









**Tailored Care Management (TCM)
Technical Advisory Group (TAG)
Data Subcommittee**

January 18, 2024 Meeting

Agenda

	Welcome & Roll Call	5 min
	LME/MCO Consolidation	15 min
	Data Topic Prioritization	10 min
	Data Topics for Discussion <ul style="list-style-type: none">• Tailored Care Management Auto-Assignment• Tailored Care Management Data Interfaces	20 min
	Public Comments	5 min
	Next Steps	2 min

Tailored Care Management TAG Data Subcommittee Roll Call

Entity	Organization Name
LME/MCOs	Alliance Health
	Partners Health Management
	Trillium Health Resources
	Vaya Health
CINs	Access East
	Alera Health (aka Blaze Advisors)
	CCPN
	CHN
	Duke
	CHESS Health Solutions
	NCCCHA/CMHN
	MediSked

Entity	Organization Name
AMH+/CMAs	B&D Integrated Health Services
	Coastal Horizons Center
	Daymark Recovery Services
	Dixon Social Interactive Services
	ECU Physicians
	Integrated Family Services
	Monarch
	Pinnacle Family Services
Others	The Arc of NC
	UNC Center for Excellence
	Tribal Option

DHHS and Advisors

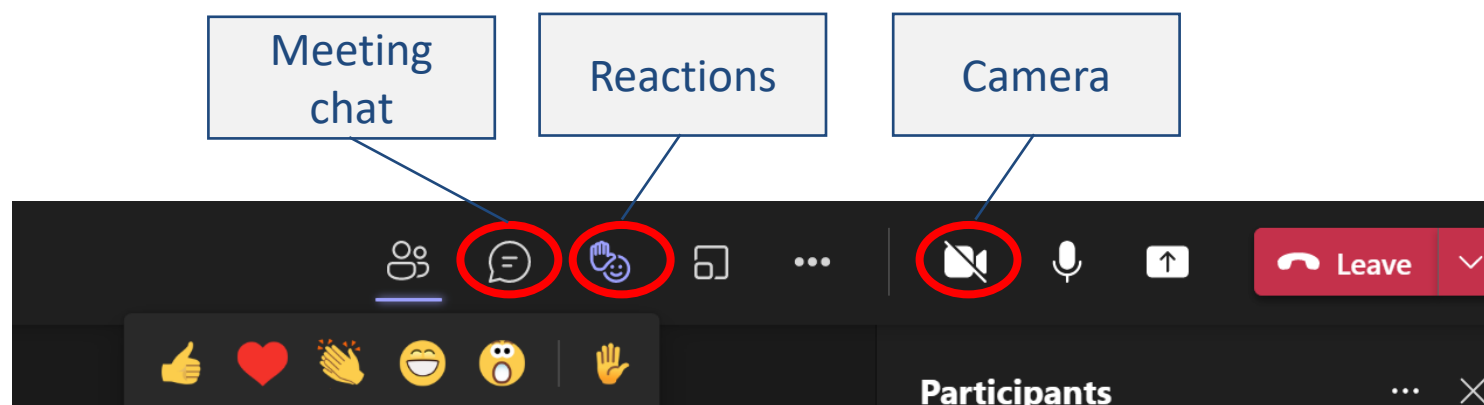
Kristen Dubai	Loul Alvarez	Regina Manly	Gwen Sherrod	Eumeka Dudley	Gangadhar Naraharisetty
Chief of Population Health	Associate Director, Population Health	Senior Program Manager, Tailored Care Management	Program Manager, Tailored Care Management	Program Manager, Tailored Care Management	Technical Lead for Quality, Population Health, and Evaluation

Contact: Medicaid.TailoredCareMgmt@dhhs.nc.gov

Vik Gupta	Sachin Chintawar	Lammot du Pont
Medicaid Transformation, Quality & Population Health, Accenture	Medicaid Transformation, Quality & Population Health, Accenture	Senior Advisor, Manatt Health Strategies

Meeting Engagement

We encourage subcommittee members to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.



AI Policy

Please note that we are not recording this call, and 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/>

LME/MCO Consolidation

LME/MCO Consolidation

Anticipated Data and System Impacts

The Department is actively working with Tailored Care Management stakeholders to prepare for and support the LME/MCO consolidation.

Area	Update
1. Support for Out-Of-Network TCM Providers during transition	<ul style="list-style-type: none">▪ The Department is publishing guidance through the TCM Provider Newsletter being published on 1/19/2024.▪ Additionally, the Department has shared detailed scenarios through the monthly TCM Interfaces Post-Production series with all TCM Providers and the Plans.
2. Managing Interfaces for TCM Providers during consolidation	<ul style="list-style-type: none">▪ The Department has shared expected behavior of the TCM Interfaces for Eastpointe/Sandhills as well as the surviving entities through the TCM Interfaces Post-Production series.
3. Updates for TCM Auto Assignment	<ul style="list-style-type: none">▪ The Department provided guidance to LME-MCOs to prevent the reassignment of members away from Out of Network Providers during the 120-day Transition of Care period.
4. TCM Claims Payments	<ul style="list-style-type: none">▪ The Department is publishing guidance through the Provider Newsletter being published on 1/19/2024.▪ Additionally, the Department has shared detailed scenarios through the monthly TCM Interfaces Post-Production series with all TCM Providers and the Plans.

Data Topics Prioritization

Tailored Care Management Data Topics Survey

Overview

In November 2023, the Department asked Data Subcommittee Members to provide feedback on the impact of key data issues and the urgency to resolve them.

Survey Goals and Structure

The survey prompted respondents to:

A. Validate a list of identified data issues and **define** additional issues.

B. Prioritize the issues across two dimensions:

Impact on Critical Operations

- High (significant impact)
- Medium (moderate impact)
- Low (minimal impact)

Urgency for Resolution (timing)

- Immediate (within next 6 mo.)
- Near term (between 6-9 mo.)
- Long term (after 9 mo.)

C. Provide detailed comments on the issue and/or potential solutions

Tailored Care Management Data Topics Survey

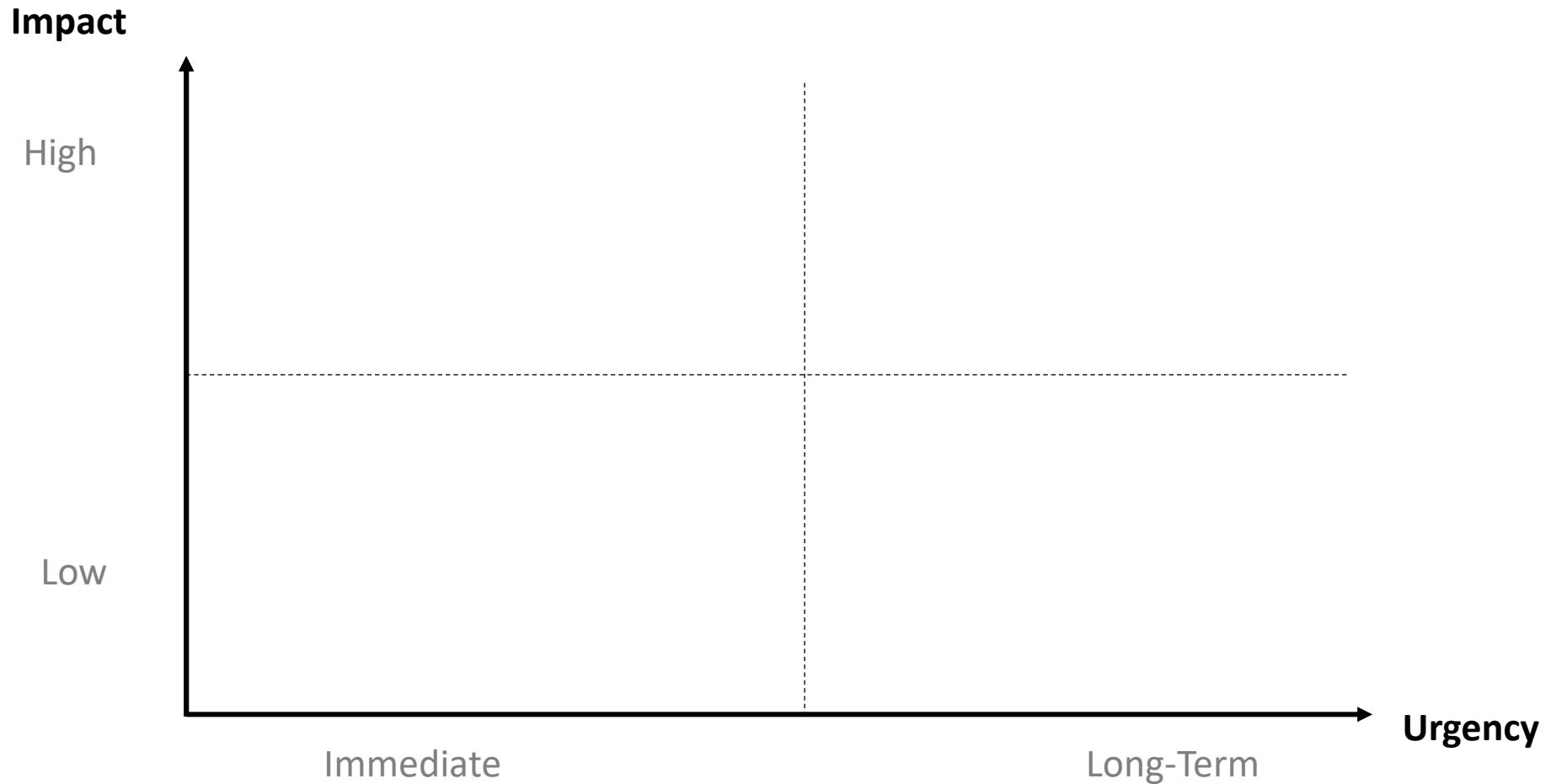
Data Issues

Data Subcommittee Members provided feedback on eight data issues in four areas.

Area	Data Issue
1. TCM Auto-Assignment	<ul style="list-style-type: none">▪ Member Churn▪ Delayed Implementation of Member Choice and Opt Out Requests
2. Beneficiary Assignment File	<ul style="list-style-type: none">▪ Inconsistent Approaches for Members with Multiple Continuous Enrollment Segments▪ Inconsistent Use of Maintenance Type Codes▪ Requests for Additional Data Elements▪ Data Completeness, Formats, or Accuracy Issues
3. Patient Risk List File	<ul style="list-style-type: none">▪ Data Completeness, Formats, or Accuracy Issues
4. Claims Files	<ul style="list-style-type: none">▪ Data Completeness, Formats, or Accuracy Issues

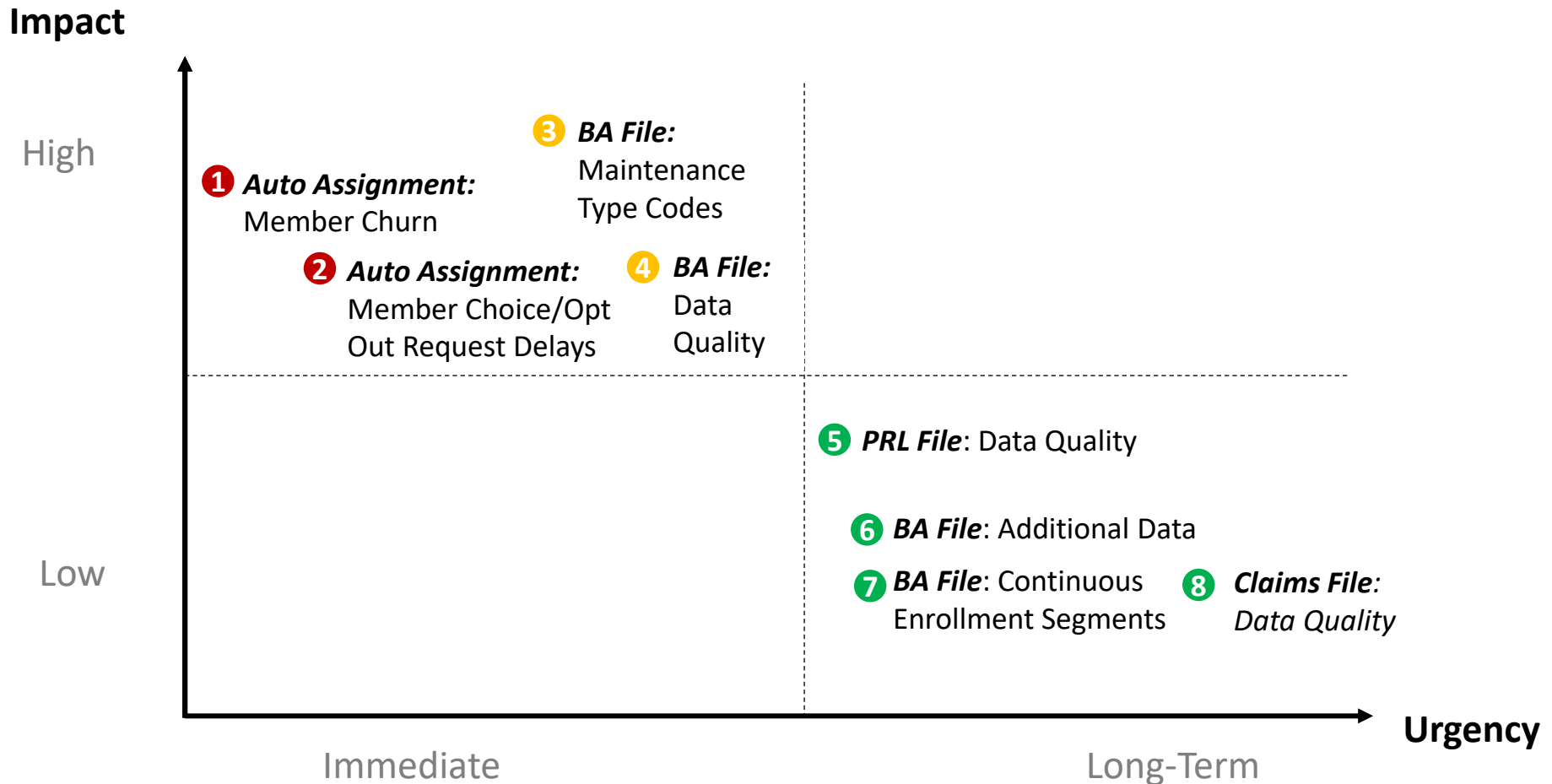
Data Topic Prioritization

For each data topic, Data Subcommittee members evaluated the impact on critical operations and the urgency for resolution.



Data Topic Prioritization

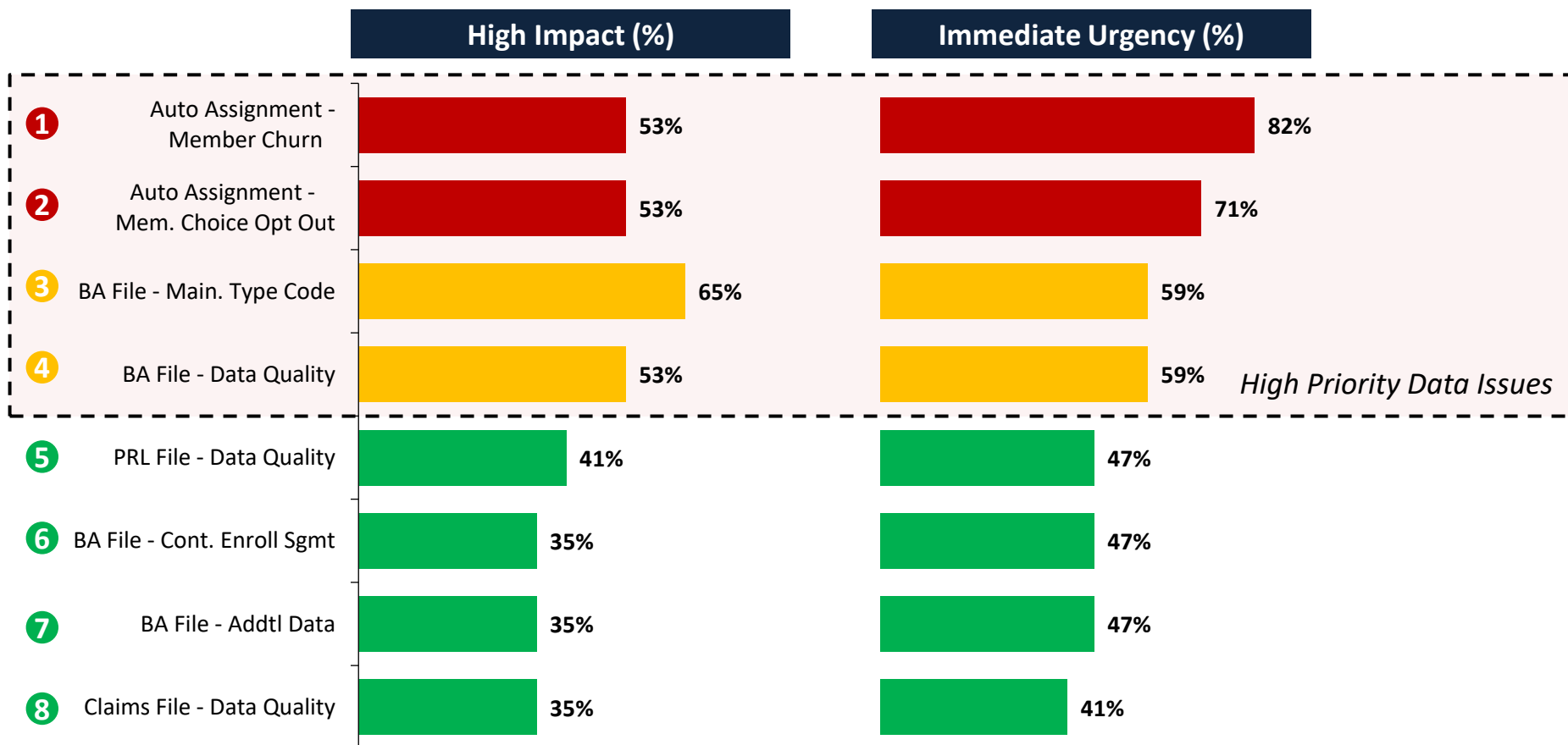
Across all responses, Data Subcommittee Members ranked Auto Assignment and Beneficiary Assignment File data issues as high impact and immediate urgency for resolution.



Data Topic Prioritization

Overall Ratings

Below are the combined ratings from the LME/MCOs, AMH+ Practices and CMAs, and CINs/Data Partners



NOTES: BA File = Beneficiary Assignment File. PRL File = Patient Risk List File.

Data Topic Prioritization

Next Steps

- 1. The Department is integrating the survey feedback into existing problem-solving processes.**
- 2. The Department will continue to take feedback on, track, and work to resolve issues for all the data topics.**
- 3. In the near term, the Department proposes that efforts focus on the two data topics of highest priority to the Data Subcommittee:**
 - Tailored Care Management Auto Assignment**
 - Selected Issues Related to Tailored Care Management Data Interfaces**

Data Topics for Discussion
Tailored Care Management Auto-Assignment

Tailored Care Management Auto Assignment

Issue Description and Resolution Approaches

Issue Description

AMH+ practices, CMAs, and their Data Partners have reported substantive member churn (e.g., frequent reassignments) on their panels, potentially due to the following:

1. Members' Population Segment Change
2. HCBS Care Coordination Conflict Rule
3. Members' Service Changes
4. Duplicative/Excluded Services
5. Provider Panel-Related Changes
6. Administrative Site Related Changes

Resolution Approach

In August 2023, the Department formed a **"TCM Auto-Assignment Collaborative,"** consisting of LME/MCOs, providers, and CINs, to:

1. Review drivers of member churn, and
2. Assess potential changes to current reassignment guidance to minimize member churn.

To date, the Department has engaged the Collaborative to discuss **potential changes to reassignment processes** for the following top drivers of member churn:

- Population Segment Changes
- HCBS Conflict Identification

Tailored Care Management Auto Assignment

HCBS Conflict Identification

Scenario Description

In September 2023, the Department and the TCM Auto Assignment Collaborative aligned on the following solution for reducing member churn caused by the Conflict-Free Care Management lookback period:

1. Members are not permitted to receive TCM services from a provider where they are actively receiving HCBS services.
2. Members will be permitted to receive TCM services from a provider that is no longer their active HCBS provider.
3. LME/MCOs will rely on TCM Providers to notify the LME/MCO and identify members that need to be reassigned if the TCM Provider plans to provide or is providing HCBS services to the member.

Progress to Date

- ✓ DHB has received internal approval to advance the proposed changes to address member churn caused by the Conflict-Free Care Management lookback period.
- ✓ DHB has published an updated version of the TCM Auto Assignment policy document reflecting the new approach.

Next Steps

- ❑ LME/MCOs will update their auto-assignment algorithms to only review members who have an active relationship with HCBS providers.
- ❑ This update is expected to be developed in January 2024 and will be fully tested before production.

Tailored Care Management Auto Assignment

Population Health Segment Changes

Scenario Description

The Department and the TCM Auto Assignment Collaborative aligned on the following solution approach for reducing member churn caused by members' population segment changes:

1. Pausing all reassignments due to population segment changes (introduced on 8/1)
2. Requiring reassignments for members who start receiving the Innovations Waiver or TBI Waiver (post-initial assignment) only if their current TCM provider is not certified to serve those populations
3. Implementing a reassignment-upon-provider-notification process where a member whose population segment changes will not be reassigned unless their current provider notifies their LME/MCO that they can no longer serve the member

Progress to Date

- ✓ DHB has received internal approval to advance the proposed changes to address member churn caused by members' population segment changes.
- ✓ DHB has published an updated version of the TCM Auto Assignment policy document reflecting the new approach.

Next Steps

- ❑ LME/MCOs will develop new functionality to automatically reassign those members who start receiving the Innovations Waiver or TBI Waiver and their current TCM provider is not certified to serve those populations.
- ❑ These functionalities are expected to be developed by mid-March and will undergo testing before full production.

Data Topics for Discussion
Tailored Care Management Data Interfaces

Tailored Care Management Data Interfaces

Selected High Priority Issues

The Department is focusing its efforts on the following Tailored Care Management Data Interfaces issues:

- 1. Addition of members' population health segment**, for improved stakeholder understanding of auto-assignment processes and efficient issue resolution

The Department is pausing work on the “single row” beneficiary assignment file design and implementation to focus on higher priority data topics as identified by Data Subcommittee Members.

Tailored Care Management Data Interfaces

Progress to Date: Addition of Population Health Segment Data

Scenario Description

To help support reducing member churn caused by population segment changes, AMH+ practices/CMAs and Data Partners have reported that receiving population segment data would help to inform their care management processes for Tailored Care Management providers.

Receiving population segment data will notify AMH+ practices/CMAs and Data Partners:

- The part of their panel that was used for TCM Auto-Assignment.
- Notify Care Managers of the member's care needs upon assignment.
- Allow AMH+ practices/CMAs and Data Partners to provide feedback to LME-MCOs on member population segment changes.

Proposed Solutions

- ✓ The Department will update TCM Interfaces to deliver data on members' population segment to AMH+ practices/CMAs and Data Partners.
- ✓ The value of this data field should correspond with the member's population segment as determined by the LME/MCO's TCM Auto Assignment algorithm.

Next Steps

- Identify and update a TCM Interfaces file layout to include a new data element on member's population segment
- Work with LME/MCOs to build a timeline for development, testing, and implementation

Public Comments

Next Steps

Next Steps

Subcommittee Members will:

- 1 Provide additional feedback on today's discussion topics to Eumeka Dudley (eumeka.dudley@dhhs.nc.gov).

DHHS will:

- 1 Post today's presentation and a summary of today's meeting on the DHHS website.

Future Tailored Care Management TAG Data Subcommittee meetings will occur on a quarterly cadence. The next meeting is scheduled for April 18, 2024.