



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #178

To: All Providers
From: Khristine Brewington, MS, LCMHC, LCAS, CCS, CCJP
VP of Network Management
Date: July 15, 2021
Subject: Tailored Care Management Updates, Medicaid Transformation Resources

SPECIAL BULLETIN MEDICAID TRANSFORMATION

TAILORED CARE MANAGEMENT DATA UPDATES

DATA SYSTEM GUIDANCE AND STRATEGY Q&A'S AVAILABLE

In September 2019, the Department released "North Carolina's Data Strategy for Tailored Care Management," a policy paper describing how Behavioral Health I/DD Tailored Plans, Advanced Medical Home Plus (AMH+) Practices and Care Management Agencies (CMAs) supporting Tailored Care Management will be expected to use data and information to fulfill their care management responsibilities. It included details on:

- 🌱 Types of data to be received, generated, collected and/or transmitted;
- 🌱 Triggers, formats and methods for exchange;
- 🌱 Data security and privacy standards; and
- 🌱 Data sharing oversight and accountability expectations.

In response to the public comments the Department received on the paper, the Department published [Questions and Answers](#) (Q&A) that provide a high-level summary of Tailored Care Management data- and system-related requirements across several key areas for stakeholder consideration.

CARE MANAGEMENT DATA SYSTEM GUIDANCE

Advanced Medical Home Plus (AMH+) Practices, Care Management Agencies (CMAs) and other organizations providing Tailored Care Management will be required to have care management platforms – or "data systems" – that allow care managers to understand who their assigned populations are, document and monitor member care needs, and respond as those needs change.



24-Hour Access to Care Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org)



The [Care Management Data System Guidance document](#) describes the features and capabilities that are required for care management data systems as well as the pathways by which AMH+ Practices and CMAs may satisfy the care management data system requirement.

The full data exchange and use requirements for Behavioral Health I/DD Tailored Plans, AMH+ Practices, and CMAs can be found in the [Tailored Care Management Provider Manual](#) and the [Behavioral Health I/DD Tailored Plan Request for Applications](#) (RFA).

More information can be found on the [Tailored Care Management web page](#).

- 🌱 Read the original article [Tailored Care Management Data Updates Data Strategy Questions and Answers](#)

MEDICAID TRANSFORMATION RESOURCES

During Medicaid Transformation, with the launch of the Standard Plans in 2021 and Tailored Plans in 2022, Trillium will continue sharing information with our provider network.

Please see below for current resources:

- 🌱 [NCDHHS Facts Sheets](#)
- 🌱 [My Learning Campus for Providers](#) - Medicaid Transformation Training available
- 🌱 [Learn more about Medicaid Transformation](#)
- 🌱 [NCDHHS Health Plan Contacts & Resources](#)
- 🌱 [North Carolina AHEC Managed Care Website](#)
- 🌱 [NC Medicaid Managed Care Website](#)
- 🌱 Requests for presentations or to provide feedback: NCEngagement@dhhs.nc.gov

[NCTracks Home](#)

Any questions about this Communication Bulletin that does not already have an email listed for questions from that specific section, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.