

**North Carolina Department of Health and Human Services (DHHS)**  
**Tailored Care Management Technical Advisory Group (TAG) Kickoff Meeting**  
**October 29, 2021**

<b>Tailored Care Management TAG Members</b>	<b>Organization</b>
Doug Finley	A Small Miracle
Erin Lewis	B&D Integrated Health Services
Lauren Clark (absent)	Coastal Horizons Center
Denita Lassiter (absent)	Dixon Social Interactive Services
Jason Foltz, D.O.	ECU Physicians
Natasha Holley (absent)	Integrated Family Services, PLLC
Lisa Poteat	The Arc of NC
Austin Hall, M.D. (absent)	UNC Center for Excellence in Community Mental Health
Sean Schreiber (absent)	Alliance Health
Josh Walker (absent)	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 (absent)	Consumer Representative
Alicia Jones	Consumer Representative
Cheryl Powell	Consumer Representative
<b>NC DHHS Staff Members</b>	<b>Title</b>
Kelly Crosbie	Chief Quality Officer NC Medicaid, Quality and Population Health
Krystal Hilton	Associate Director of Population Health, NC Medicaid, Quality and Population Health
Gwendolyn Sherrod	Senior Program Manager for Special Programs, 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
Mya Lewis	IDD and TBI Section Chief, Division of Mental Health, Developmental Disabilities and, Substance Abuse Services

**Agenda**

- Introductions
- Tailored Care Management Program Overview
- Key Program Updates
- Tailored Care Management TAG Overview and Expectations
- Discussion
  - Care Management Extenders
  - Key Topics for the Tailored Care Management TAG

- Public Comments
- Next Steps

### **Tailored Care Management Program Overview and Key Program Updates (slides 1-17) – Gwendolyn Sherrod/Krystal Hilton**

The Department facilitated introductions and provided an overview and key updates on Tailored Care Management, describing the transition to integrated, whole-person care; the Advanced Medical Home Plus (AMH+) and Care Management Agency (CMA) certification process; health information technology and data requirements; and the capacity building program. The Department clarified a participant's question on the source of capacity building funds, explaining that capacity building funds are separate from American Recovery Plan (ARP) Act funds; funding for capacity building comes from North Carolina's State Medicaid budget and federal Medicaid match dollars.

### **Tailored Care Management TAG Overview and Expectations (slides 18 – 21) – Kelly Crosbie**

The Department discussed Tailored Care Management TAG member eligibility, term lengths, and expectations, including active participation in monthly Tailored Care Management TAG meetings to advise the Department on key topics. The Department noted that they will consider whether Clinically Integrated Networks (CINs)/Other Partners may be able to join the Tailored Care Management TAG in the future.

### **Care Management Extenders: Discussion (Slides 22 – 25) – Dr. Keith McCoy**

The Department presented the latest thinking around including care management extenders, such as community navigators/guides and community health workers, on the care team and facilitated a discussion to obtain the Tailored Care Management TAG's input on the roles of care management extenders.

- TAG members noted that care management extenders are valued participants on the care team, and agreed with the guardrails and considerations that the Department outlined for care management extenders.
- TAG members noted that care management rates should account for extenders serving on the care team. The Department clarified that rates are re-assessed when there are changes to program design.
- A TAG member commented that family navigators are similar to peer supports and should be considered being added to the list of care management extenders.
- A TAG member suggested adding nurse care managers as a required care team member.
- A TAG member noted the lack of equivalent conflict-free requirements for non-HCBS services (e.g., peer supports) to ensure beneficiaries are not unduly influenced in service/provider selection by their CMA or AMH+.
- A TAG member noted that consumers will need clarity about the role each participant in their care teams will serve. Broadly, there is a need for more education and engagement of consumers/families/guardians about the upcoming transition to Tailored Care Management. In particular, more culturally/linguistically sensitive education for members, such as those who are Spanish-speaking, would be beneficial.

## Key Topics for the Tailored Care Management TAG: Discussion (Slides 27 – 28) – Mya Lewis

The Department facilitated a discussion on key topics for the Tailored Care Management TAG to advise on, and TAG members identified the following topics as greatest priority.

- **Care management workforce.** Several TAG members noted their concern about having a sufficient workforce established in time for the launch of Tailored Care Management. A TAG member suggested that the Department consider creative solutions for the Tailored Care Management model's consideration of legacy members of the workforce (e.g., qualified professionals [QPs]) who may not meet educational requirements (e.g., no bachelor's degree) but have years of robust experience in the field specifically serving the population of focus.
- **Data strategy.** A TAG member noted the need for more details on data specifications and standardization among both providers and future Tailored Plans. The Department noted that specifications will be posted in the near-term.
- **Capacity building.** A TAG member shared a concern that they understood practices would first need to spend funds in order to be eligible for capacity building reimbursement, which the Department clarified is not accurate – practices are able to receive capacity building funding without first spending funds. A TAG member also suggested that there should be more standardization in the capacity building approaches across future Tailored Plans.
- **Care management comprehensive assessments.** A TAG member expressed concern about the ability to meet timing requirements for completing these assessments.

## Public Comments

- A commenter noted that consumers and families/guardians (including individuals whose primary language is Spanish) need more support and suggested using community guides to spread awareness and education about Tailored Care Management.
- A commenter stated that there is a need for more input on the model from the people who will be receiving Tailored Care Management services.
- A commenter noted that data collection is important to families and there should be more data collection, including real-time data, and communication taking place between future Tailored Plans and providers.

Tailored Care Management TAG members are encouraged to send any additional feedback or suggestions to [Medicaid.TailoredCareMgmt@dhhs.nc.gov](mailto:Medicaid.TailoredCareMgmt@dhhs.nc.gov).