

# Tailored Care Management for Children and Youth Served by the Child Welfare System - Quick Reference Guide



## WHAT IS TAILORED CARE MANAGEMENT

Under Tailored Care Management, members will have a single care manager who will manage all of a member's needs, spanning **physical health, behavioral health, I/DD, TBI, pharmacy, LTSS, and unmet health-related resource needs.**

**Tailored Care Management will allow eligible children/youth to receive integrated care management.**

Integrated care management places the person at the center of a multidisciplinary care team and recognizes interactions across all their needs, developing a holistic approach to serve the whole person.

**With Tailored Care Management, care managers:**

- **Coordinate a comprehensive set of services** addressing all of the member's needs; members will not have separate care managers to address physical health, behavioral health, TBI, and I/DD-related needs.
- **Provide holistic, person-centered planning.** Members receive a care management assessment that evaluates all of their health and health-related needs and drives the development of a care plan that identifies the goals and strategies to achieve them.
- **Address unmet health-related resource needs** (e.g., housing, food, transportation, interpersonal safety, employment) by connecting members to local programs and services.
- **Are part of multidisciplinary care teams** made up of clinicians and service providers who communicate and collaborate closely to efficiently address all of the member's needs.
- **Utilize technology** that bridges data silos across providers and plans.

	Is the Child/Youth Enrolled in the NC Innovation Waiver?	Is the Child/Youth diagnosed with a SMI, SED, a severe SUD, an I/DD, or receiving services for a TBI?*	Is the Child/Youth Eligible for Tailored Care Management on 12/1?	Care Management Model on 12/1
Under Age 3	✓	✓	✓	Tailored Care Management
	x	✓	x	CMARC or CCNC
	x	x	x	CMARC or CCNC
Ages 3+	✓	✓	✓	Tailored Care Management
	x	✓	✓	Tailored Care Management
	x	x	x	CMARC (Under Age 5) or CCNC







## Terms to Remember:

- **NC Medicaid Direct:** North Carolina's health program for Medicaid beneficiaries who are not enrolled in health plans.

 **Terms to Remember (cont.):**

- **Care Management:** Team-based, person-centered approach to effectively managing patients’ medical, social and behavioral conditions.
- **Tailored Care Management Assignment Letters:** Assignment letters that will be sent to beneficiaries who are eligible for Tailored Care Management.
- **Transition of Care:** The process by which a beneficiary’s healthcare coverage moves between service delivery systems, including between health plans.
- **NC Innovations Waiver:** A Federally approved 1915 C Medicaid Home and Community-Based Services Waiver (HCBS Waiver) designed to meet the needs of Individuals with Intellectual or Development Disabilities (I/DD) who prefer to get long-term care services and supports in their home or community, rather than in an institutional setting.
- **Warm Handoff:** Time-sensitive, member-specific planning for care-managed members or other members identified by either the transferring or receiving entity to ensure continuity of service and care management functions. Warm Handoffs require collaborative transition planning between both transferring and receiving entities and as possible, occur prior to the transition.
- **Transferring Entity:** The entity (e.g., CCNC) that is disenrolling the transitioning member and transferring the member’s information.
- **Receiving Entity:** The entity (e.g., LME/MCO) that is enrolling the transitioning member and receiving the member’s information.
- **Beneficiary Consent Form:** Form that beneficiaries or their guardian sign to provide permission for their information to be transferred.
- **Transition of Care (TOC) Warm Handoff Summary Form:** This form is required for beneficiaries with high needs to be completed to support the transition from CCNC to LME/MCO.

**Scenarios:**

 <b>3-year-old in Foster Care</b>	<p><b>Brayden is 3-years-old and in foster care. He is on the NC Innovations Waiver.</b></p>	<p><i>Is Brayden eligible for Tailored Care Management on 12/1?</i></p>	<p><b>YES</b> - Brayden will receive <b><u>Tailored Care Management</u></b>.</p>
 <b>24-year-old Former Foster Youth</b>	<p><b>Cyrus is 24-years-old and a former foster care youth. Cyrus has a serious mental illness (SMI).</b></p>	<p><i>Is Cyrus eligible for Tailored Care Management on 12/1?</i></p>	<p><b>YES</b> - Cyrus will receive <b><u>Tailored Care Management</u></b> provided by a LME/MCO.</p>
 <b>2-year-old in Foster Care</b>	<p><b>Ruth is 2-years-old and in foster care. Ruth is showing signs of developmental delays.</b></p>	<p><i>Is Ruth eligible for Tailored Care Management on 12/1?</i></p>	<p><b>NO</b> - Ruth will <b>continue to receive Care Management for <u>At-Risk Children (CMARC)</u></b> through the local health department.</p>
 <b>7-year-old in Foster Care</b>	<p><b>David is 7-years-old and in foster care; he has no known behavioral health concerns.</b></p>	<p><i>Is David eligible for Tailored Care Management on 12/1?</i></p>	<p><b>NO</b> - David is 7-years-old and in foster care; he has no known behavioral health concerns.</p>