



Tailored Care Management Technical Advisory Group (TAG)

Meeting #18

*Tailored Care Management
Implementation Discussion and Updates*

*Tailored Care Management Success
Stories*

May 26, 2023

Agenda

- **Welcome and Roll Call**
- **Tailored Care Management Implementation Discussion and Updates**
- **Tailored Care Management Success Stories**
- **Public Comments**
- **Next Steps**

Welcome and Roll Call

Department of Health and Human Services

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

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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.



Tailored Care Management Implementation Discussion and Updates

The Department appreciates the feedback received during the last TAG meeting related to certain aspects of the model that impact sustainability, including:

- **Outreach and engagement are taking more time than expected**
- **Given initial assignment and data issues, capacity building funds are not stretching as far as needed**
- **Care manager-to-care team contacts are taking a significant amount of time**

The Department is considering strategies to mitigate these issues and is committed to supporting providers in successfully implementing the model.

To inform ongoing discussions, the Department would like to gather additional feedback from AMH+s/CMAAs during today's meeting (*see next slides*).

For Discussion: Blended Tailored Care Management Rates

The Department is assessing the feasibility and impacts to providers of continuing with a blended rate or switching to the acuity-based payment model on 7/1. We would like to hear from AMH+s/CMAs about their experience so far in delivering Tailored Care Management.

- How has the blended rate helped or otherwise impacted your delivery of the model?
- Would you support extending the blended rate of \$269.66 for at least an additional six (6) months (i.e., July 1, 2023 – December 31, 2023)?
 - How would this help?
 - Are there any concerns/challenges you foresee with proceeding with this approach?

For Discussion: Care Management Comprehensive Assessments

The Department would like to hear more about AMH+s/CMAs' experiences in engaging members on and completing the care management comprehensive assessment.

○ **What has been your organization's experience with completing the care management comprehensive assessments?**

- What surprises or challenges have you experienced?
- Are there any best practices or lessons learned for addressing these challenges?
- What feedback have members given on the assessment process?

Tailored Care Management Updates

New Forum for Provider Feedback

- To continue to learn about providers' experience in deploying the model, the Department is exploring standing up a new forum to collect provider feedback in partnership with AHEC. Additional details are forthcoming.

Additional Capacity Building Funding

- The Department is working diligently to identify additional capacity building funds to support provider sustainability and the AMH+/CMA workforce.
 - Funds will be limited, and the Department is assessing how the funds can have the greatest impact on Tailored Care Management sustainability. Additional details are forthcoming.

TCM TAG Membership Refresh

With initial TAG member term lengths coming to an end, the Department has started the process to refresh the TAG membership and anticipates launching the “refreshed” TAG July 2023.

- The Department will release an application on **June 1** for new provider and consumer representatives to apply to be on the TAG.
- Interested representatives will have until **June 15** to submit their application (two weeks).
- The Department will review the applications and provide responses to applicants before the July TAG meeting.

More information and the application process will be posted on the Tailored Care Management webpage in the coming days

Tailored Care Management Success Stories

The Department would like to thank and acknowledge the following speakers for their contributions and their outreach to members:

- **Monarch**
- **The Arc**
- **Dixon Social Interactive Services**

These enriching stories will provide the opportunity for others to see how instrumental Tailored Care Management has been in the lives of the members that we uplift, advocate for, and support daily.

Tailored Care Management: Positive Outcomes



Leigh Daughtridge, VP of Care Management, Behavioral Health
Anna Marshall, VP of Care Management, IDD and Tailored Plan

Care Connections: Planting the Seeds of Success

Since the launch of TCM, Monarch has connected people with a variety of resources to address Whole-Person Care, such as: Social Needs, Health Promotion, and Provider Needs.



Success Stories:

Care Manager (CM) working with mom of 2 children. Mom has IDD and depression and is very involved with her children. Although her main issue was to find a bigger home so her children could have separate bedrooms, they also needed bedroom furniture. CM linked her to an agency called “Sleep in Heavenly Peace” and they were able to provide beds for her children. Mom contacted CM to let her know she had received not only the beds but all bedding needed as well. She stated that her children were so happy with their new beds, and she wanted to thank her CM for assisting and helping to make her children happy.

Care Manager (CM) and Care Manager Extender (CME) have been working with a woman who has not had stable housing in 15 years. CME assisted with application for supervised apartment, transferring her Medicaid/Food & Nutrition benefits, and establishing a pharmacy that was within walking distance of her new home. CME was also able to connect the woman to a Primary Care Provider closer to her apartment and worked with the PCP to refer her for Personal Care Services. CME was also able to connect with additional support services within the community, NA meetings locally, and helped her to volunteer at a food bank.



Tailored Care Management Success Stories

“Taylor” age 26, severe IDD, and is currently residing in a group home.

- Taylor’s mom is very involved, and she was not happy with the previous group home where Taylor was living. She learned of The Arc and came to us asking about Tailored Care Management and wanted her daughter in a different group home.
- Care Managers were able to get Taylor placed in another group home quickly – the Care Manager went on a tour with Taylor’s mom to see the new group home. is doing very well in the new group home and with the care she is receiving. Mom says Taylor is much happier.
- Taylor is now more involved in the community and able to get out and enjoy her life. She’s participating in a day program during week and doing community networking on the weekends – shopping, going to the park, community activities.
- Mom believes in TCM and cannot thank The Arc of NC staff enough!

Tailored Care Management Success Stories

“Joe” is 46 years old and is very familiar with The Arc of NC.

- Joe participated in the Community Navigation program with The Arc prior to transitioning to Tailored Care Management.
- His direct support professional (DSP) recently retired from the provider he was with. He was not getting a lot of help from his QP and was hesitant with switching to another provider.
- Care Managers advocated with him and supported him until he was comfortable with switching to another provider. His Care Manager and Extender assisted him with choosing another provider and he was able to gain two new staff.
- He is able to successfully advocate for himself – and he shared that he chose The Arc to be his TCM provider because they have been the most consistent in his life and has never “steered him wrong”.

Tailored Care Management Success Stories

Stories from our Care Management team

A person served by The Arc of North Carolina contacted one of our Care Manager and expressed concern regarding discomfort in her breast. Mandy spent time educating them and assisted with scheduling a mammogram.

A member of our Care Management team was able to assist with obtain a home modification to ensure a person served by The Arc was able to access their bathroom due to deteriorating health.

Our staff attended an emergency IEP meeting for one of our members to advocate for additional supports and services. After the determination was made that the school was not following protocol, the school administrators removed a suspension.



Tailored Care Management Program

Making a Difference in Member's Lives

Dixon is committed to provide TCM services that are:

- Provided where the beneficiaries choose to receive their services and supporting integrated care and collaboration of services.
- Prioritize frequent in-person interactions between our community-based care managers and the beneficiaries that we support.
- Place additional emphasis on improving outcomes and population health management.
- Regular meetings, customized and organized care management, communication with the member's direct Tailored Care manager and planned calls or meetings that are targeted to meet health needs and goals. Also, coordination with the member's Primary Care Provider (PCP), pharmacy and health-related resource contacts.



Success Story #1

One of our members recently lost his apartment, was homeless and suffering a mental condition. He contacted CM early one morning in distress. He stated that he was hearing voices and he wanted to contact a friend to transport him to the ER. CM determined that he had been hearing voices since early that morning. Member stated that he was going to wait for his friend to come get him. CM encouraged member to contact 911 immediately. The member called CM to report that the paramedics were transporting him to the ER. During the time the member was in the hospital, he lost his apartment and CM started exploring housing availability for the member. The outcome was that the member received approval for at least two apartment dwellings.

Success Story #2



Member was legally terminated from his apartment and given 30 days to vacate the premises. The member was very emotional when brought the certified letter to CM to confirm and review with him. CM settled the member, then scheduled a meeting with the Property Manager to see what alternatives could be worked out for the member using a “Plan of ACTION (POA)” tool. The property manager agreed to the terms in the POA and reinstated the member. CM met with the member, explained the process and reinstatement terms. The outcome was that the member was able to retain housing.

Success Story #3



A member requested resources for learning how to obtain a driver's license and how to get a job. She was provided with a Drivers handbook and had a commitment that her sister would help her study. CM assisted further by called Vocational Rehabilitation and made referral for her to receive assistance. The member had her first in-person meeting with Vocational Rehabilitation. She also was assigned a job coach. Currently, the member updates the CM weekly on her progress with Vocational Rehab and her progress with her job coach on her steps towards finding employment.

Questions?



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 2023 Meetings:

June 23

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](#))
- **Meeting #13:** Friday, November 18, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #14:** Friday, December 16, 2022, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #15:** Friday, February 24, 2023, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #16:** Friday, March 24, 2023, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))
- **Meeting #17:** Friday, April 28, 2023, 3:30 – 4:30 pm ET ([presentation](#), [minutes](#))