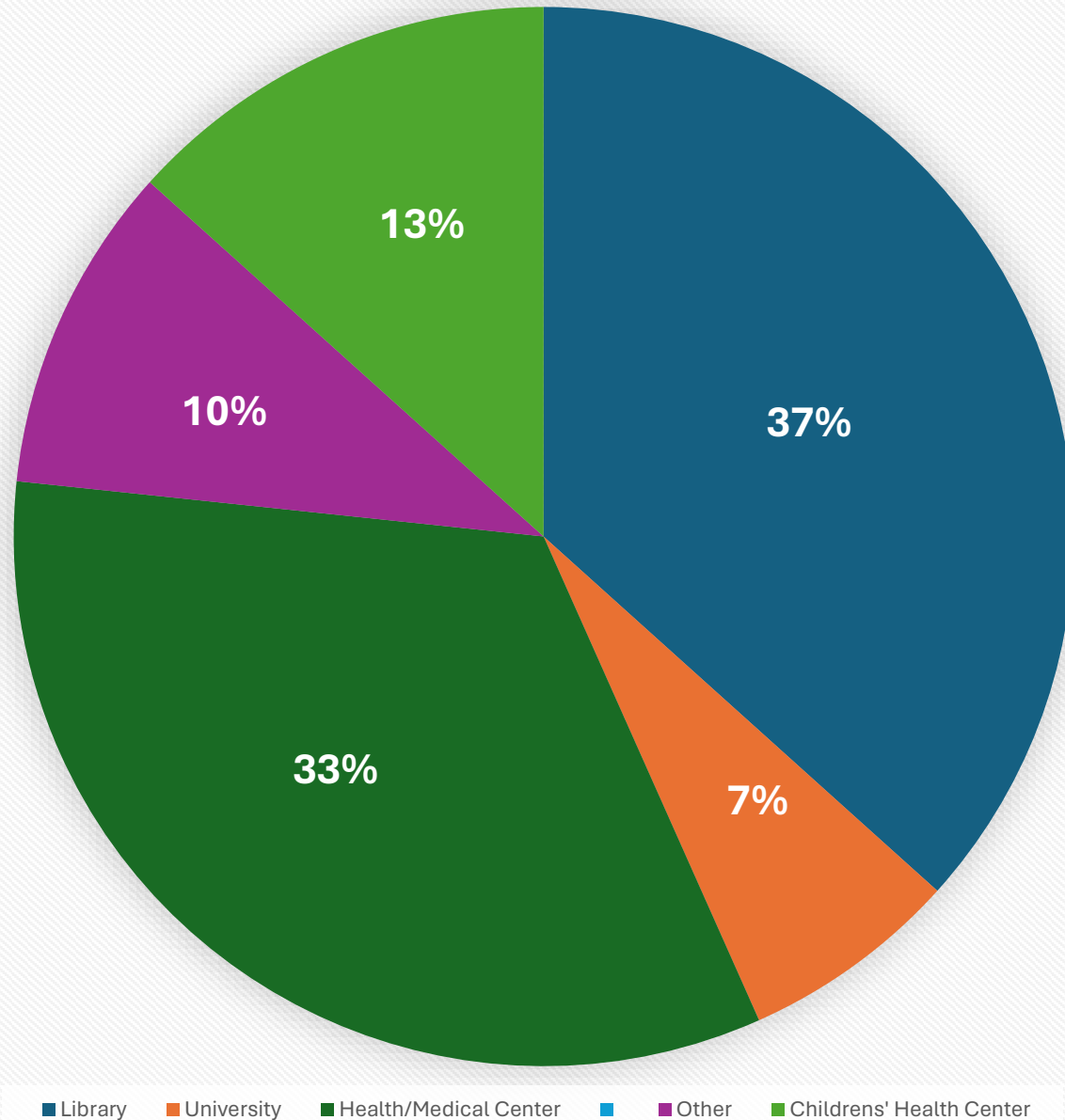
- On the landing page, find out more: <https://medicaid.ncdhhs.gov/nc-medicaid-ambassador-initiative>
- If you'd like believe the initiative is a good fit, then select "Apply to be an ambassador"
- This will then take you to apply by filling out the Ambassador Attestation Form.

- The Attestation Form details explicit requirements to be recognized as a Medicaid Ambassador.
- The requirements include: watching the ePASS webinar, having an established confidentiality agreement with your organization etc..
- In completing the form, you agree that your organization's contact information will be publicized

- After our team's review, the organization will be publicized on the "Find an Ambassador" page.
- Potential beneficiaries can filter by county and search to find an Ambassador near them.
- Each field contains an organizations name, phone number, address (if applicable), languages spoken, and walk-in availability.

# TOTAL ORGANIZATIONS REGISTERED AS MEDICAID AMBASSADORS

Registered Organizations



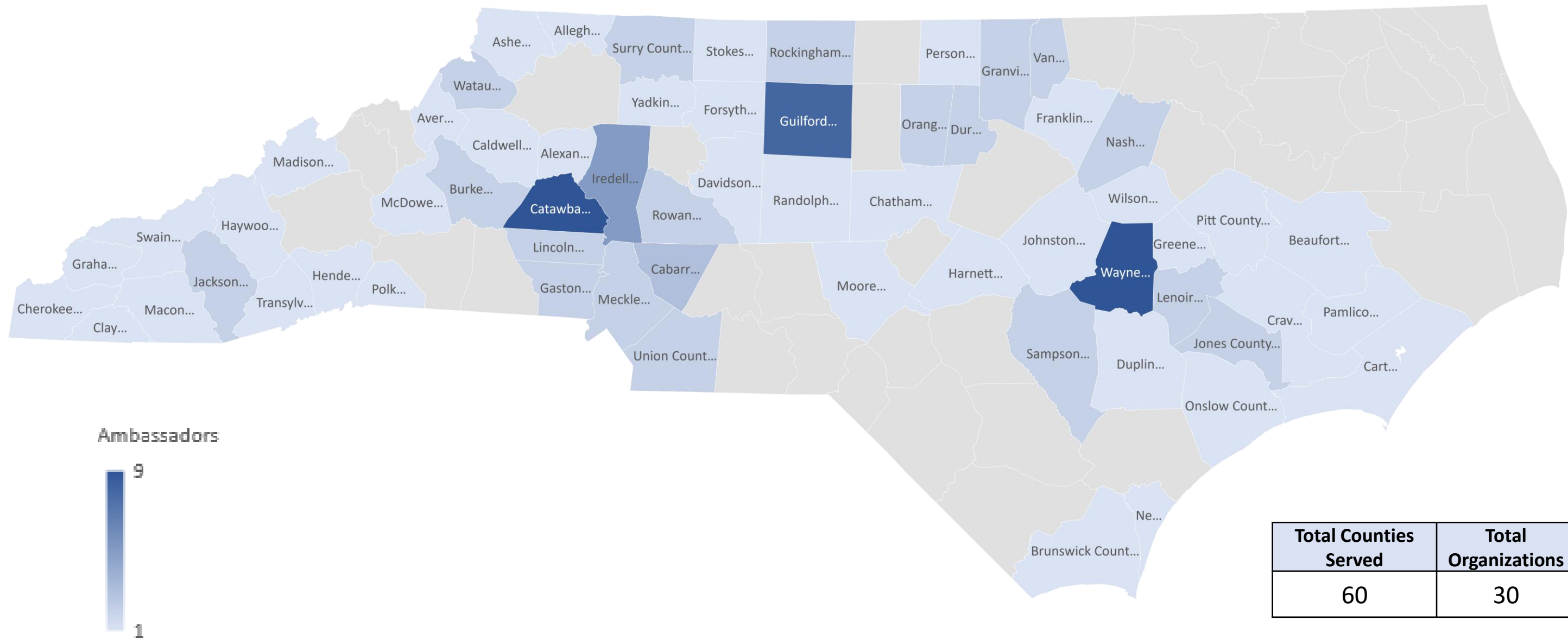
Organization Type	Number Registered
Library	11
Medical Center	10
Childrens' Health Center	4
Other	3
University	2
<b>Total</b>	<b>30</b>

# TOTAL COUNTIES SERVED: 60 / 100

County	# of Ambassadors Serving	County	# of Ambassadors Serving	County	# of Ambassadors Serving	County	# of Ambassadors Serving
Alamance	4	Cumberland	0	Johnston	1	Randolph	1
Alexander	1	Currituck	0	Jones	2	Richmond	0
Alleghany	1	Dare	0	Lee	0	Robeson	0
Anson	0	Davidson	1	Lenoir	2	Rockingham	1
Ashe	1	Davie	0	Lincoln	2	Rowan	2
Avery	1	Duplin	1	Macon	1	Rutherford	0
Beaufort	1	Durham	2	Madison	1	Sampson	2
Bertie	0	Edgecombe	0	Martin	0	Scotland	0
Bladen	0	Forsyth	1	McDowell	1	Stanly	0
Brunswick	1	Franklin	1	Mecklenburg	2	Stokes	1
Buncombe	0	Gaston	2	Mitchell	0	Surry	2
Burke	2	Gates	0	Montgomery	0	Swain	1
Cabarrus	3	Graham	1	Moore	1	Transylvania	0
Caldwell	1	Granville	2	Nash	1	Tyrrell	0
Camden	0	Greene	1	New Hanover	1	Union	2
Carteret	1	Guilford	8	Northampton	0	Vance	2
Caswell	0	Halifax	0	Onslow	1	Wake	0
Catawba	9	Harnett	1	Orange	2	Warren	0
Chatham	1	Haywood	1	Pamlico	1	Washington	0
Cherokee	1	Henderson	1	Pasquotank	0	Watauga	2
Chowan	0	Hertford	0	Pender	0	Wayne	9
Clay	1	Hoke	0	Perquimans	0	Wilkes	0
Cleveland	0	Hyde	0	Person	1	Wilson	1
Columbus	0	Iredell	5	Pitt	1	Yadkin	1
Craven	1	Jackson	2	Polk	0	Yancey	0



# MAP OF AMBASSADORS BY COUNTY



# NEXT STEPS: SURVEYS & RECOGNITION EVENT

## Medicaid Ambassador Initiative Surveys:

- The survey will be sent out to Ambassadors and will allow us to track the impact of the Medicaid Ambassador initiative. We will use it to implement changes or updates to the existing initiative to meet the needs of beneficiaries.
- There is also a beneficiary survey to understand the entire process and experience from their perspective

## Recognition Event

- A recognition event will be held in early June to express appreciation to Ambassadors around the state for all their efforts in making this initiative possible

### Medicaid Ambassador Initiative (MAI) Application Assistance Progress Survey (Ambassador)

Thank you again for your support as a Medicaid Ambassador! This survey allows us to track the impact that your work has on NC Medicaid. Please take a moment to fill out this survey so that we can continue to enhance the initiative to meet the needs of our beneficiaries. As you answer the following questions, please consider only the work you have done in the past two weeks within the scope of your role as a Medicaid Ambassador, unless otherwise noted

\* Required

1. Please select all of the counties you work with \*

All Counties

### Medicaid Ambassador Initiative (MAI) Application Assistance Survey (Beneficiary)

\* Required

1. How would you rate your overall experience with the Medicaid Ambassador Initiative? \*





NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Benefits

# NC Medicaid Ambassador Initiative Recognition Event

## You're Invited

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### DATE/TIME

**June 3, 2024**  
**2:30 p.m. to 4:30 p.m.**

### LOCATION

**McKimmon Center**  
**1101 Gorman St**  
**Raleigh, NC 27606**

Join us for a celebration and acknowledgement of the work that NC Medicaid Ambassadors have achieved across North Carolina.

RSVP is required; [please click here](#) to RSVP by Monday, May 20. An American Sign Language (ASL) Interpreter will be available at the event.

**Light  
Refreshments**

**Guest  
Speakers**

**Engaging  
Activities**



# THANK YOU FOR YOUR EFFORTS!

Please spread the word about the Medicaid Ambassador initiative to those who you think may be interested!

## Links:

- Landing Page: [medicaid.ncdhhs.gov/nc-medicaid-ambassador-initiative](https://medicaid.ncdhhs.gov/nc-medicaid-ambassador-initiative)
- Find an Ambassador: [medicaid.ncdhhs.gov/find-nc-medicaid-ambassador](https://medicaid.ncdhhs.gov/find-nc-medicaid-ambassador)
- Attestation Form: <https://forms.office.com/g/fa8bNVm4XU>
- Printed Materials: <https://share.hsforms.com/1XMjT6y-NSPSUj3VoAyKuyg5bzii>

## Questions?:

- Please feel free to email [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)
- **NC Medicaid Contact Center (closed on state holidays)**
  - Phone: 888-245-0179
  - Monday - Friday 8 a.m. - 5 p.m.





**Thank You for your support!**

**Questions?**



# Tailored Care Management TAG Meeting Cadence

Tailored Care Management TAG meetings will generally take place the fourth Friday of every month from 10:00-11:00 am ET.

## *Upcoming 2024 Meeting:*

June 28, July 26, August 23

## *Previous Meetings:*

- **Meeting #1:** Friday, October 29, 2021 ([presentation](#), [minutes](#))
- **Meeting #2:** Friday, November 19, 2021 ([presentation](#), [minutes](#))
- **Meeting #3:** Friday, December 17, 2021 ([presentation](#), [minutes](#))
- **Meeting #4:** Friday, January 28, 2022 ([presentation](#), [minutes](#))
- **Meeting #5:** Friday, February 25, 2022 ([presentation](#), [minutes](#))
- **Meeting #6:** Friday, March 25, 2022 ([presentation](#), [minutes](#))
- **Meeting #7:** Friday, June 3, 2022 ([presentation](#), [minutes](#))
- **Meeting #8:** Friday, June 24, 2022 ([presentation](#), [minutes](#))
- **Meeting #9:** Friday, July 22, 2022 ([presentation](#), [minutes](#))
- **Meeting #10:** Friday, August 26, 2022 ([presentation](#), [minutes](#))
- **Meeting #11:** Friday, September 23, 2022 ([presentation](#), [minutes](#))
- **Meeting #12:** Thursday, October 27, 2022 ([presentation](#), [minutes](#))
- **Meeting #13:** Friday, November 18, 2022 ([presentation](#), [minutes](#))
- **Meeting #14:** Friday, December 16, 2022 ([presentation](#), [minutes](#))
- **Meeting #15:** Friday, February 24, 2023 ([presentation](#), [minutes](#))
- **Meeting #16:** Friday, March 24, 2023 ([presentation](#), [minutes](#))
- **Meeting #17:** Friday, April 28, 2023 ([presentation](#), [minutes](#))
- **Meeting #18:** Friday, May 26, 2023 ([presentation](#), [minutes](#))
- **Meeting #19:** Friday, June 23, 2023 ([presentation](#), [minutes](#))
- **Meeting #20:** Friday, July 28, 2023 ([presentation](#), [minutes](#))
- **Meeting #21:** Friday, August 25, 2023 ([presentation](#), [minutes](#))
- **Meeting #22:** Friday, September 22, 2023 ([presentation](#), [minutes](#))
- **Meeting #23:** Friday, October 27, 2023 ([presentation](#), [minutes](#))
- **Meeting #24:** Friday, November 17, 2023 ([presentation](#), [minutes](#))
- **Meeting #25:** Friday, December 15, 2023 ([presentation](#), [minutes](#))
- **Meeting #26:** Friday, January 26, 2024 ([presentation](#), [minutes](#))
- **Meeting #27:** Friday, February 23, 2024 ([presentation](#), [minutes](#))
- **Meeting #28:** Friday, March 22, 2024 ([presentation](#), [minutes](#))
- **Meeting #29:** Friday, April 26, 2024 ([presentation](#), [minutes](#))

# Public Comments