

To: All Providers

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VP of Network Management

Date: November 18, 2021

Subject: Joint DMHDDSAS and DHB Update Call, Updated Provider Enrollment Training, NCDHHS Announces Updated Launch for Behavioral Health I/DD Tailored Plans, Tailored Care Management 101 Webinar Series, Medicaid Transformation Resources

SPECIAL BULLETIN MEDICAID TRANSFORMATION

JOINT DMHDDSAS AND DHB (NC MEDICAID) UPDATE CALL FOR BH/IDD CONSUMERS, FAMILY MEMBERS AND COMMUNITY STAKEHOLDERS

Monday—November 22, 2021 at 2:00 pm

(Monthly on the Fourth Monday at 2:00pm)

This call is for consumers, family members, and community stakeholders ONLY. If you are a provider who joins the call, please allow consumers, family members, and community stakeholders to ask their questions. (Provider questions will be answered during the regularly scheduled NC Providers call.)

The Division of MH/DD/SAS and Division of Health Benefits (NC Medicaid) remain committed to working hard to assess service gaps, create and amend policies, and direct funding into service areas that will be impactful in preventing the interruption and delay of BH/IDD services during this challenging time. The Department will provide information and seek input on the 1915(i) Waiver as well as the Child Welfare Vision and Plan. This recurring call will be the fourth Monday of each month in an attempt to help keep consumers, family members and community stakeholders informed and updated on policies and actions impacting service access and health outcomes for BH and IDD consumers, and perhaps more importantly – to hear directly from you about any questions or issues that have emerged since we last communicated. We hope that you can join us. **To participate please click on the link below to register:**

Participant Log-In Information:

 [Register for this event](#)

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

 [Closed Captioning](#)

NCDHHS ANNOUNCES UPDATED LAUNCH FOR BEHAVIORAL HEALTH I/DD TAILORED PLANS

NCDHHS [has announced](#) that Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans will launch Dec. 1, 2022, instead of July 1, 2022. Individuals who need certain services to address a serious mental illness, serious emotional disturbance, severe substance use disorder, I/DD or TBI, may be eligible to enroll in a Behavioral Health I/DD Tailored Plan. This updated implementation schedule will provide NCDHHS and the Local Management Entities/Managed Care Organizations (LME/MCOs) with the additional time necessary to address the complexities of a high-quality system to care for and treat individuals with mental health and substance use disorders, I/DD and traumatic brain injuries (TBI).

 For more information, please see the [Behavioral Health I/DD Tailored Plans: Updated Launch Fact Sheet](#)

UPDATED PROVIDER ENROLLMENT TRAINING

This fall, NC Medicaid is releasing an updated series of provider enrollment training videos, which are required components of the provider enrollment process for North Carolina Medicaid providers, and mandated under NCGS108C-9 (c). Public Consulting Group (PCG) is the state contractor responsible for conducting the pre-enrollment trainings for all newly enrolling providers.

The seven-part series covers current policies and procedures under the new NC Medicaid Managed Care guidelines. To complete the coursework, providers must watch each video, complete each quiz and pass the final exam with a 70% score or better.

For additional information about the required training, Providers may call PCG at 877-522-1057, Option 2, or email at NCDMAMedicaid@pcgus.com

 [Provider Enrollment Training Link](#)

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.