



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

December 15, 2023

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS,
SUPERVISORS, AND SOCIAL WORKERS**

SUBJECT: TAILORED CARE MANAGEMENT FOR FOSTER CARE

REQUIRED ACTION: Information Only Time Sensitive Immediate

PURPOSE: INFORMATION REGARDING TAILORED CARE MANAGEMENT

As of December 1, 2022, children and transitional age youth currently in foster care, receiving adoption assistance, or formerly in foster care and under the age of 26 that meet eligibility requirements, are able to receive Tailored Care Management **services (The Division of Health Benefits/NC Medicaid provides notification letters to eligible individuals)**. Tailored Care Management beneficiaries 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.

The Tailored Care Management model was implemented to focus on promoting whole-person care and is designed to promote coordination and collaboration among care team members across disciplines and settings aiming towards better health outcomes for children and transitional age youth. A child's care manager will work collaboratively with the 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 be included by participating in care team meetings and reviewing and providing input on the youth's care plan.

How to access care manager information if needed for a child entering foster care presumed to be Tailored Care Management eligible:

- Ask the removal parent;
- Check in NC Fast, if access is available;
- Contact the LME/MCO assigned to your county;
- Contact the County Medicaid case worker, or office designed to obtain information.

For children already in foster care, the authorized representative received the TCM assignment letter via mail. Here is a sample notice letter <https://medicaid.ncdhhs.gov/documents/medicaid/tailored-care-management-assignment-nov-7-2022/download?attachment>.

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-527-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

The Division of Health Benefits/NC Medicaid provided webinar training on Tailored Care Management. Training materials and webinar recordings regarding North Carolina Medicaid Managed Care Transformation can be found at <https://medicaid.ncdhhs.gov/beneficiaries/children-and-families-specialty-plan#Webinars-1671>.

Please contact Medicaid.NCEngagement@dhhs.nc.gov if you have questions regarding Tailored Care Management.

Sincerely,

Carla McNeill

Carla McNeill, MSW
Section Chief for Permanency Planning
Division of Social Services, Child Welfare
North Carolina Department of Health and Human Services

Cc: Lisa Tucker Cauley, Senior Director of Human Services
Adrian Daye, Deputy Director for Child Welfare Practice
Katie Swanson, Deputy Director for County Operations
Kimaree Sanders, Section Chief for Regulatory and Licensing
Kathy Stone, Section Chief for Safety and Prevention Services
Peter West, Section Chief for County Operations

Attachment:
Tailored Care DSS Reference Guide

CWS-90-23