

North Carolina Department of Health and Human Services (DHHS)

Tailored Care Management Technical Advisory Group (TAG) Meeting #11 (Conducted Virtually)

October 27, 2022

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

Agenda

- Welcome and Roll Call
- Update on NC Medicaid Tailored Plans
- Tailored Care Management Launch and Temporary Flexibilities and Program Changes
- Tailored Care Management Member Scenarios
- Public Comments
- Next Steps

Update on NC Medicaid Tailored Plans (slides 7-15) – Kelly Crosbie

The Department provided an update on Tailored Plan launch, which has been delayed until April 1, 2023. The Department noted that Tailored Care Management will continue with the planned launch on December 1, 2022. The Department reviewed that starting December 1, 2022, Tailored Care Management will be available to Medicaid beneficiaries who meet clinical eligibility criteria; this includes individuals with serious mental illness (SMI), serious emotional disturbance (SED), severe substance use disorders (SUDs), I/DDs, and TBIs [who meet eligibility criteria established by the State](#). NC Health Choice members and Medicaid-enrolled children under age three will not be eligible for Tailored Care Management on December 1, 2022, since these populations are not served by LME/MCOs today. These delayed populations will be eligible to obtain Tailored Care Management beginning April 1, 2023, when they enroll in Tailored Plans or prepaid inpatient health plans (PIHPs).

The Department provided information on Tailored Care Management assignment and member choice and a list of resources for members and providers. Additionally, the Department discussed the difference between Innovations/TBI waiver care coordination and Tailored Care Management in response to recent stakeholder questions.

Tailored Care Management Launch and Temporary Flexibilities and Program Changes (slides 16-25) – Gwen Sherrod

Recognizing this is a time of substantial change for North Carolina Medicaid enrollees, providers, and health plans, the Department announced that it will implement temporary flexibilities and program changes for the four-month period between Tailored Care Management and Tailored Plan launch (December 1, 2022, to March 31, 2023). The Department will implement flexibilities and changes related to Tailored Care Management assignment, outreach and completion of care management comprehensive assessments and care plans/Individual Support Plans (ISPs), contact requirements, payments, and training (please see October 27 TAG presentation and the Tailored Care Management website for more information).

Tailored Care Management Member Scenarios (slides 26-35) – Regina Manly

The Department presented several scenarios describing how different members (e.g., in foster care, enrolled in Innovations waiver, dual eligible, NC Health Choice) will obtain Tailored Care Management during the interim period (December 1, 2022, to March 31, 2023) and/or after Tailored Plan launch on April 1, 2023.

A TAG member asked about consumer choice of organization for Tailored Care Management (e.g., AMH+, CMA, Tailored Plan) for children in foster care and NC Health Choice. The Department responded that members always have choice in selecting the organization where they can obtain Tailored Care Management. Children in foster care will be auto-assigned to an LME/MCO-based care manager but can express choice and change organizations after that initial assignment. NC Health Choice members will be

eligible for Tailored Care Management on April 1, 2023. All members can change their care manager twice a year without cause and anytime with cause.¹

Public Comments (slide 36) – Eumeka Dudley

The Department opened the meeting to questions from TAG members and public comment. The following questions were addressed in the meeting:

- **Q:** Please provide information on the services and options available for refugees seeking Medicaid benefits, including any information on copays for Medicaid services.
 - **A:** The Department offered to connect with the TAG member offline for a follow-up discussion.
- **Q:** Can members who are dually eligible for Medicare and Medicaid obtain Tailored Care Management from an AMH+ or CMA?
 - **A:** Yes, all members who enroll in Tailored Care Management have the option to choose provider-based care management or plan-based care management.
- **Q:** Can providers start outreach for Tailored Care Management before December 1, 2022?
 - **A:** The Tailored Care Management service officially begins on December 1 and billing cannot occur prior to that date. The Department recognizes that some providers may begin outreach activities before December 1.
- **Q:** When will the Department release the Tailored Care Management billing guidance?
 - **A:** The Department will send the final billing guidance to the LME/MCOs this week and they will share it with providers.
- **Q:** Can providers accept more assigned members for Tailored Care Management as they build capacity during the interim period?
 - **A:** The Department will continue to perform Tailored Care Management auto-assignment each month until April 1 to assign members new to Medicaid or newly eligible for Tailored Care Management. The Department will share with LME/MCOs and providers additional information on the process for providers to add new members to their panels.
- **Q:** When will the Department release information on the interim rate and flexibilities?
 - **A:** The Department hopes to publish an addendum to the Tailored Care Management Provider Manual outlining the temporary flexibilities, program changes, and rate in the coming days.
- **Q:** Where can providers get more guidance on data specifications?
 - **A:** The Department will publish the updated Tailored Care Management data specifications guidance on [this webpage](#).
- **Q:** What is the 90-day transition plan and who should prepare it?
 - **A:** Care managers are responsible for managing care transitions for members under care management transitioning from one clinical setting to another, including creating and implementing a 90-day transition plan to help a member transition back to the community. A 90-day transition plan is an amendment to the member's care plan or ISP

¹ Please see the [Tailored Care Management Provider Manual](#) for what constitutes as cause.

that outlines how the member will maintain or access needed services and supports, transition to the new care setting, and integrate into his or her community. More information on transition plan requirements can be found in the [Provider Manual](#) (pages 30-31).

Next Steps (slides 37-39) – Eumeka Dudley

The Department noted for TAG members and other stakeholders to review the latest updates on the [Tailored Care Management web page](#). The Department also noted that the final meetings of 2022 will be held on November 18 and December 16.

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