



NC Department of Health and Human Services



Joint DMH/DD/SUS & DHB (NC Medicaid) Consumer Webinar

April 24, 2023



Substance Use Prevention Services

Community Wellness, Prevention, and Health Integration Team
Division of Mental Health/Developmental Disabilities/
Substance Use Services
Department of Health and Human Services

April 24, 2023



NC Prevention System

NC Prevention System

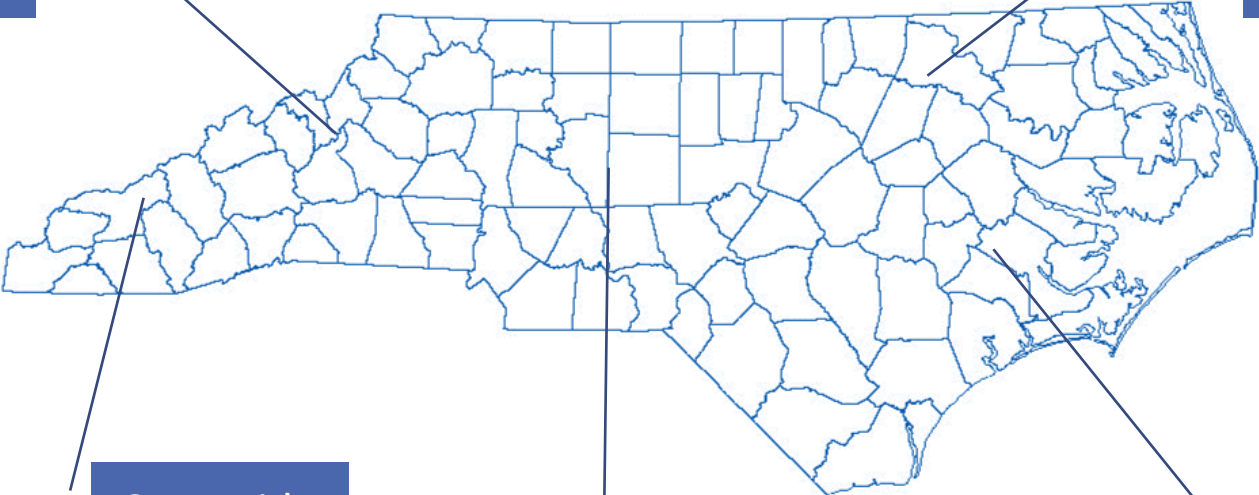
DMH/DD/SUS Prevention Vision and Mission

- ***Prevention Vision:*** Healthy communities where all North Carolinians reach their full potential.
 - ***Prevention Mission:*** To promote the well-being of communities through comprehensive, evidence-informed programs, policies, and practices to prevent substance misuse.
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NC Prevention System

Local Providers

Coalitions/
Collaboratives



Statewide Supports

DMH/DD/SUS

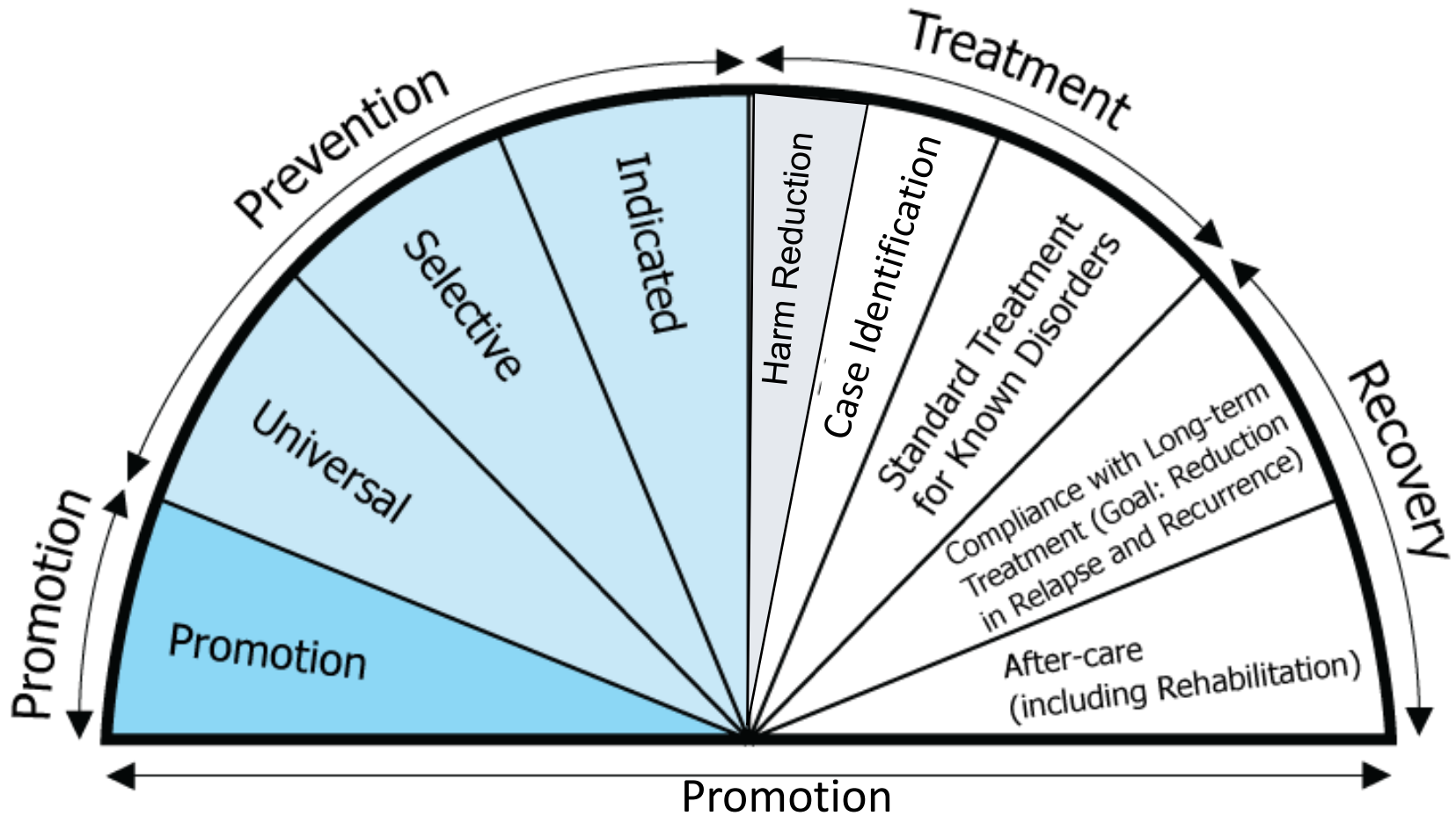
Prevention Partners

Understanding Primary Prevention

Primary Prevention is

“A proactive process of creating conditions and personal attributes that promote the well-being of individuals, families, and communities by reducing risks contributing to alcohol, tobacco, and other drug misuse.

Understanding Primary Prevention



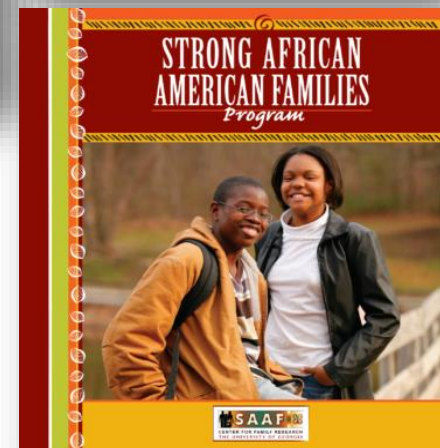
Understanding Primary Prevention



Services across the Lifespan

Core Strategies

- **Prevention Education** – evidenced-based programs
- **Community-based Processes** – ongoing collaborative initiatives with statewide and community groups and coalitions
- **Environmental Strategies** – focus on establishing/changing written and unwritten community standards, codes, and attitudes.
- **Synar** – reduce retail tobacco access to minors



Current Initiatives

COVID 19 Supplemental Funds Initiative

8/1/2021 – 3/14/2024

- Purpose: the prevention of substance misuse and its harmful effects on children and families caused or exacerbated by the COVID-19 pandemic particularly within a social determinants of health (SDOH) context (factors fostering disparities).
 - Grantees include 19 local prevention providers, three Historically Black Colleges and Universities (HBCU) and three coalitions/collaboratives
-

Current Initiatives

Partnerships for Success (PFS):

9/2018-9/2023

- Focused on preventing underage alcohol, e-cigarette use, and community marijuana use as well as statewide prevention initiatives on college campuses
 - Serving 12 counties: Cumberland, Forsyth, Haywood, Dare, Currituck, Avery, Wilson, Mecklenburg, Onslow, Carteret, Johnston and McDowell counties
-

Current Initiatives

Preventing Drug Overdose (PDO) Grant

8/2021-8/2026

- Focused on naloxone training to law enforcement and first responders in high need communities (higher than state average in overdose deaths, ER visits, ER visits and/or deaths due to Fentanyl and pills prescribed per person), secure storage and safer prescribing of prescription drugs
 - Serving 11 counties: Burke, Cabarrus, Carteret, Cumberland, Jackson, New Hanover, Robeson, Rowan, Stanly, Surry, Swain
-

Current Initiatives

Strategic Prevention Framework-Prescription Drugs (SPF-RX):

9/2021- 9/2026

- Focused on secure storage, encouraging the medical community to utilize the controlled substance reporting system (CSRS) and secure storage/safer prescribing of prescription drugs in high need communities (including counties that have higher than state average in overdose deaths, ER visits and pills prescribed per person)
 - Serving 7 counties: Columbus, Robeson, Scotland, Mitchell, Surry + 2 additional counties to be awarded in March 2023 through an RFA process
-

Statewide Campaigns

Lock Your Meds

Don't let anyone take what's yours.

⚠️
Your Prescription
Your Responsibility

BE AWARE. DON'T SHARE.
LOCK YOUR meds

lockyourmeds.org

Talk It Up Lock It Up (coming soon)



Contact Information

For Information about services in your community or to get involved with local prevention efforts contact:

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THANK YOU



NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Tailored Plan Update

Eva Fulcher

Deputy Director, Member Operations

April 24, 2023

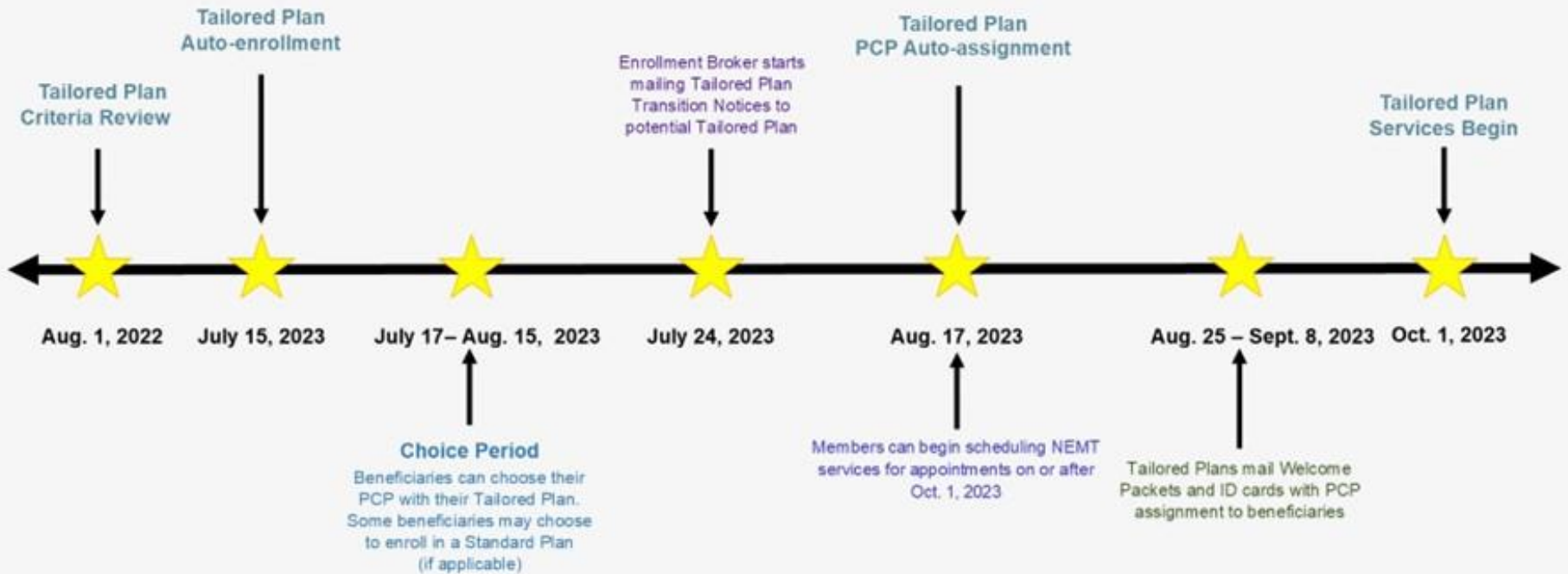
Transition to Behavioral Health I/DD Tailored Plans

- **Contracts awarded July 26, 2021, to six organizations to serve as Behavioral Health I/DD Tailored Plans**
 - Alliance Health
 - Eastpointe
 - Partners Health Management
 - Sandhills Center
 - Trillium Health Resources
 - Vaya Health
- **Plans will provide integrated physical health, behavioral health, long-term care, pharmacy services and will address unmet health-related resource needs for qualifying North Carolinians under one plan**

Transition to Behavioral Health I/DD Tailored Plans

- Plans will provide the same services as NC Medicaid Standard Plans with additional specialized services to for individuals with significant mental health needs, **SUDs, I/DDs and traumatic brain injury (TBI Waiver)**, on the Innovations Waiver, as well as **people using state-funded services.**
- **LME/MCOs will remain in place until Tailored Plans are launched.**
 - Only entities operating as LME/MCOs were eligible to apply to become Behavioral Health I/DD Tailored Plans.
 - Initial Behavioral Health I/DD Tailored Plans contract term will be four years.

Tailored Plan Timeline and Major Milestones



Updated March 31, 2023

Tailored Plan Auto-enrollment

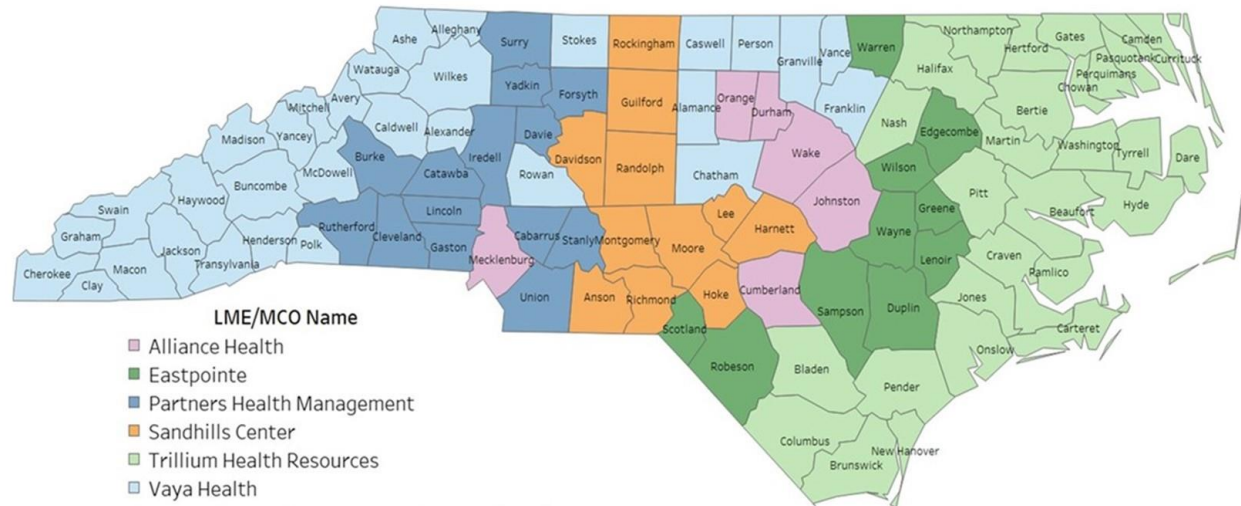
July 15, 2023

Beneficiaries who qualify for a Tailored Plan will be auto-enrolled in a Tailored Plan based on the auto-enrollment algorithm. They will be enrolled in the Tailored Plan that serves their **administrative county**.

Auto-enrollment

The Enrollment Broker will begin mailing Tailored Plan Transition notices on July 24, 2023

- Explains the Tailored Plan and other health care options available to the beneficiaries
- Includes information on how to choose a primary care provider (PCP)



Tailored Plan Auto-enrolled vs. Opt-in Populations

- Certain beneficiaries who meet Tailored Plan enrollment criteria will be enrolled in Tailored Plans on July 15, 2023.
- Other beneficiaries who meet Tailored Plan enrollment criteria will not be auto-enrolled but can choose to enroll during the choice period (July 17 - Aug. 15, 2023).

Auto-enrolled Population Examples

- Innovations Waiver participants (including dually eligible*)
- TBI Waiver recipients (including dually eligible*)
- People who need certain services for a mental health disorder, substance use disorder, I/DD or TBI

Opt-in Population Examples

- Federally recognized tribal members
- Individuals who qualify for services through Indian Health Service (IHS)

* Dually eligible refers to an individual eligible for Medicaid and Medicare

Tailored Plan Choice Period

July 17, 2023

Aug. 15, 2023

During this time, beneficiaries may choose a primary care provider (PCP) or different health care option (if applicable).

Choice Period

- Beneficiaries may contact their Tailored Plan to choose a PCP.
- Tailored Plan beneficiaries receiving Tailored Care Management (TCM) from their LME/MCO will continue to receive this service from their Tailored Plan. Beneficiaries who want to choose a different TCM provider should contact their Tailored Plan by April 1, 2023.
- Beneficiaries may contact the NC Medicaid Enrollment Broker to choose a different health care option (if applicable).
 - Some Tailored Plan members will have the option to enroll in a Standard Plan. They cannot enroll in a Standard Plan via the website or mobile app – they must enroll by phone or enrollment form.

Beneficiary Enrollment Materials

Tailored Plan Transition Notices will be mailed to potential Tailored Plan members beginning July 24, 2023. This includes:

- **Transition Notice**
 - Explains the Tailored Plan and services offered
 - Includes information about how to choose a PCP
 - Explains options available to them
- **Informational Inserts**
 - Includes information related to services not offered by health plans, drug formulary, and copays
 - Includes information about disenrollment rights
- **Enrollment Form**
 - Allows members to choose or change their health care option and/or PCP
- **Health Care Option Guide**
 - Allows beneficiaries to view the health care options available to them
 - Highlights the top 10 added services for each health care option (also includes services only offered by the Tailored Plan)
 - Includes phone number, website and sample ID cards for each health care option

Tailored Plan PCP Auto-assignment

Aug. 17, 2023

Tailored Plan beneficiaries will be auto-assigned an PCP if they did not select one during the choice period.

PCP Auto-assignment

- Members who did **not** choose a PCP with their Tailored Plan will be auto-assigned to one.
- On Aug. 17, 2023, Tailored Plans will conduct PCP auto-assignment.
 - After auto-assignment, Tailored Plans will mail Welcome Packets (Welcome Letter, Medicaid ID Cards, Member Handbook) to their beneficiaries.
 - Welcome Packets will be mailed Aug. 25 – Sept. 8, 2023
 - Tailored Plan beneficiaries **must** use the NC Medicaid ID card from their Tailored Plan to receive services.

Tailored Plan NEMT Services

Aug. 27, 2023

Tailored Plan beneficiaries may begin requesting rides for appointments on or after Oct. 1, 2023.

Tailored Plan NEMT Services

- Tailored Plans will conduct outreach to high users of NEMT beginning Aug. 27, 2023.
- Beginning Aug. 27, 2023, beneficiaries may call their Tailored Plan to request rides to Medicaid covered-services and carved out services that are on or after Oct. 1, 2023.
- Non-Emergency Medical Transportation (NEMT) is provided by Standard Plans and Tailored Plans. Beneficiaries enrolled in the EBCI Tribal Option or NC Medicaid Direct must contact their local [Department of Social Services](#) (DSS) for transportation to medical appointments.

Tailored Plan Welcome Packet Mailings

Aug. 25 – Sept. 8, 2023

Tailored Plans will mail welcome packets to members

Tailored Plan Welcome Packet

- Tailored Plans will mail welcome packets to members Aug. 25 – Sept. 8, 2023.
- Tailored Plan members must use the NC Medicaid ID card from their Tailored Plan to receive services.
- Tailored Plan welcome packets include:
 - Medicaid ID card
 - Welcome letter
 - Member Handbook
 - Member Handbook
 - Innovations Waiver Handbook
 - TBI Handbook
 - Recipient Handbook

Tailored Plan Launch

Oct. 1, 2023

Tailored Plans begin providing services to beneficiaries.

Tailored Plan Launch

- Tailored Plan beneficiaries begin receiving health care services from their Tailored Plan.
 - Beneficiaries **must** use their NC Medicaid ID card sent to them by their Tailored Plan to receive services.
- Tailored Plan beneficiaries must have a PCP and TCM provider in the Tailored Plan's network.
- Tailored Plan beneficiaries will continue to receive the same health care services NC Medicaid covers today. Medicaid eligibility rules and processes will not change with the Tailored Plan launch.

NC Medicaid Direct

NC Medicaid Direct is North Carolina's health care program for Medicaid beneficiaries who are not enrolled in NC Medicaid Managed Care.

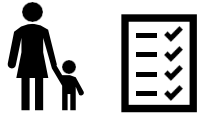
- **On Oct. 1, 2023, NC Medicaid will transition beneficiaries who need certain services for a mental health disorder, substance use disorder, I/DD or TBI to Tailored Plans.**
- **Some beneficiaries will remain in NC Medicaid Direct or can choose NC Medicaid Direct instead of a health plan.**

NC Medicaid Direct with LME/MCO and CCNC

Beneficiaries not enrolled in a Tailored Plan will receive services for a mental health disorder, substance use disorder, I/DD or TBI from an LME/MCO.

- **LME/MCOs will provide Tailored Care Management for eligible NC Medicaid Direct beneficiaries.**
- **Community Care of North Carolina (CCNC) will provide care management for physical health services.**

Tailored Plan Member Enrollment Diagram



Tailored Plan Criteria Review
NC Medicaid identifies beneficiaries who qualify for Tailored Plan based on the 24-month lookback period.



Auto-enrollment
NC Medicaid uses an enrollment algorithm to enroll beneficiaries in a Tailored Plan.



Enrollment Broker Notice
Beneficiary receives information about their Tailored Plan and health care options.



Choice Period

Auto-enrolled members can contact their Tailored Plan to select a primary care provider (PCP).
Beneficiaries that opt-in can contact the Enrollment Broker to choose the Tailored Plan or a different health care option (if applicable).



Auto-assignment

Tailored Plans will assign a PCP if beneficiaries do not choose during the choice period



Communicate

Tailored Plans send Welcome Packets and Medicaid ID cards to their beneficiaries.*

*Beneficiaries who do not enroll in a Tailored Plan will receive Welcome Packets and ID cards from the health care option they selected.

Resources

- **NC Medicaid Website**
[medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid)
- **NC Medicaid Transformation Website (includes County and Provider Playbooks)**
[medicaid.ncdhhs.gov/transformation](https://www.ncdhhs.gov/medicaid/transformation)
- **NC Medicaid Enrollment Broker**
[ncmedicaidplans.gov](https://www.ncmedicaidplans.gov)
- **Requests for presentations or questions**
Medicaid.NCEngagement@dhhs.nc.gov

Questions and Answers



Comments, questions and feedback are welcome at:

- BHIDD.HelpCenter@dhhs.nc.gov
- Medicaid.Transformation@dhhs.nc.gov

Previous recordings and presentation slides for this webinar series can be found on the Community Engagement and Training webpage: <https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/councils-and-committees/community-engagement-and-training>

Member Resources

- NC Medicaid Enrollment Broker
 - Website ncmedicaidplans.gov
 - Call Center 1-833-870-5500 TTY: 711 or RelayNC.com
(Monday–Friday, 7 a.m. to 8 p.m., Saturday, 7 a.m. to 5 p.m.)
 - Tailored Plan webpage ncmedicaidplans.gov/learn/get-answers/tailored-plan-services
- NC Medicaid Behavioral Health I/DD Tailored Plan webpage medicaid.ncdhhs.gov/Behavioral-Health-IDD-Tailored-Plans
- NC Medicaid Ombudsman
 - Website ncmedicaidombudsman.org
 - Phone 877-201-3750 (Monday–Friday, 8 a.m. to 5 p.m.)
- NC Medicaid Website medicaid.ncdhhs.gov