

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health,
Developmental Disabilities and
Substance Use Services

Side by Side with DMH/DD/SUS

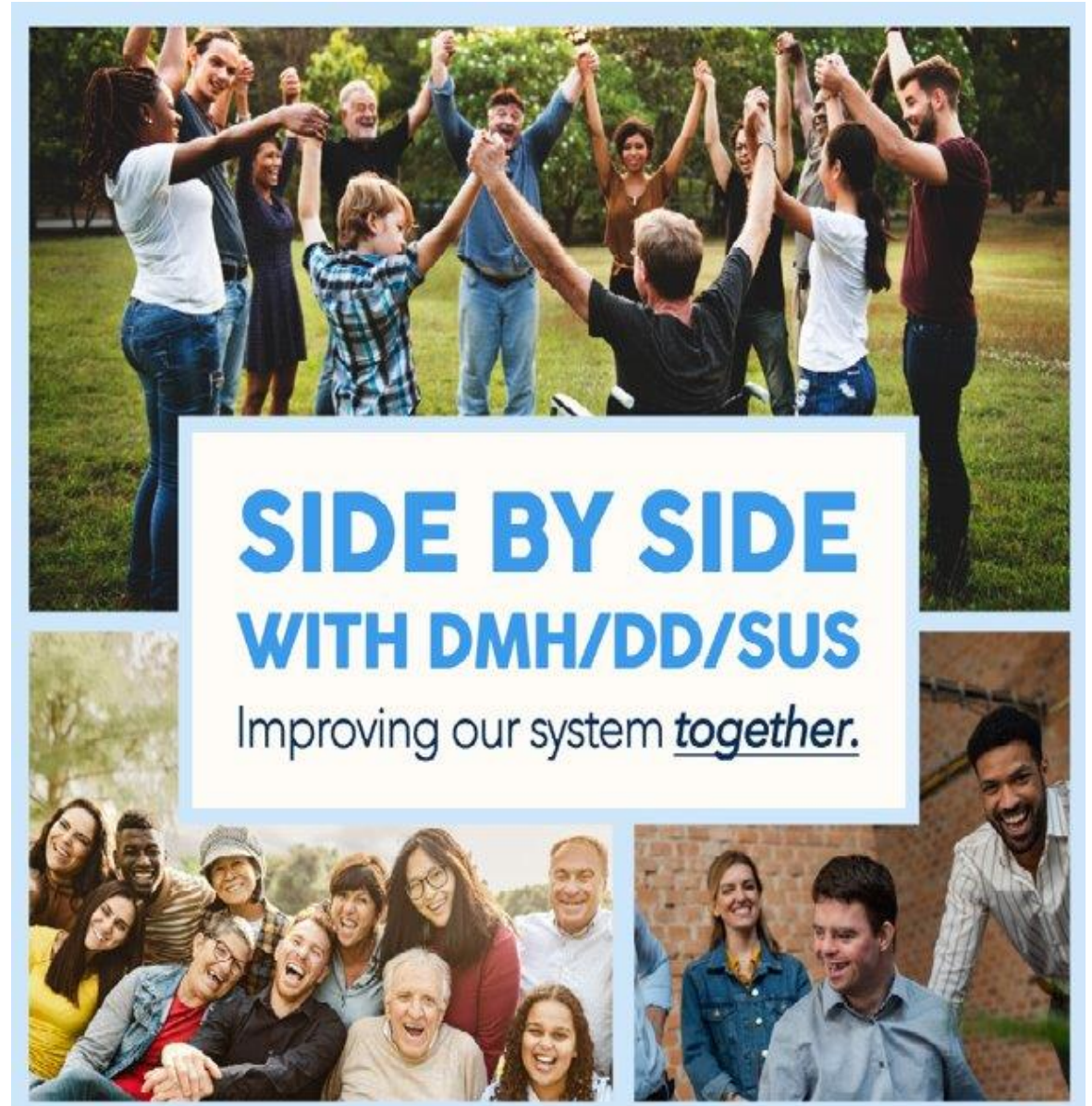
Improving our system together.

Kelly Crosbie, MSW, LCSW

Director

NC DHHS Division of Mental Health,
Developmental Disabilities, and Substance Use Services

July 1, 2024

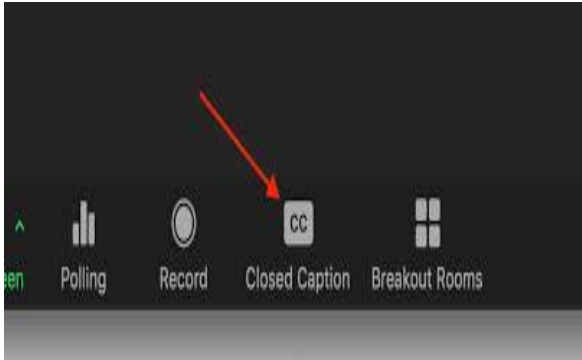


Housekeeping

- Reminders about the webinar technology:
 - Please make sure you are using a computer or smart phone connected to the internet, and the audio function is on, and the volume is turned up.
 - Please make sure your microphone is muted for the duration of the call unless you are speaking or asking questions.
 - Questions can be submitted any time during the presentation using the “Q&A” box located on your control panel, and we will answer as many questions as time allows after the presentation.

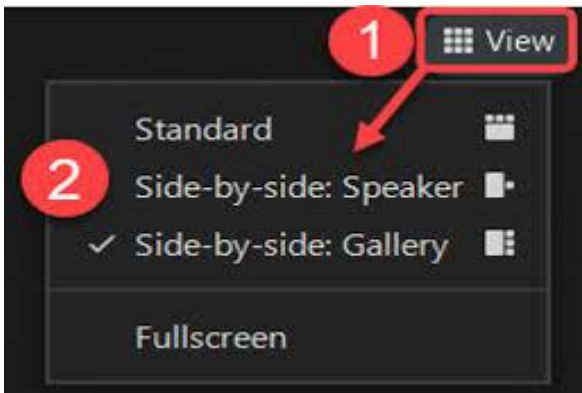


Housekeeping



- American Sign Language (ASL) Interpreters and Closed-Captioning
 - ASL Interpreters and Closed-Captioning options will be available for today's event.
 - For closed-captioning options select the "Closed Caption" feature located on your control panel.

Intérpretes y subtítulos en lengua de signos americana (ASL). Habrá intérpretes de ASL y opciones de subtítulos disponibles para el evento de hoy. Para opciones de subtítulos, seleccione la función "Subtítulos" ubicada en su panel de control.



- Adjusting Video Layout and Screen View
 - Select the "View" feature located in the top-right hand corner of your screen.

Agenda

1. Introductions
2. MH/SU/IDD/TBI System Announcements & Updates
3. North Carolina's Transition to Tailored Plans
4. Get to know the Tailored Plans
5. Conversation with the CEOs
6. Q&A

Kelly Crosbie, MSW, LCSW, DMHDDSUS Director



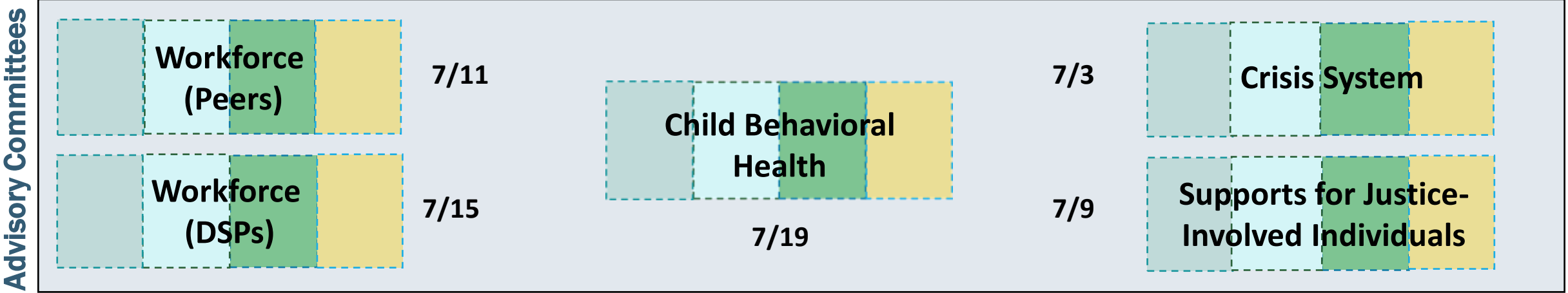
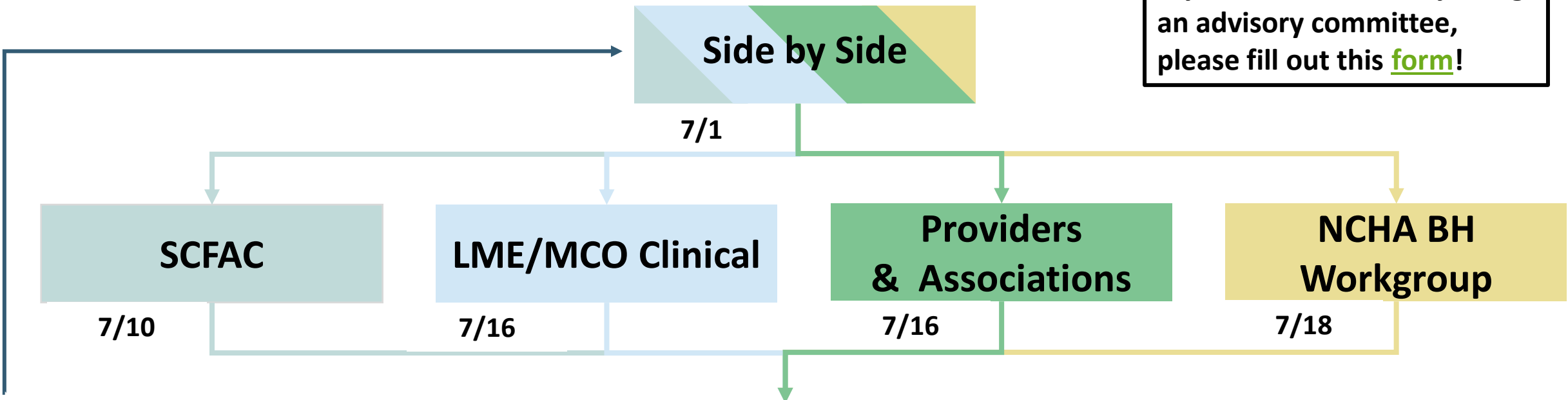
- 30 years in MH/SU/IDD Field
- 13 years in DHHS
- DMHDDSUS since Dec 2022
- Licensed Clinical Social Worker (LCSW)
- Person with lived experience

MH/SU/IDD/TBI System Announcements & Updates



July Community Collaboration

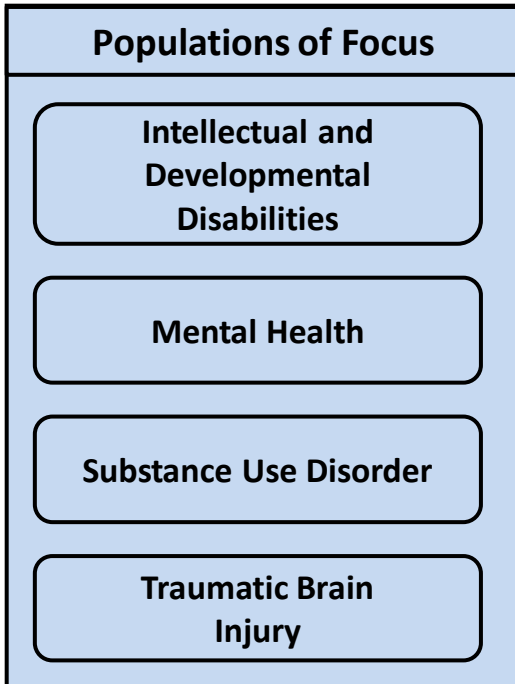
If you're interested in joining an advisory committee, please fill out this [form!](#)



The **Draft DMH/DD/SUS Strategic Plan for 2024-2029** was posted for public comment!

Use the QR code to read the plan and submit your feedback **TODAY!**

SCAN ME!



Building a System from Crisis to Care

NCDHHS is investing in behavioral health services that get people the right care, at the right time, in the right setting.

Launch of The Statewide Peer Warmline



\$1.5M Investment to Pilot Mobile Crisis and Crisis Co-Responder Services



\$15M Investment in 9 Behavioral Health Urgent Care Centers (BHUCs)



\$22 Million Investment in Community Crisis Centers and Peer Respite in Wake County



Alamance County BHUC Ribbon-Cutting



Accessing Community-Based Services Through 1915(i)

WEBINAR

DATE/TIME: MONDAY, JULY 8, 3:00-4:00 P.M.

New services are available through 1915(i).
Join us to learn about services you may be eligible for and
how to access them.

[Register for the webinar](#) ➔



**1915(i) Medicaid Home and
Community-Based Services**

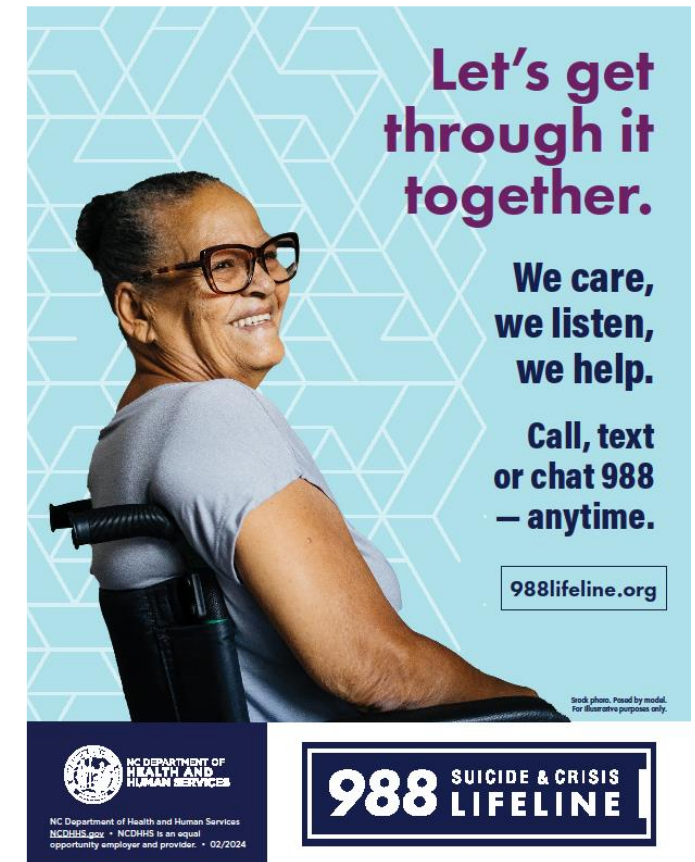
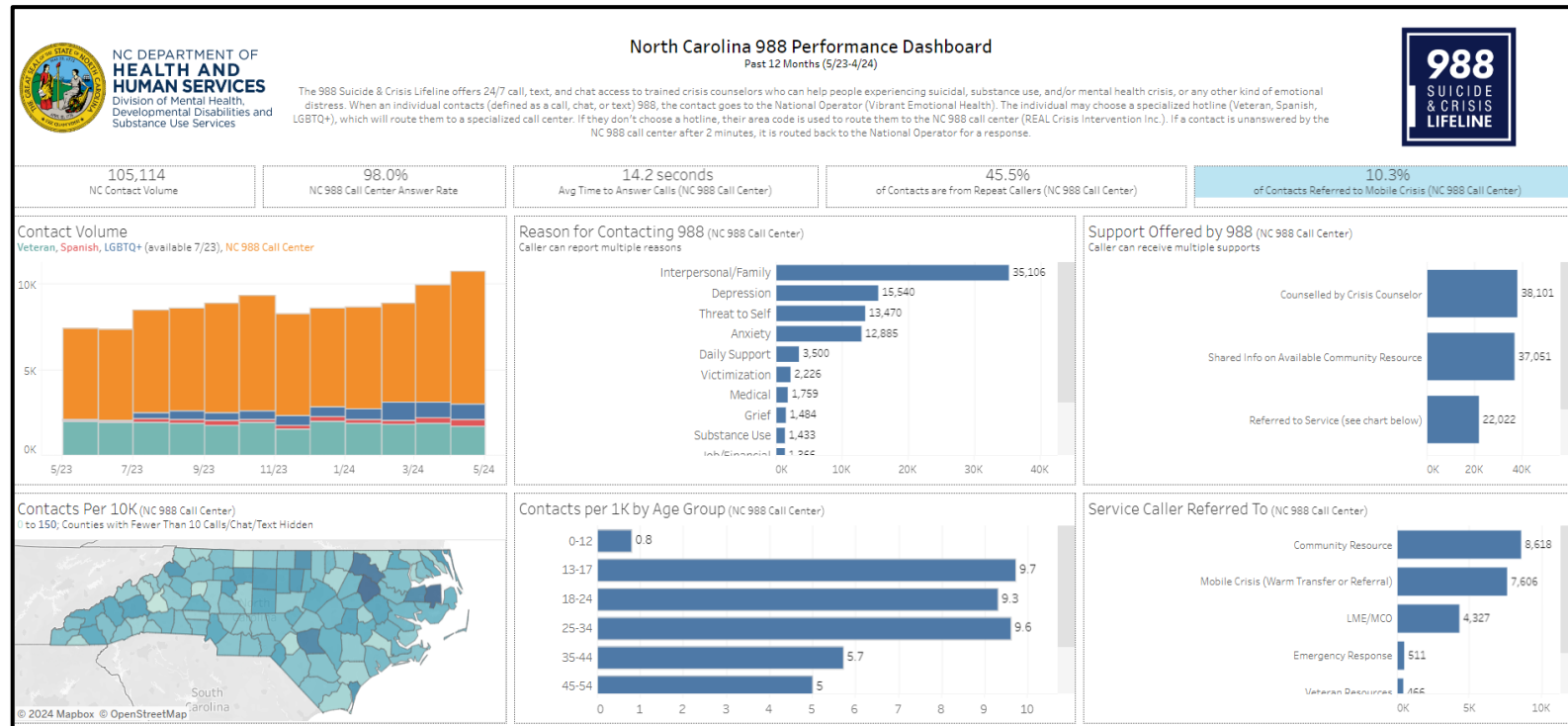
**Free services to help
you be independent**

Services Include:

-  **Respite care**
Breaks for caregivers, including overnight and weekend care
-  **Supported Employment**
Helps you find and keep a job that's right for you
-  **Individual Placement and Support Services**
Job help for those with severe mental illness or substance use disorders
-  **Individual and Transitional Support**
Helps you find housing, manage your finances and more
-  **Community Living and Support**
Helps you learn to perform daily activities, like bathing and dressing
-  **Community Transition**
Helps you move from an institutional setting back to your community

July 16th Marks the 2-Year Anniversary of 988!

- Over **111,400** callers since July 2022!
- Average time to answer calls is **14.2** seconds compared to national average of 33 seconds
- **98%** NC 988 call center answer rate compared to 90% national average



You can access the 988 [dashboard](#) on the DMHDDSUS website and the [press release](#) on the DHHS website

Minority Mental Health Awareness Month Transgenerational Trauma Webinar

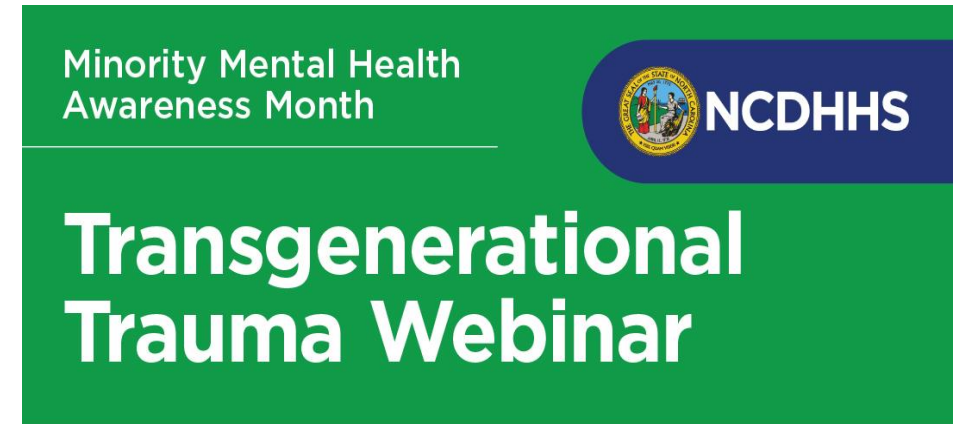
JOIN US!

DMH/DD/SUS is hosting a webinar to increase awareness and address how transgenerational trauma affects minority communities.

Title: Minority Mental Health Awareness Month – Transgenerational Trauma Webinar

Date/Time: Tuesday, July 23, 2024, 11:30 – 1:00 p.m.

Join Link: https://www.zoomgov.com/meeting/register/vJltfuqvrz8rEIAa5NY1c9DjER1yOk5Q_EE



**Tuesday, July 23, 2024
11:30 a.m. – 1:00 p.m.**

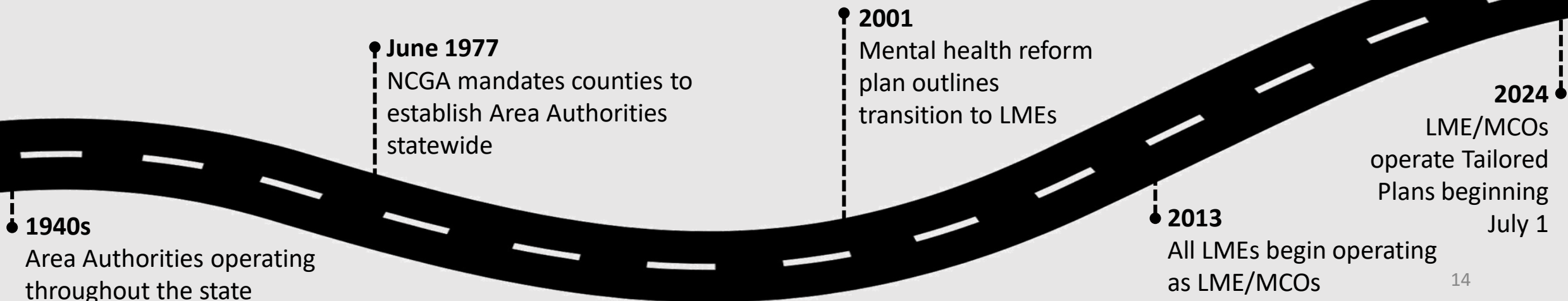


North Carolina's Transition to Tailored Plans

The Road to Local Management Entities/ Managed Care Organizations (LME/MCOs)

- The four LME/MCOs manage mental health, intellectual/ developmental disabilities, substance use disorder, and traumatic brain injury services for the state's Medicaid and uninsured populations.
- Public entities that operate like private insurance for public purpose.
- Mix of Medicaid, state, federal block grant, and county dollars.

EFFECTIVELY OPERATING THROUGHOUT THE 20TH CENTURY & BEYOND



What is a Tailored Plan?

Tailored Plans are a new kind of NC Medicaid Managed Care health plan. They cover your mental health, severe substance use, I/DD, TBI and prescriptions in one plan.

If you get NC Medicaid Direct services for these needs, your NC Medicaid plan may be moved to a Tailored Plan. The name is changing, but the services are not.

Tailored Plans include services for people with more intense needs, including people with:



Serious
Mental Illness (SMI)



Severe Substance
Use Disorders (SUD)



Intellectual/
Developmental
Disabilities (I/DD)



Traumatic Brain
Injuries (TBI)

Learn more at: [Medicaid.NC.gov/Tailored-Plans](https://www.Medicaid.NC.gov/Tailored-Plans)

Moving to a Tailored Plan? Here's what you need to know

Tailored Plans cover the same services that you get from NC Medicaid Direct and offer additional benefits.



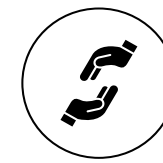
Tailored Plans are designed to put you first

That means looking at you as a whole person, all of you!



All your health needs met in one plan

With a Tailored Plan, your physical, mental, severe substance use, intellectual/developmental disability or traumatic brain injury needs are **all in one plan.**



Support from Tailored Care Managers

Tailored Care Managers help you get the medical or specialized care you need. They can help schedule your medical appointments, arrange transportation, and more.

Non-Emergency Medical Transportation (NEMT) services



Free rides to and from your medical appointments, covered by Medicaid

This service is for people with NC Medicaid to help them get to their medical and mental health appointments. This includes people on the TailoredPlan, a kind of Medicaid health plan. Accessible rides are also available.

Get a ride to and from any Medicaid appointment, including:

-  Doctors or specialists
-  Mental health appointments
-  Picking up prescriptions
-  Substance abuse treatment

Learn more at medicaid.ncdhhs.gov/nemt



How to schedule NEMT rides

NEW! If your NC Medicaid is moving to a Tailored Plan, call your Tailored Plan to request these ride services:

- Alliance Health: 1-855-759-9600
- Trillium Health: 1-877-685-2415
- Partners Health: 1-855-397-3611
- Vaya Total Care: 1-800-962-9003

You can begin scheduling rides today for appointments on or after July 1, 2024.

DID YOU KNOW?

- For the best availability, request your ride at least 2 days before your appointment. For urgent pickups, like a hospital discharge, call as soon as you can.
- If you drive yourself to an appointment, or if you receive a ride from a family member or friend, you might qualify for travel-related reimbursements such as gas vouchers. Contact your Tailored Plan to learn more.

Toolkit: New Tailored Plan Materials Ready For Download

The Tailored Plans toolkit page was updated with new materials to inform members about benefits and services available. These resources are:

- ✓ **Bilingual:** All items are available in English and Spanish
- ✓ **Accessible:** Improved readability of text and visuals.
- ✓ **User-tested** with our audiences
- ✓ **New pages** were also launched to explain 1915(i) services, non-emergency medical transportation, and what to do if your providers are not covered

[Medicaid.nc.gov/Tailored-Plans/Toolkit](https://www.Medicaid.nc.gov/Tailored-Plans/Toolkit)



Additional Bilingual Toolkit Materials Available for Download:

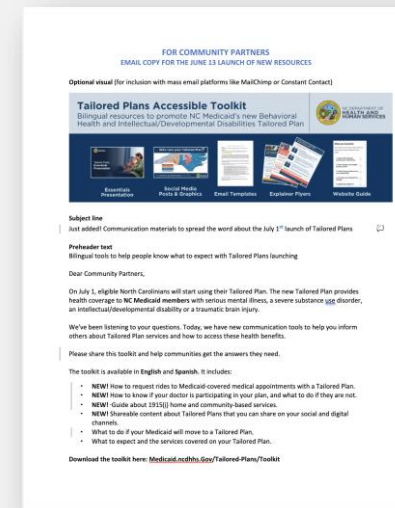
Essentials Presentation
Updated Dates/Services



New! Social Media
Posts & Graphics



New! Email templates
for members and partners to
download the toolkit



New! One-Page Flyers
NEMT, provider coverage and
1915(i) services



Share Your Feedback!

Share your input to help us determine what we develop during the next communication phase!

bit.ly/TailoredPlansSurvey



Priority Communications Survey



Scan me

Get to Know the Tailored Plans



Rob Robinson
CEO
Alliance Health



Rachel Porter
Deputy CEO
Partners Health
Management



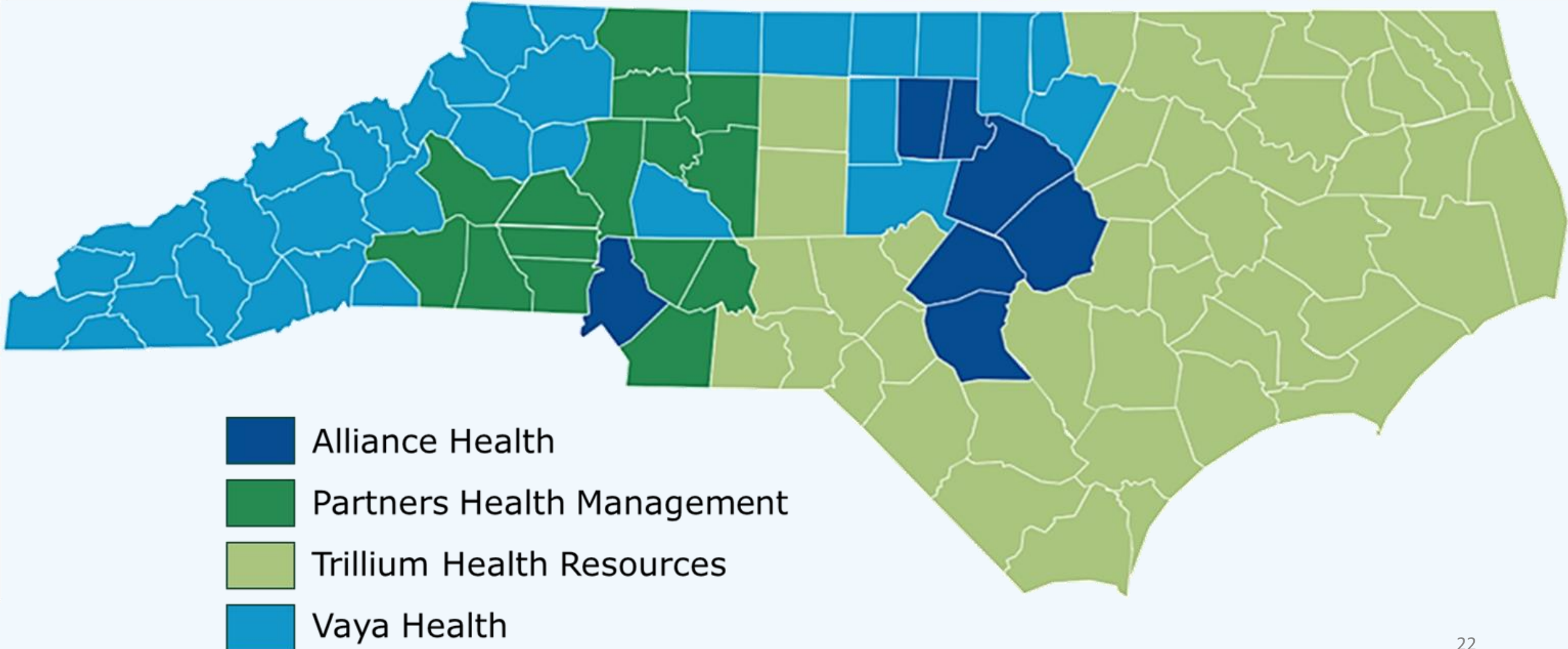
Joy Futrell
CEO
Trillium Health
Resources



Tracy Hayes
CEO
Vaya Health



North Carolina's Local Management Entity/ Managed Care Organizations (LME/MCOs)



LME/MCOs oversee Tailored Plans

As of July 1, 2024, the four LME/MCOs oversee the Tailored Plans, the public community health plans that provide whole-person care for individuals with a serious mental health condition, severe substance use disorder, intellectual or developmental disability (I/DD), and/or traumatic brain injury (TBI).

- ✓ **Tailored Care Management:** Connect individuals with their designated care manager who is supported by a health care team to address their physical and serious behavioral, I/DD or TBI needs.
- ✓ **Service Authorization:** Approve and manage services based on individual needs.
- ✓ **Provider Network Management:** Develop and maintain a network of providers.
- ✓ **Quality Assurance:** Monitor and ensure the quality of care and services provided.
- ✓ **Financial Management:** Oversee funding and ensure efficient use of resources.

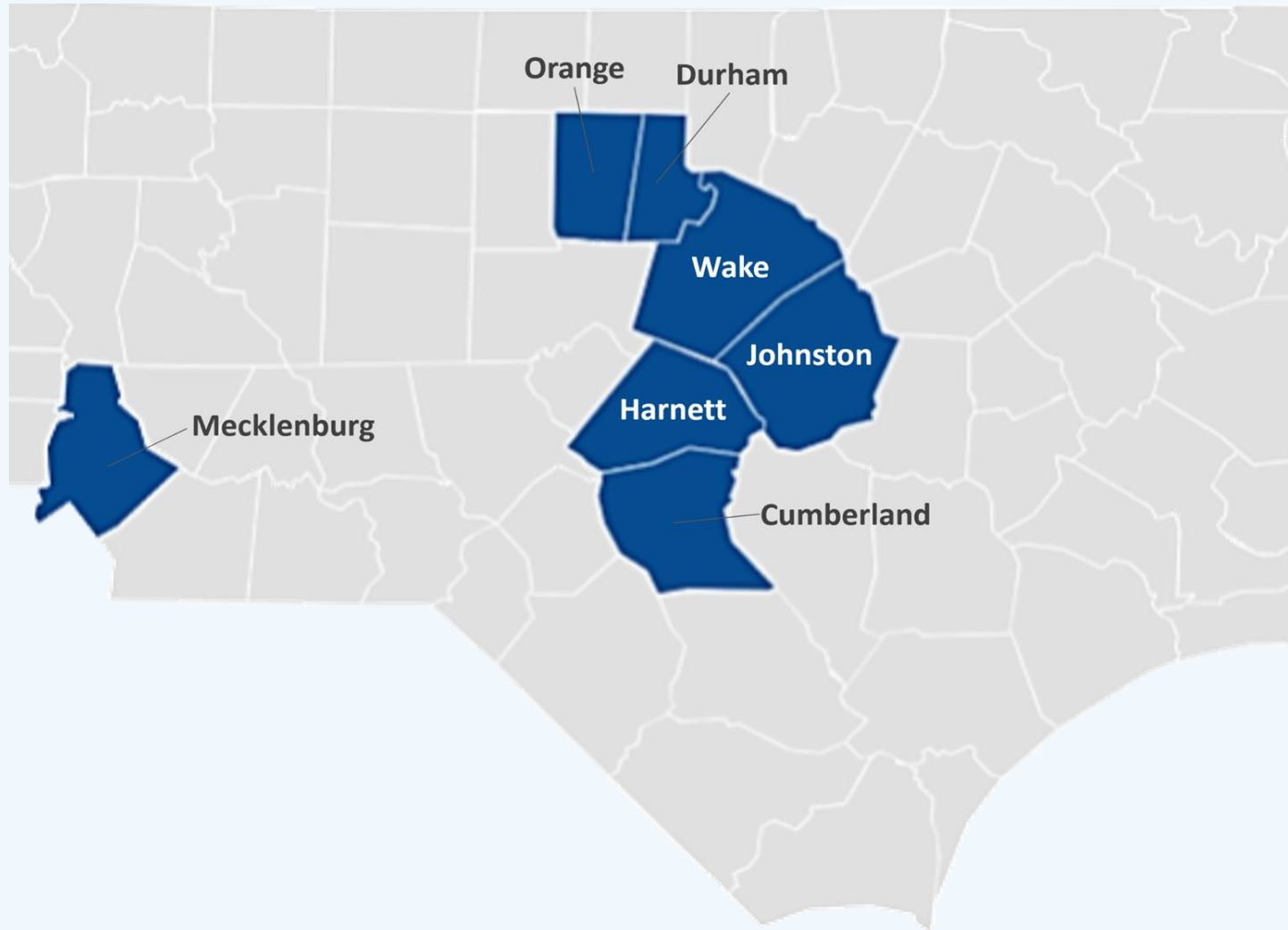


**Member and
Recipient Services**

Monday-Saturday,
7 a.m. – 6 p.m.
800-510-9132

Behavioral Health Crisis Line

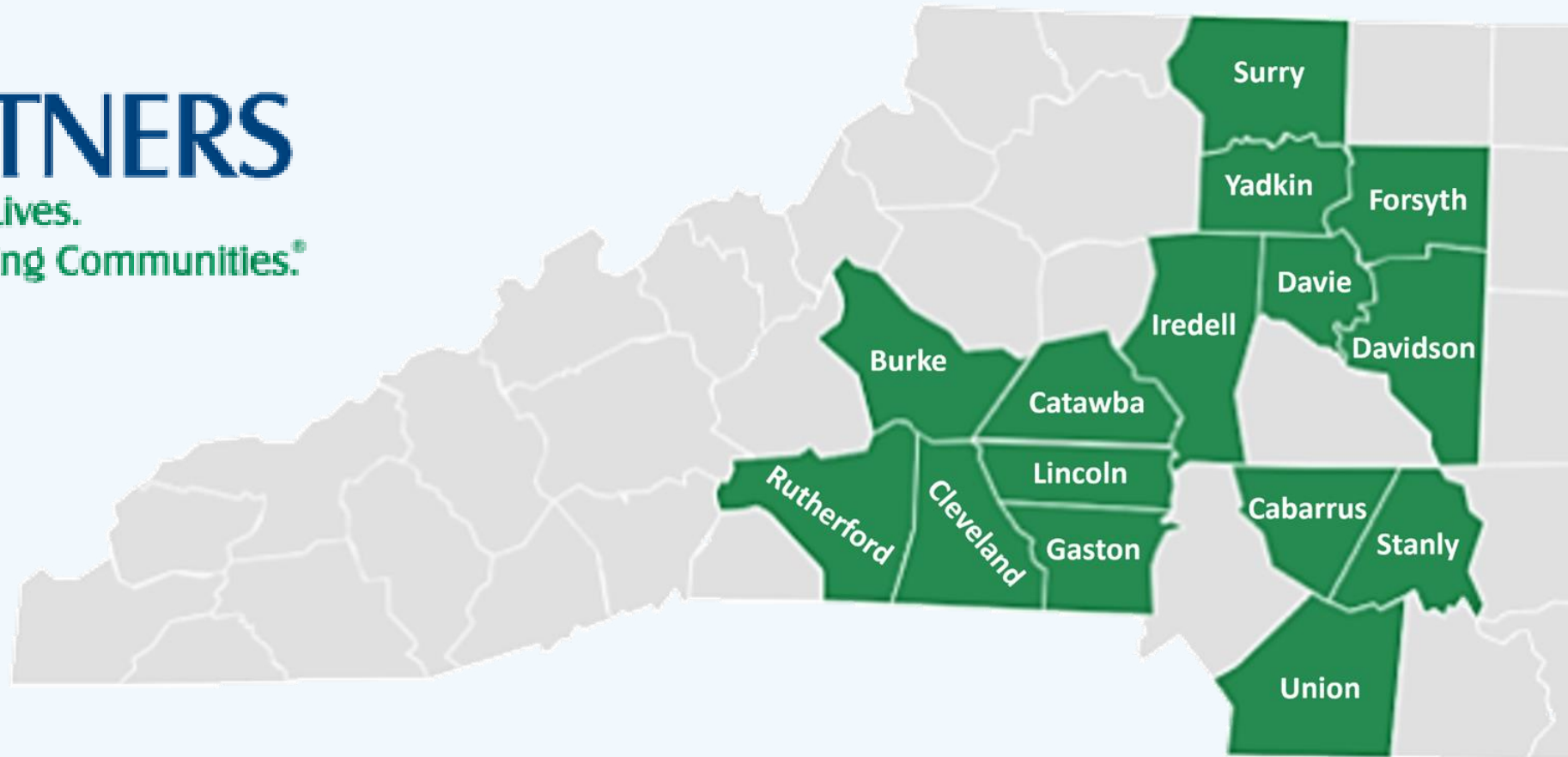
24 hours a day, 7 days a week
877-223-4617





PARTNERS

Improving Lives.
Strengthening Communities.®

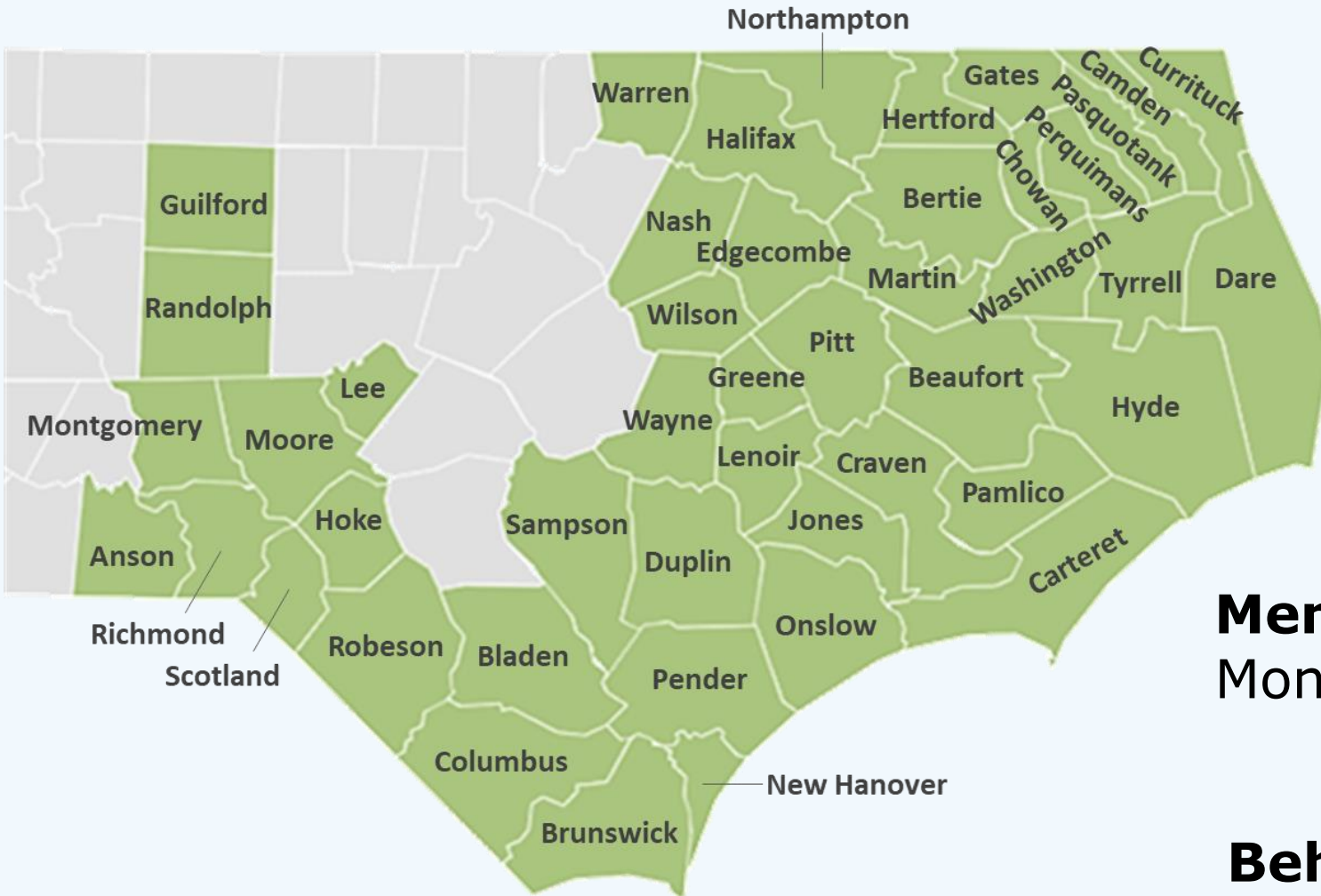


Member and Recipient Services

Monday-Saturday, 7 a.m. – 6 p.m.
888-235-4673

Behavioral Health Crisis Line

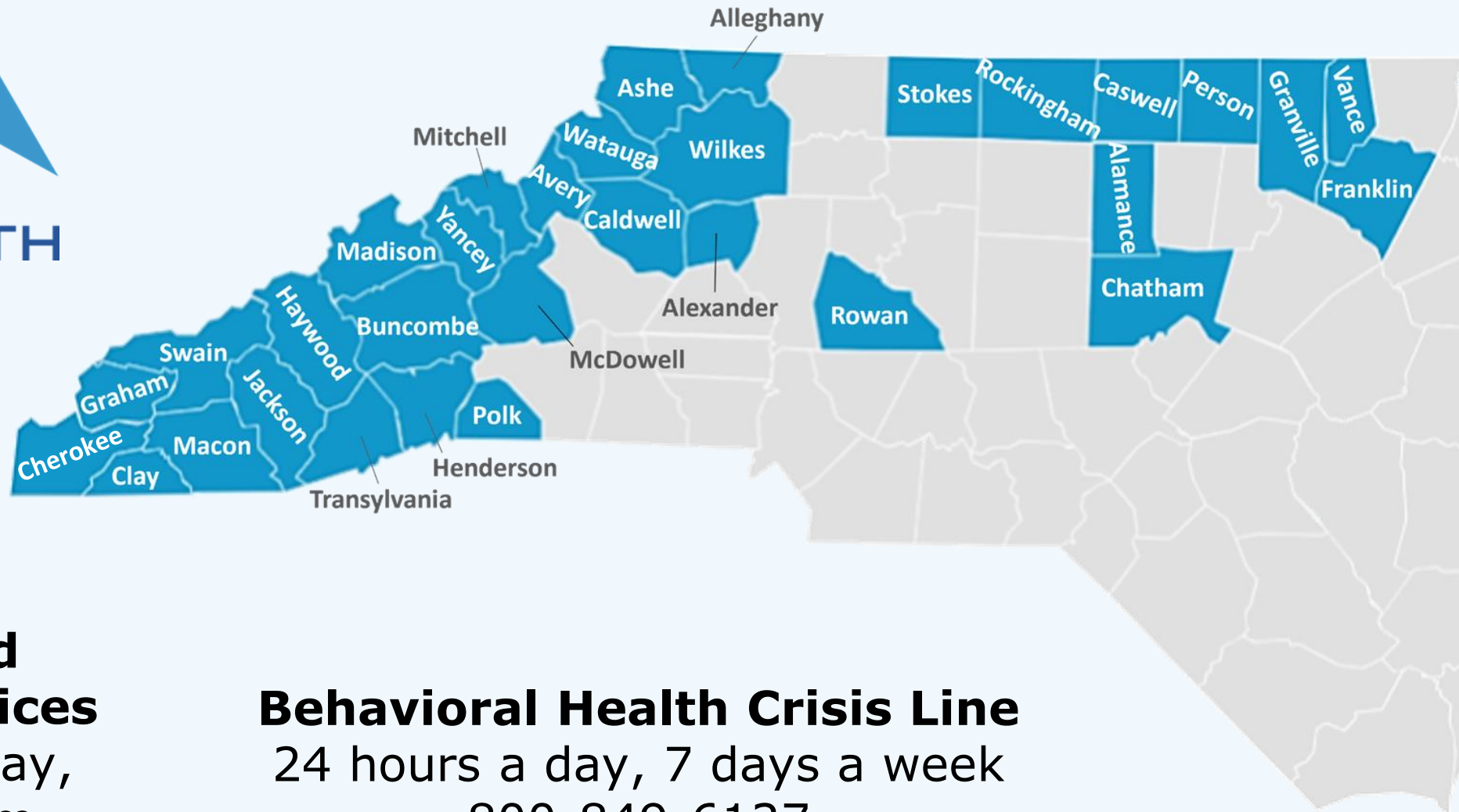
24 hours a day, 7 days a week
833-353-2093



Trillium
HEALTH RESOURCES

Member and Recipient Services
Monday-Saturday, 7 a.m. – 6 p.m.
877-685-2415

Behavioral Health Crisis Line
24 hours a day, 7 days a week
888-302-0738



**Member and
Recipient Services**
Monday-Saturday,
7 a.m. to 6 p.m.
800-962-9003

Behavioral Health Crisis Line
24 hours a day, 7 days a week
800-849-6127

Get involved with your LME/MCO

Visit the website of your LME/MCO to find information on how you can collaborate with others to improve the system for all beneficiaries through community events and educational trainings, stakeholder groups, and advisory committees.

Examples of stakeholder groups and advisory committees include:

- Consumer and Family Advisory Committee
- Human Rights Committee
- Innovations Waiver Stakeholder Group
- Long-Term Services and Supports Advisory Committee

Your LME/MCO may have additional committees and stakeholder groups tailored to specific community needs.

Contact information

Member and Recipient Services
Monday-Saturday, 7 a.m. – 6 p.m.

Alliance: 800-510-9132

Partners: 888-235-4673

Trillium: 877-685-2415

Vaya: 800-962-9003

Behavioral Health Crisis Line
24 hours a day, 7 days a week

Alliance: 877-223-4617

Partners: 833-353-2093

Trillium: 888-302-0738

Vaya: 800-849-6127



AllianceHealthPlan.org



PartnersBHM.org

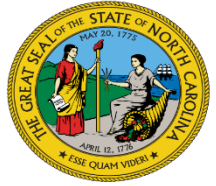


TrilliumHealthResources.org



VayaHealth.com

Conversation with the CEOs



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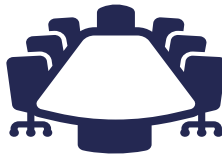
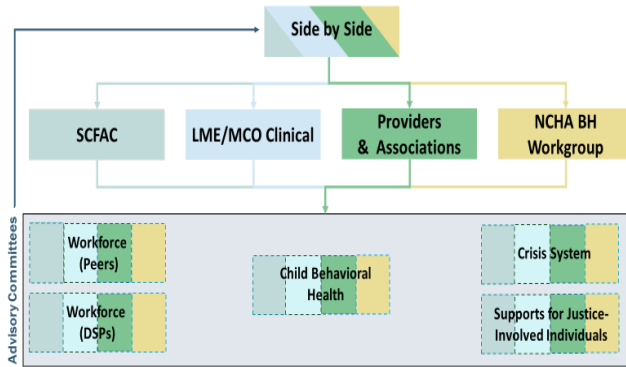
Stay Connected with DMHDDSUS



- [Join our Side by Side Webinars](#)



Community Collaboration



- [Join our Advisory Committees](#)



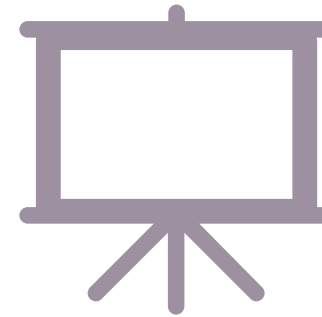
- [Join our Mailing List](#)



Q&A



Questions and feedback are welcome at
BHIDD.HelpCenter@dhhs.nc.gov.



The recording and presentation slides for this
webinar will be posted to the [Community
Engagement & Training](#) webpage.

Appendix

Medicaid Expansion Launched on Dec. 1!



More North Carolinians can get health care coverage through Medicaid.



Beginning on Dec. 1, 2023, NC Medicaid will cover people ages 19 through 64 years with higher incomes. You may be able to get health care coverage through Medicaid even if you didn't qualify before.

Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health and more – at little or no cost to you.



NC Medicaid covers most health services, including:

- **primary care** so you can go to a doctor for a check-up or when you are not feeling well
- **hospital services** when you need to stay overnight (inpatient) or when you can go home the same day (outpatient)
- **maternity and postpartum care** if you are pregnant and after giving birth
- **vision and hearing services**
- **prescription drug benefits** to pay for your medicines
- **behavioral health**
- **preventative and wellness services**
- **devices and other therapies**

Most people will be able to get health care coverage through Medicaid if they meet the criteria below. And if you were eligible before, you still are. Nothing changes for you.

- **You live in North Carolina**
- **Age 19-64**
- **You are a citizen.** Some non-US citizens can also get health care coverage through Medicaid.
- And if **your household income** fits within the chart below:

Household Size	Annual Income
Single Adults	\$20,120 or less
Family of 2	\$27,214 or less
Family of 3	\$34,307 or less
Family of 4	\$41,400 or less
Family of 5	\$48,493 or less
Family of 6	\$55,586 or less

How to apply for Medicaid:



ePASS
epass.nc.gov



Paper application
ncgov.servicenowservices.com



In person at your local DSS office
ncdhhs.gov/localDSS



Call DSS office
ncdhhs.gov/localDSS

You can access the Medicaid Expansion Toolkit, trainings, and FAQs on the NC Division of Health Benefits (Medicaid)'s website

Learn more at:
Medicaid.ncdhhs.gov

NC Department of Health and Human Services
NCDHHS.gov • NCDHHS is an equal opportunity employer and provider. • 10/2023



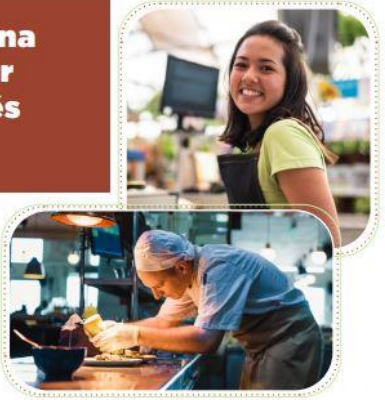
Learn How to Apply With ePASS

(Spanish and English versions)

Más habitantes de Carolina del Norte pueden obtener cobertura médica a través de Medicaid.

A partir del 1 de diciembre de 2023, NC Medicaid cubrirá a las personas de 19 a 64 años que tienen ingresos más altos de lo que se permitía antes. Es posible que puedas obtener cobertura médica de Medicaid incluso si no calificaste antes.

Medicaid paga las visitas al médico, los chequeos médicos de rutina anuales, la atención de emergencia, servicios de salud mental y más, a bajo costo o sin costo para ti.



La mayoría de personas podrán obtener cobertura médica a través de Medicaid si cumplen con los criterios a continuación. Y si eres elegible antes, todavía lo eres. Nada cambia para ti.

- **Vivir en Carolina del Norte.**
- **Tener entre 19 y 64 años.**
- **Ser ciudadano.** Algunas personas que no son ciudadanos estadounidenses son elegibles para obtener cobertura médica a través de Medicaid.
- Y si los **ingresos de tu hogar** están dentro del cuadro a continuación.

Tamaño del hogar	Ingreso Anual
Adultos solteros	\$20,120 o menos
Familia de 2 personas	\$27,214 o menos
Familia de 3 personas	\$34,307 o menos
Familia de 4 personas	\$41,400 o menos
Familia de 5 personas	\$48,493 o menos
Familia de 6 personas	\$55,586 o menos

Medicaid cubre la mayoría de los servicios de salud, incluyendo:

- **atención primaria** para que vayas al médico para un chequeo de rutina o cuando no te sientas bien
- **servicios hospitalarios** cuando necesitas pasar la noche en el hospital (paciente hospitalizado) o cuando puedes irte a casa el mismo día (paciente ambulatorio)
- **atención de maternidad y posparto** si estás embarazada y después de dar a luz
- **servicios de visión y audición**
- **beneficios para pagar tus medicamentos recetados**
- **salud del comportamiento**
- **servicios preventivos y de bienestar**
- **dispositivos y otras terapias**

Cómo solicitar Medicaid:



ePASS
epass.nc.gov



Solicitud impresa (en papel)
nc.gov.servicenow/services.com



En persona, en tu oficina local del Departamento de Servicios Sociales (DSS)
ncdhhs.gov/localDSS



Llamando a tu oficina local de DSS
ncdhhs.gov/localDSS

Obtén más información:
Medicaid.ncdhhs.gov/InfoDeExpansion

Departamento de Salud y Servicios Humanos de Carolina del Norte • [NCDHHS.gov](https://ncdhhs.gov)
NCDHHS es un proveedor y empleador que ofrece oportunidad igual a todos. • 10/2023



PARTICIPANT'S LIST IS STILL CLIMBING, SO WE ARE GOING TO GIVE IT ABOUT A MINUTE AND WE WILL GET STARTED

Welcome to our ePASS Demo!

September 19, 2023

Welcome & Introduction

0:00 / 1:29:38 • Welcome & Introduction

Elizabeth O'Dell
Wes Woodstuhme
Melanie Bush
ASL Interpreter: Monica

Navigating ePASS: Guide to Providing Application Assistance

Unlisted

English-Language video: <https://www.youtube.com/watch?v=204bNI5pGkI>

Spanish-language video: <https://www.youtube.com/watch?v=whLNhXj7zvM>