

Tailored Care Management Technical Advisory Group (TAG)

Meeting #40

Care Transitions Overview

September 26, 2025

Announcement

Please note that 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/>

- **Welcome and Roll Call**
- **Budget Deficit Impacts on TCM**
- **TCM Learning Collaboratives and Office Hours**
- **Public Comments/Questions**

Welcome and Roll Call

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

Contact: Medicaid.TailoredCareMgmt@dhhs.nc.gov

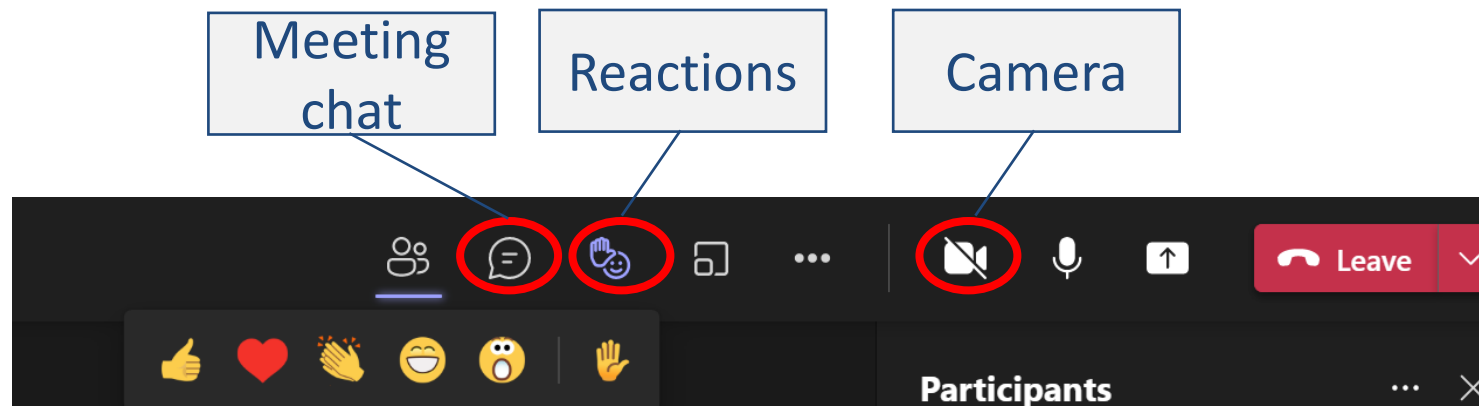


NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

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
Joanna Finer	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
LaDonna Battle	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

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.



Budget Deficit Impacts On TCM Supports

Acknowledgment & Impact

- Appreciation for your commitment to whole-person care.
- TCM services are now available to nearly **300,000 beneficiaries**.
- Care managers are:
 - Connecting members to services
 - Managing complex conditions
 - Supporting personal goals

Legislative Update

NC General Assembly
Passes H124

\$600 million allocated to
NC Medicaid

Covers:

- Medicaid rebase (services & provider payments)
- Medicaid Oversight Fund (admin & contracts)

Shortfall: \$319 million

- Impacts:
 - Lower provider payment rates
 - Elimination of some services
 - Reduced Medicaid staffing

Impacts to existing support to TCM provider and practices

The Area Health Education Center (AHEC) contract is significantly impacted resulting in the discontinuation of AHEC-supported:

- TCM practice support coaching
 - TCM Office Hours
 - TCM Learning Collaboratives and practice sessions
 - Practice coach planning for Round 4 TCM applicants
 - TCM Tailored Plan Curriculum Meeting series with Health Plans
 - New TCM module training updates
- **The National Committee for Quality Assurance (NCQA) contract was terminated, and NCQA will no longer be available to:**
 - Update information for existing Advanced Medicaid Home plus (AMH+)/Care Management Agency (CMA) practices
 - Support new AMH+/CMA credentialing reviews and approvals

Communication Channel

TCM Providers may share questions or examples of the value AHEC and NCQA brought their teams [here](#).

TCM Trainings

TCM Required Trainings

AHEC Training Portal Access & Updates

- **All new hires and existing team members** (CMA, AMH+, and Tailored Plan) will continue to have access to the **AHEC training portal** through **December 31, 2025** for all required training, including annual requirements.
- **No changes to:**
 - The registration process
 - Educational credits for required courses
- **No new content** will be added to existing **TCM courses**.
- **DHB is exploring options** with AHEC to support continued training access beyond 2025.

TCM Stakeholder Communications

TCM Stakeholder Communications

TCM Newsletter

- Cadence: Quarterly (No changes)
 - January
 - April
 - July
 - October

TCM TAG will occur quarterly on the fourth Friday 10:00-11:00

- February
- May
- August
- November

Both Learning Collaboratives and Office Hours will now be facilitated by the Department. A single, consistent link will be used for each upcoming event.

Learning Collaboratives will occur **monthly** on the **second Wednesday 12:30 p.m. to 1:30 p.m**

TCM Office Hours will be held **quarterly** on the **third Wednesday** from **12:30 p.m. to 1:30 p.m.**, beginning **January 2026**.

- January
- April
- July
- October

Special Updates may be scheduled on an **ad hoc** basis as needed.

Communicating Provider Changes

Provider Changes:

- To ensure accurate records and coordination, **TCM Providers must notify both DHB and their Tailored Plan partners** of changes in the following areas:
- **Administrative Sites**
Additions, closures, or relocations
- **Population Segments**
Adding new segments
- **Care Management Platforms**
Platform changes

How to Notify:

- Tailored Plan Partners: Use established communication channels
- DHB: Email updates to
Medicaid.TailoredCareMgmt@dhhs.nc.gov

Public Comments