



Tailored Care Management Technical Advisory Group (TAG)

Meeting #13:

*Tailored Care Management Updates and
Priorities for Launch*

November 18, 2022

Agenda

- **Welcome and Roll Call (5 min)**
- **Tailored Care Management Updates (20 min)**
 - **Tailored Care Management Assignment Overview**
 - **New Opportunity for Members to Express Choice**
 - **Update on AMH+/CMA Certification**
 - **Update on Community Navigator Benefit**
- **Priorities for Launch (20 min)**
- **Public Comments (10 min)**
- **Next Steps (5 min)**

Welcome and Roll Call

Department of Health and Human Services

<p>Kelly Crosbie, MSW, LCSW</p>	<p>Gwendolyn Sherrod, MBA, MHA</p>	<p>Eumeka Dudley, BS</p>	<p>Regina Manly, MSA</p>	<p>Loul Alvarez, MPA</p>
<p>Chief Quality Officer</p>	<p>Senior Program Manager, Tailored Care Management</p>	<p>Tailored Care Management Program Manager</p>	<p>Tailored Care Management Program Manager</p>	<p>Associate Director, Population Health</p>

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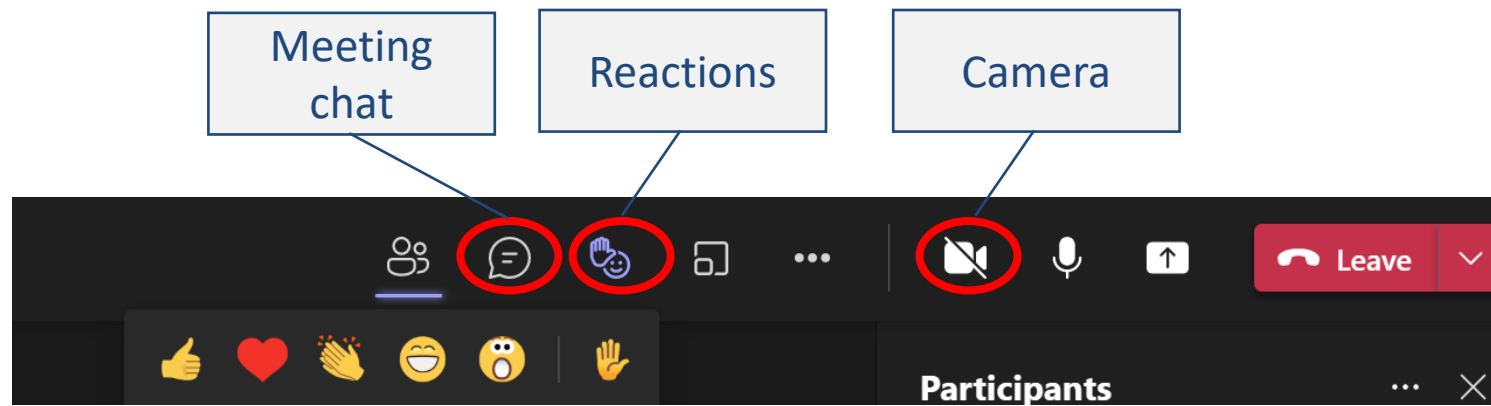
**NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES**

Tailored Care Management TAG Membership

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

Increasing Engagement

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



We are less than two weeks away from Tailored Care Management 12/1 launch!

Tailored Care Management is an opportunity to transform the care management landscape in North Carolina, offering Medicaid enrollees with significant behavioral health needs, I/DD, and TBI access to whole-person care management.

Members will be at the center of Tailored Care Management, supported by a dedicated care manager and care team.

Tailored Care Management Updates

Overview of Tailored Care Management Updates

The Department is working with providers, plans, and other stakeholders to prepare for Tailored Care Management launch and continues to refine the program to reflect stakeholder feedback and promote as smooth of a launch as possible.

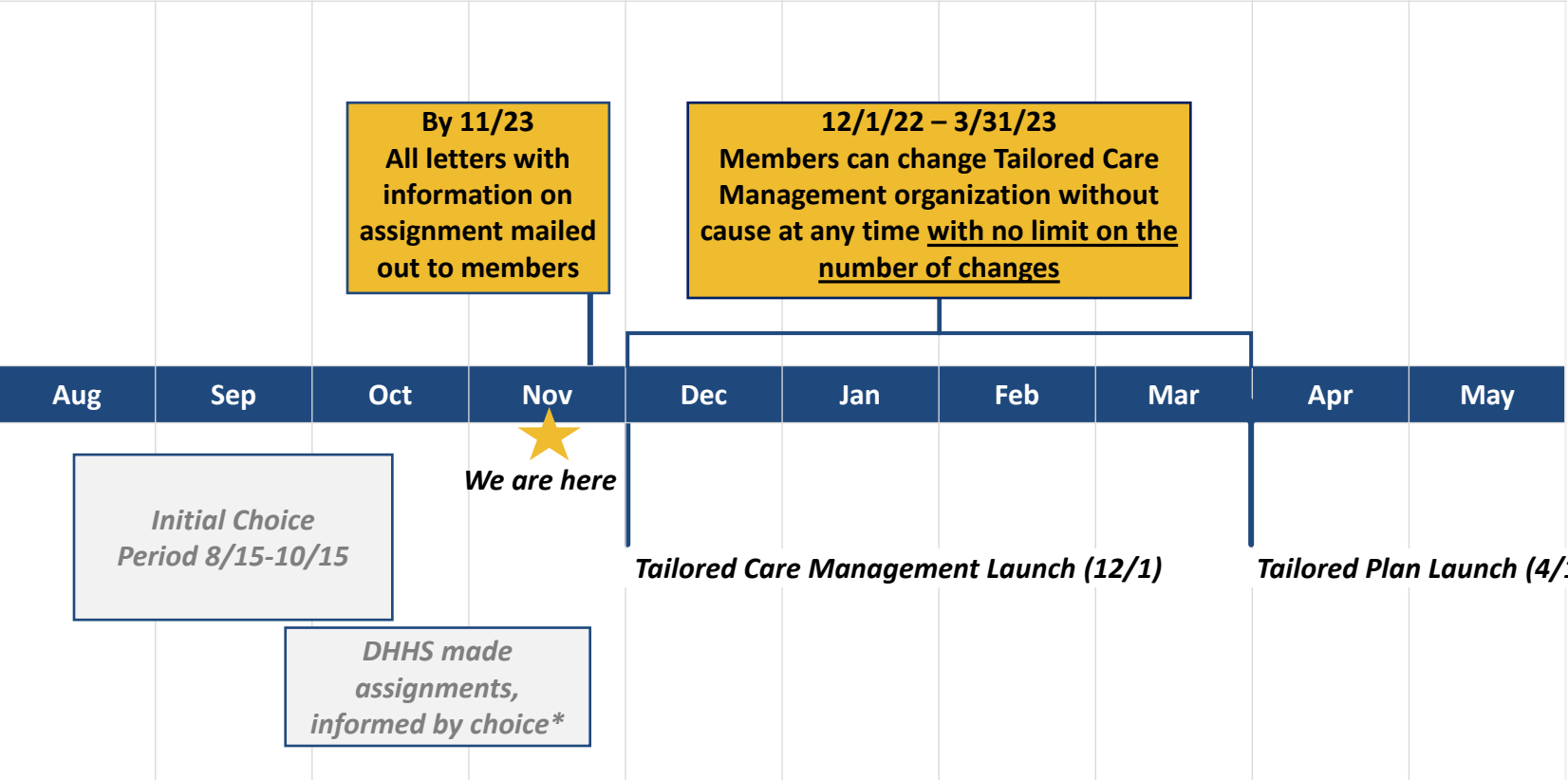
Topics Covered During Today's Presentation

- Tailored Care Management Assignment Overview
- New Opportunity for Members to Express Choice
- Update on AMH+/CMA Certification
- Update on Community Navigator Benefit

Tailored Care Management Assignment Overview

Tailored Care Management Assignment and Launch Timeline

Member choice and Tailored Care Management assignment are the first steps to a member obtaining Tailored Care Management. The Department has received many questions on the choice and assignment process and the below timeline and following slides seek to provide additional clarification.



* In instances when a member did not express choice, the auto-assignment algorithm was used to make the assignment

Initial Tailored Care Management Assignments Are Completed

All Tailored Care Management eligible members have been assigned to an AMH+ practice, CMA, or LME/MCO.

- The Department honored member choice to the maximum extent possible. In rare instances, a member's choice could not be honored, such as when the member was incorrectly permitted to choose an organization that went against federal conflict-free rules (i.e., a member chooses a CMA where they obtain home and community-based services).
- LME/MCOs began mailing letters informing members of their assignment the week of 11/14 and all letters will be out by 11/23.

Overview of Tailored Care Management Auto-Assignment

Members who did not choose an organization for Tailored Care Management during the choice period received an assignment in October based on the following factors:

- Member's **existing primary care provider (PCP) assignment to an AMH+ practice or an existing treatment relationship with a CMA** within the LME/MCO's network
- Member's **existing relationship with an LME/MCO Innovations waiver care coordinator**
- Member's **exceptional physical health and/or behavioral health needs** – examples include:
 - Members receiving cancer treatment or with end stage organ failure/organ transplant will be prioritized for AMH+ or LME/MCO-based Tailored Care Management
 - Members in child behavioral health residential services will be prioritized for CMA or LME/MCO-based Tailored Care Management
 - Members with both exceptional physical and exceptional behavioral health needs, or those in certain institutional settings will be prioritized for LME/MCO-based Tailored Care Management
- Member's **geographic location**
- AMH+ practice's or CMA's care management **panel size capacity**
- Federal **conflict-free** case management requirements for people using home and community-based services (HCBS), which prohibit a provider organization from delivering HCBS and care management to one individual

Tailored Care Management Assignment Process for April 1, 2023, and Beyond

Starting April 1, 2023, LME/MCOs will oversee all assignments to Tailored Care Management for new members using either the Department's auto-assignment algorithm or an alternative approved by the Department.

LME/MCOs must receive Departmental approval on their policies for assigning and re-assigning members.

New Opportunity for Members to Express Choice

Additional Opportunities for Choice (12/1/22 to 3/31/23)

The Department is committed to promoting choice to the maximum extent possible and will allow members to change their assigned Tailored Care Management provider without cause at any time, with no limit on the number of changes, until March 31, 2023.

- **The Department is implementing this new flexibility because more providers are contracting with LME/MCOs and educational efforts around the program are continuing.**
 - Members have more choices in AMH+s/CMAs than before.
- **Members should call their LME/MCOs to obtain information about their options for Tailored Care Management.**
 - The Department is working with LME/MCOs to refine member communications and call scripts that explain Tailored Care Management and the choice process.

After April 1, 2023, members will be able to change the organization where they obtain Tailored Care Management twice a year without cause and any time with cause.

Update on AMH+/CMA Certification

Commitment to Provider-Based Care Management

The Department has met its goal of assigning 30 percent of members eligible for Tailored Care Management at launch to AMH+ practices and CMAs.

	Year 1 (12/22 – 3/23)	Year 2 (4/23 – 6/24)	Year 3 (7/24 – 6/25)	Year 4 (7/25 – 6/26)	Year 5 (7/26 – 6/27)
LME/MCOs are required to achieve the following targets for percentage of members engaged in Tailored Care Management through an AMH+/CMA	30%	30%	45%	60%	80%



The Department will continue to monitor Tailored Care Management assignments on an ongoing basis and take corrective action where needed.

New Providers Are Beginning the Certification Process

Seventy (70) providers have been certified to date and Round 3 of certification has recently launched, with 120 providers expressing interest. These providers will begin submitting applications via NCQA's portal this month.

Certification Process:



- The Department has contracted with the National Committee for Quality Assurance (NCQA) to review provider applications and conduct desk and site reviews. Organizations that pass the site review will be certified.
- NCQA will also conduct recertification of providers on the Department's behalf.
- The Department will maintain oversight over these processes.

LME/MCOs will conduct additional readiness reviews of certified AMH+ practices and CMAs.

Update on Community Navigator Benefit

Community Navigator/Guide Benefit and the Transition to Tailored Care Management

The Department intends to phase out the community navigator/guide benefit as of April 1, 2023, because the benefit is fully duplicative with Tailored Care Management. Between December 1, 2022, and April 1, 2023, the benefit will continue to exist.

- Individuals currently obtaining the community navigator/guide benefit can continue to do so as Tailored Care Management services are starting.
- The Department will work with the LME/MCOs to identify members currently obtaining the community navigator/guide benefit and will support an active warm transition process with providers to help the member move to Tailored Care Management by April 1.
- The Department has received various questions on the phase out of the community navigator/guide benefit and plans to release a frequently asked questions (FAQ) document and provide an update at upcoming meetings with stakeholders.

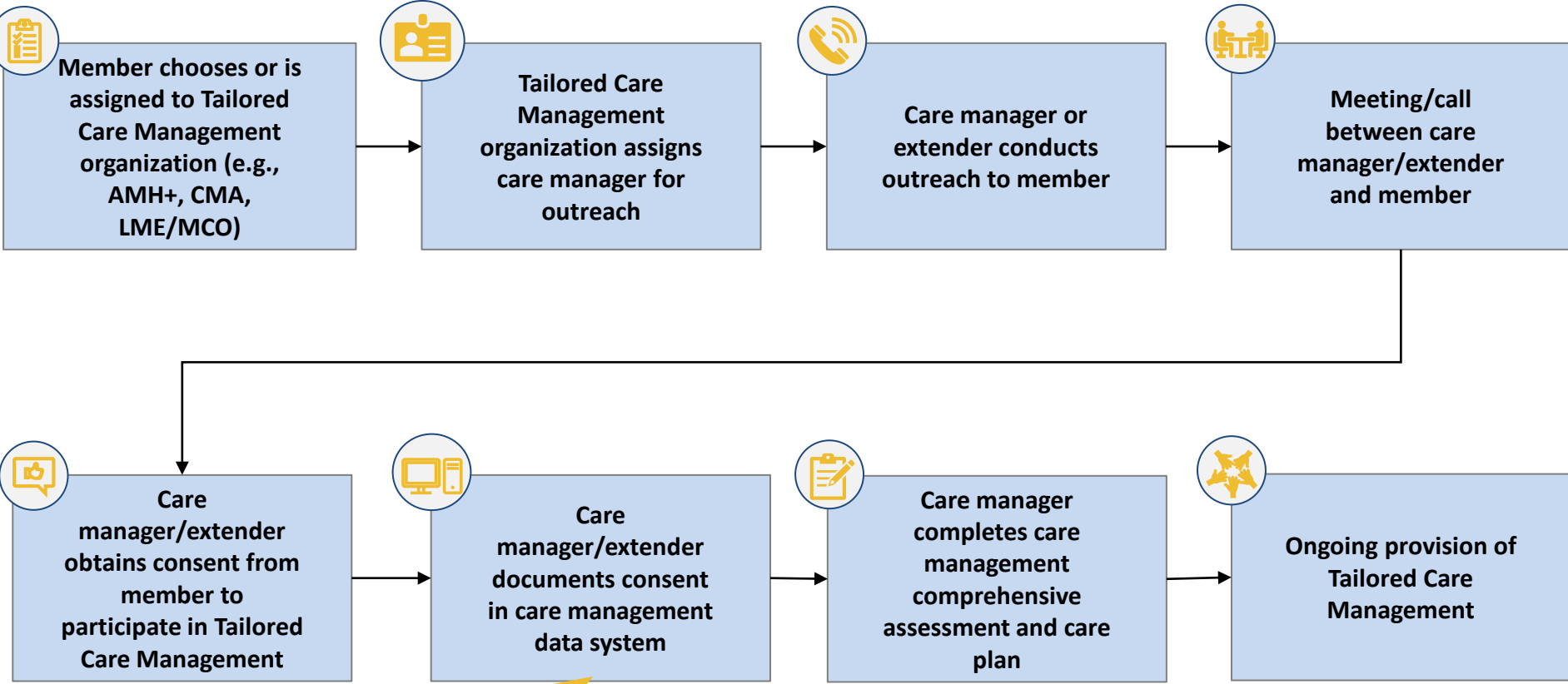
NOTE: Individuals enrolled in the Innovations waiver who self-direct services may continue to use Community Navigators to assist with self-direction activities after April 1, 2023.

Priorities for Launch

Initial Priorities: Outreach and Consent

While Tailored Care Management implementation will be an ongoing process, the priorities in the early days of the model include conducting outreach to members and obtaining their consent to participate in the model.

Tailored Care Management Process Flow



AMH+ practice and CMA can bill for Tailored Care Management
(billing for Tailored Care Management doesn't begin until 12/1/22)

For Discussion: Member Education and Engagement

To share best practices, lessons learned, and opportunities for additional support, the Department seeks feedback from TAG members regarding their current and planned efforts to educate and engage members in Tailored Care Management.



Has your organization started talking to current clients/consumers about the Tailored Care Management benefit?

- Have they or their caregivers expressed interest in the program?

How are current education efforts going so far?

- What is going well?
- What are the challenges your organization has faced?

What feedback are care managers and supervisors providing?

Are there opportunities for the Department to provide additional support (e.g., TA, training, etc.) to assist with conducting planned outreach activities?

We would like to thank the TAG for its advice and feedback as we near this important milestone of launching Tailored Care Management on 12/1.

We appreciate the TAG's continued partnership as we continue to ramp up the Tailored Care Management program.

Public Comments

Next Steps

Next Steps

Tailored Care Management TAG Members

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

Department

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

Tailored Care Management TAG Meeting Cadence

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

Upcoming 2022 Meetings:

December 16

Previous Meetings:

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