



## **NC Department of Health and Human Services Joint DMH/DD/SUS & DHB (NC Medicaid) Provider Call**

# **Tailored Care Management Program Updates**

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**May 5, 2022**

# Tailored CM Provider Updates

- Certification
- Capacity Building
- Readiness: TPs/DHHS/NCQA working on a streamlined process
- Contracting
- Choice
- Auto Assignment
- Workforce Concerns

# Tailored CM Provider Certification Updates

The Department continues to work with NC AHEC and NCQA to help providers become certified, in Tailored Care Management.

- **20** providers have been certified: **18** CMAs, **2** AMH+s.
- **30** Site visits completed.
- All Round 1 Site Reviews are anticipated to be complete by May 31, 2022.
- All Round 2 Site Reviews are anticipated to be completed by June 30, 2022.
- Certification = passed desk & site review.
- Providers are eligible for capacity building payments once they pass the full certification process.
- \*Providers then need to pass readiness & contract with TPs prior to launch\*

# Capacity Building Distributions

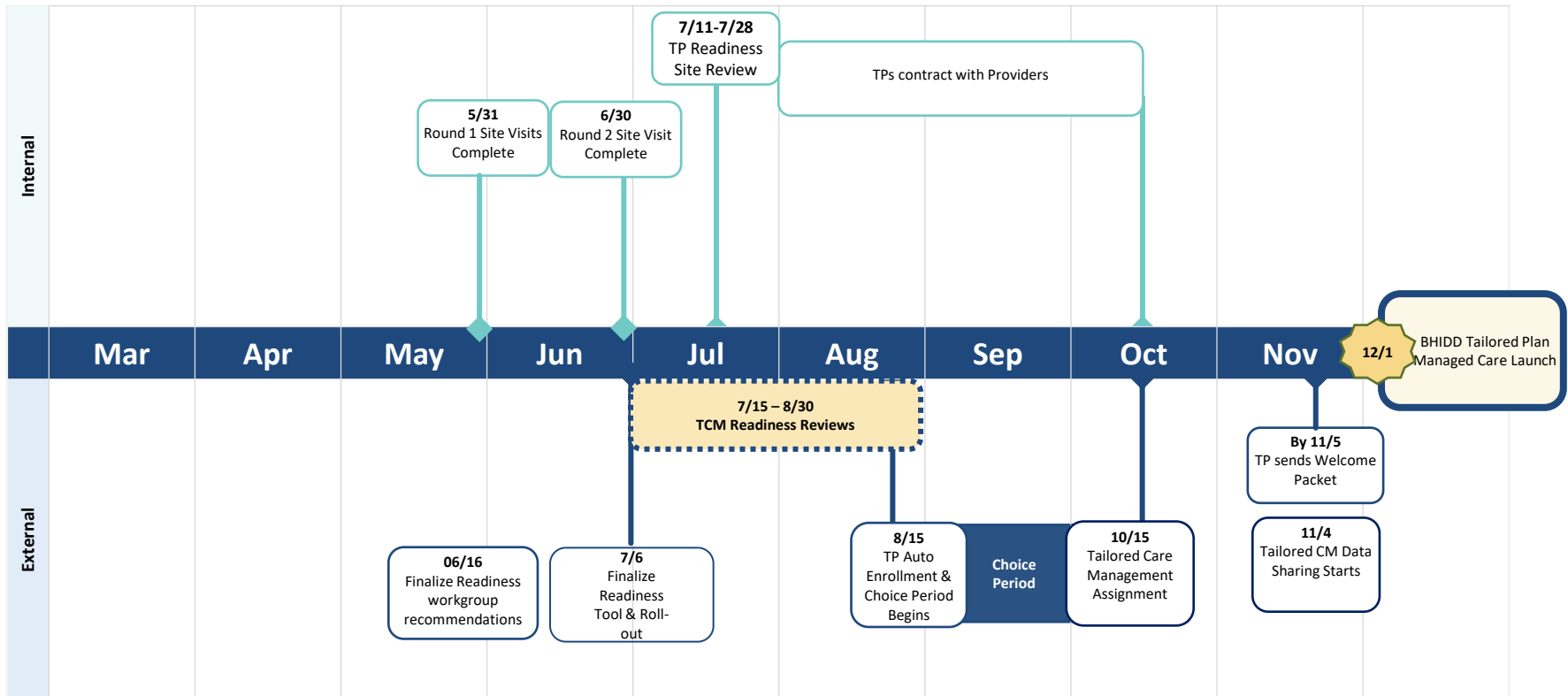
The Department has secured approximately \$90 million for the capacity building program for 2022 through 2023. To date, approved Distribution Plans reflect **\$35,400,000** in funding; 40% of total funding has been distributed, with the remainder to be distributed throughout 2022 and 2023.

Capacity Building Distributions	
<b>Total Distribution Allocation Approved</b>	\$88,500,000
<b>Total Allocated for TPs to keep</b>	\$8,850,000
<b>Total Approved for Providers</b>	\$79,650,000
<b>Total Funds Distributed as of 5/5/22</b>	\$35,400,000

# Timeline for Readiness Review and Contract

5.5.22  
Working Timeline

- The below timeline visualizes major 2022 dates:



# Tailored CM Provider Updates

1. Certification (slide 3)
2. Capacity Building (slide 4)
3. Readiness: TPs/DHHS/NCQA working on a streamlined process including:
  - Standard tool, scoring protocol, data repository;
  - Focusing on issues from site visits (rather than re-reviewing everything again)
  - Consolidated review for providers who cross multiple TPs
4. Contracting: DHHS has shared STCs (standard terms & conditions) for TCM providers
5. Choice Period (8/15-10/15): Offered by TP; will be contracted providers
6. Auto Assignment: 10/15; providers need to finish readiness review & contracting by 9/30ish
  - Auto-assignment looks at current relationships (BH/SUD, AMH+); providers also need to set panel limits with TPs during contracting. Providers can continue to add more or have open panels
7. Workforce Concerns: listening sessions with TPs, TCM TAG, and providers on workforce concerns; open to ways TCM changes can help workforce issues

# Provider Resources

- NC Medicaid Ombudsman
  - Call **877-201-3750** or visit [ncmedicaidombudsman.org](http://ncmedicaidombudsman.org) Monday – Friday 8 a.m. to 5 p.m.
- Provider Ombudsman
  - Call **919-527-6666** or visit [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov)
- NC Medicaid Help Center
  - Internal Team
  - Knowledge Center [medicaid.ncdhhs.gov/helpcenter](http://medicaid.ncdhhs.gov/helpcenter)
  - Member Harm Process
- Health Plan Oversight
- Communication & Engagement with Stakeholders
- Provider Claims & Payment Supports
- Request to Move Process & Forms
  - <https://ncmedicaidplans.gov/submit-forms-online>



# Questions & Answers

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Have a question, send it to us. The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is working to centralize questions so we can ensure your questions are answered in a timely manner by the appropriate subject matter experts.

Comments, questions and feedback are welcome at:

- [BHIDD.HelpCenter@dhhs.nc.gov](mailto:BHIDD.HelpCenter@dhhs.nc.gov)
- [Medicaid.Transformation@dhhs.nc.gov](mailto:Medicaid.Transformation@dhhs.nc.gov)
- [www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse-services](http://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse-services)

Requests for presentations or to provide feedback:

[Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)

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