

## 12/1 Tailored Care Management Launch for Children/Youth in Foster Care FAQs

Last Updated: 11/8/2022

### 1. What is Tailored Care Management

[Tailored Care Management](#) is North Carolina's specialized care management model targeted toward individuals with a significant behavioral health condition (including both mental health and substance use disorders), intellectual/developmental disability (I/DD), or traumatic brain injury (TBI). Tailored Care Management is aimed at promoting whole-person care, fostering high-functioning integrated care teams, and driving toward better health outcomes. Through Tailored Care Management, beneficiaries will have a single designated care manager supported by a multidisciplinary care team to address their physical health, behavioral health, intellectual/developmental disability (I/DD), pharmacy, long-term services and supports (LTSS), and unmet health-related resource needs. Individuals can obtain Tailored Care Management through primary care providers certified as an Advanced Medical Home Plus (AMH+), behavioral health/ I/DD /TBI providers certified as a Care Management Agency, or a care manager based at a Local Care Management/Managed Care Organization (LME/MCO).

### 2. When will Tailored Care Management launch?

Tailored Care Management will launch on December 1, 2022.

### 3. Who is eligible for Tailored Care Management?

Tailored Care Management will be available to Medicaid beneficiaries who meet clinical eligibility criteria; this includes individuals with serious mental illness (SMI), serious emotional disturbance (SED), severe substance use disorders (SUDs), I/DDs, and TBIs.<sup>1</sup> Except for children ages zero to three, children and youth in foster care, children receiving adoption assistance, and former foster youth under age 26 will be able to receive Tailored Care Management if they meet Tailored Care Management eligibility beginning December 1, 2022.<sup>2</sup>

### 4. Are children ages zero up to age three eligible for Tailored Care Management?

Only children ages zero up to age three enrolled in the NC Innovations Waiver will be eligible to receive Tailored Care Management beginning December 1, 2022. All other children ages zero up to age 3, including those in foster care, who meet Tailored Care Management eligibility will get Tailored Care Management beginning April 1, 2023. Until then, they will continue to receive care coordination/care management as they do today. For example, children in foster care who receive care management

---

<sup>1</sup> Individuals obtaining Assertive Community Treatment (ACT), child ACT, Critical Time Intervention (CTI), individuals residing in Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IIDs), children participating in Care Management for At-Risk Children (CMARC), individuals residing in a skilled nursing facility, individuals receiving the Community Alternatives Program for Children (CAP/C) or for Disabled Adult (CAP/DA) waiver services, individuals in the Tribal Option, individuals receiving primary care case management, individuals participating in the Program of All-inclusive Care for the Elderly (PACE), and children participating in the High Fidelity Wraparound (HFW) program are excluded from Tailored Care Management.

<sup>2</sup> Children ages zero up to age three in foster care or receiving adoption assistance who are enrolled in the NC Innovations Waiver will be eligible to receive Tailored Care Management beginning December 1, 2022.

through the Care Management for At-Risk Children (CMARC) program provided by Local Health Departments will continue to receive CMARC.

**5. When and how will the Department notify children in foster care about their Tailored Care Management eligibility?**

The Department will send assignment letters to individuals eligible for Tailored Care Management beginning the week of November 14, 2022.<sup>3</sup> The Department will send a Tailored Care Management assignment letter to the authorized representative(s) of any child who enters foster care after December 1, 2022 and who is Tailored Care Management eligible.

**6. How are eligible beneficiaries assigned to an AMH+, CMA, or plan-based care manager?**

The Department has developed an assignment algorithm, based on factors like existing provider relationships and medical complexity, that will pair Tailored Care Management-eligible individuals with an organization that provides Tailored Care Management (AMH+, CMA, plan-based care manager). At the outset of Tailored Care Management launch, Tailored Care management eligible children in foster care/adoption assistance and former foster youth will receive plan-based care management—though they, (with their guardians as applicable), will have the option to select an AMH+ or CMA instead like all other eligible beneficiaries. The organization where an individual is assigned for Tailored Care Management will assign a care manager; a child/youth and their guardian may request a change in care manager.

As is the case for all members, if a child/youth in foster care’s county of Medicaid eligibility changes, that child/youth will be moved to a new LME/MCO and new care manager. In these instances, care managers will be required to work with the child/youth and guardian, as applicable, to ensure a smooth transition and provide a warm handoff to the child/youth’s new care manager. Children/youth residing outside of their assigned LME/MCO region (e.g., in a Level II group home in a different region of the State) will still receive plan-based Tailored Care Management from their assigned LME/MCO (or from an AMH+ or CMA, as applicable).

**7. What is the role of a child’s DSS child welfare worker and primary care provider in Tailored Care Management for children and youth involved in the child welfare system?**

Tailored Care Management is a model designed to foster coordination and collaboration among care team members across disciplines and settings. A child’s care manager will work collaboratively with the child/youth’s assigned DSS child welfare worker by sharing data, supporting completion of DSS-required assessments, conducting regular check-in meetings, collaborating on the development of the care plan/individual service plan (ISP), and establishing processes to manage crises.

Primary care providers (PCPs) will also have an opportunity to engage in the child/youth’s care management. PCPs will be included in the care team and have opportunity to participate in care team meetings. PCPs will also have opportunities to review and provide input on the care plan/ISP.

Beginning December 1, 2022, primary care providers will be able see which of their patients are eligible for Tailored Care Management. While Tailored Care Management care managers will be responsible for

---

<sup>3</sup> Assignment letters will be mailed to the authorized representative(s) listed in DHHS records.

initiating outreach to DSS child welfare workers, DSS will have contact information and be able to contact a child's care manager if they need immediate assistance.

**8. How can I learn more?**

In the coming weeks, the Department intends to host a series of stakeholder meetings and post education materials focused on Tailored Care Management and update the Medicaid transformation website with information. We welcome questions at [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov).