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Network Communication Bulletin #191

To: All Providers

From: Kristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
VP of Network Management

Date: October 6, 2021

Subject: Joint NC DMHDDSAS and DHB Update for NC Providers, Tailored Care Management Technical Advisory Group Application Period Opens, Tailored Care Management 101 Webinar Series, Medicaid Transformation Resources

SPECIAL BULLETIN MEDICAID TRANSFORMATION

Joint NC DMHDDSAS and DHB Update for NC Providers

Thursday, October 7, 2021 | 3:00 p.m.

Participant Log-In Information (see panelist log-in below):

[Please register](#) for Joint DMH/DHB Monthly Provider Call.

After registering, you will receive a confirmation email containing information about joining the webinar.

[Closed Captioning](#)

Please feel free to share with other providers in your network or catchment area

During this call there will be a presentation and discussion of the (i) Option. Panelists will present policy updates from DMHDDSAS and DHB representatives followed by an open Q&A session. In addition to DMHDDSAS and DHB subject matter experts we will also have a representative from DHSR on the call to answer questions you might have. In consideration of the limited time we have on the call, we ask that you review the guidance links (below) on the DHHS website and FAQs on the NC Medicaid site to see if an answer to your question has already been provided. These calls will be held monthly on the first Thursday of each month.

[Transformation](#)

[Provider Playbook Medicaid Managed Care](#)

[Transformation- Proposed Program Design](#)

[Tailored Care Management](#)

[Behavioral Health I/DD Tailored Plan](#)

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is working to centralize questions coming in so that we can ensure that questions are answered in a timely manner by the appropriate subject matter experts.



Members & Recipients Service Line:- 877-685-2415
Business & Administrative Matters - 866-998-2597

TrilliumHealthResources.org



In order to do this we have two portals for incoming questions which are an email Bhidd.helpcenter@dhhs.nc.gov or web portal <https://tinyurl.com/386hpk6h>. Please help us better our response time by using these avenues for submitting questions.

TAILORED CARE MANAGEMENT TECHNICAL ADVISORY GROUP APPLICATION PERIOD OPENS

ALL SUBMISSIONS ARE DUE WEDNESDAY, OCT. 15, 2021.

The North Carolina Department of Health and Human Services (NCDHHS) is seeking [applications for individuals to participate in the Tailored Care Management Technical Advisory Group](#) (TAG), which will advise and inform the Department on key aspects of the design, implementation, and evolution of the Tailored Care Management program. The Tailored Care Management TAG will be comprised of the following members:

- 🌱 Representatives from Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans – i.e., employees of LME/MCOs awarded a Tailored Plan contract
- 🌱 Representatives from provider organizations that are certified or are candidates to become certified as Advanced Medical Home Plus (AMH+) practices or Care Management Agencies (CMAs)
- 🌱 Representatives reflecting the Tailored Plan consumer population – i.e., Medicaid enrollees or family members/guardians of individuals who expect to be in Tailored Care Management

The Tailored Care Management TAG will serve as the primary venue for advisory conversations among these stakeholders and the Department, ahead of and after Tailored Care Management launch. The Department expects that members will take issues raised in the Tailored Care Management TAG back to their organizations and networks to promote dialogue and communication between the Tailored Care Management TAG and a broader group of stakeholders.

Recommendations made by the Tailored Care Management TAG will be advisory only; decisions to act upon recommendations will be made at the sole discretion of the Department. Tailored Care Management TAG members will advise on Tailored Care Management topics that may include but will not be limited to:

- | | |
|--------------------------------------|--------------------------------|
| 🌱 Workforce | 🌱 Health Opportunities Pilots |
| 🌱 Capacity building | 🌱 Member engagement |
| 🌱 Conflict-free care management | 🌱 Data strategy |
| 🌱 Quality measurement and incentives | 🌱 Other ongoing program design |

The Tailored Care Management TAG will meet monthly, with its first meeting anticipated to be on Oct. 29, 2021.

Tailored Care Management TAG meetings will be open for public attendance, and materials (e.g., presentations and minutes) will be made publicly available.

More information on Tailored Care Management TAG eligibility and roles and responsibilities can be found in the [Tailored Care Management TAG Application](#). This application will be completed electronically. **All submissions are due by 5 p.m. ET on Wednesday, Oct. 15, 2021.**

Please contact Medicaid.TailoredCareMgmt@dhhs.nc.gov with any questions about the Tailored Care Management TAG. More information about [Tailored Care Management](#).


TAILORED CARE MANAGEMENT 101 WEBINAR SERIES

Tailored Care Management will be the predominant care management model for the Behavioral Health and Intellectual/Developmental Disability (I/DD) Tailored Plan population, which includes individuals with significant behavioral health conditions (including serious mental illness, serious emotional disturbances and severe substance use disorders), I/DD and traumatic brain injury (TBI). Tailored Plan members will obtain care management through one of three approaches: through an Advanced Medical Home Plus (AMH+) practice, Care Management Agency (CMA), or a care manager based at a Tailored Plan.

[The Tailored Care Management 101 webinar](#) series was designed to help develop a shared understanding of the model across the North Carolina provider community (including advanced medical homes and behavioral health, I/DD, and TBI providers) and anyone interested.

The webinar series will run from October through mid-December, on Fridays from 12 to 1 p.m., and cover:

DATE	SUBJECT
Oct. 1, 2021	Introduction to Tailored Care Management
Oct. 8, 2021	Becoming an AMH+/CMA
Oct. 15, 2021	Health Information Technology (IT) Requirements and Data Sharing
Oct. 22, 2021	Partnering with a Clinically Integrated Network and Other Partners
Oct. 29, 2021	Delivery of Tailored Care Management
Nov. 5, 2021	Transitional Care Management and Community Inclusion Activities
Nov. 19, 2021	Conflict-Free Care Management and Additional Care Coordination Functions for Members Enrolled in the Innovations or TBI Waiver
Dec. 3, 2021	Billing
Dec. 10, 2021	Oversight and Quality Measurement/Improvement







 Register for the [webinar series](#).

 [More information on Tailored Care Management](#).

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

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.