

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

# Side by Side with DMH/DD/SUS

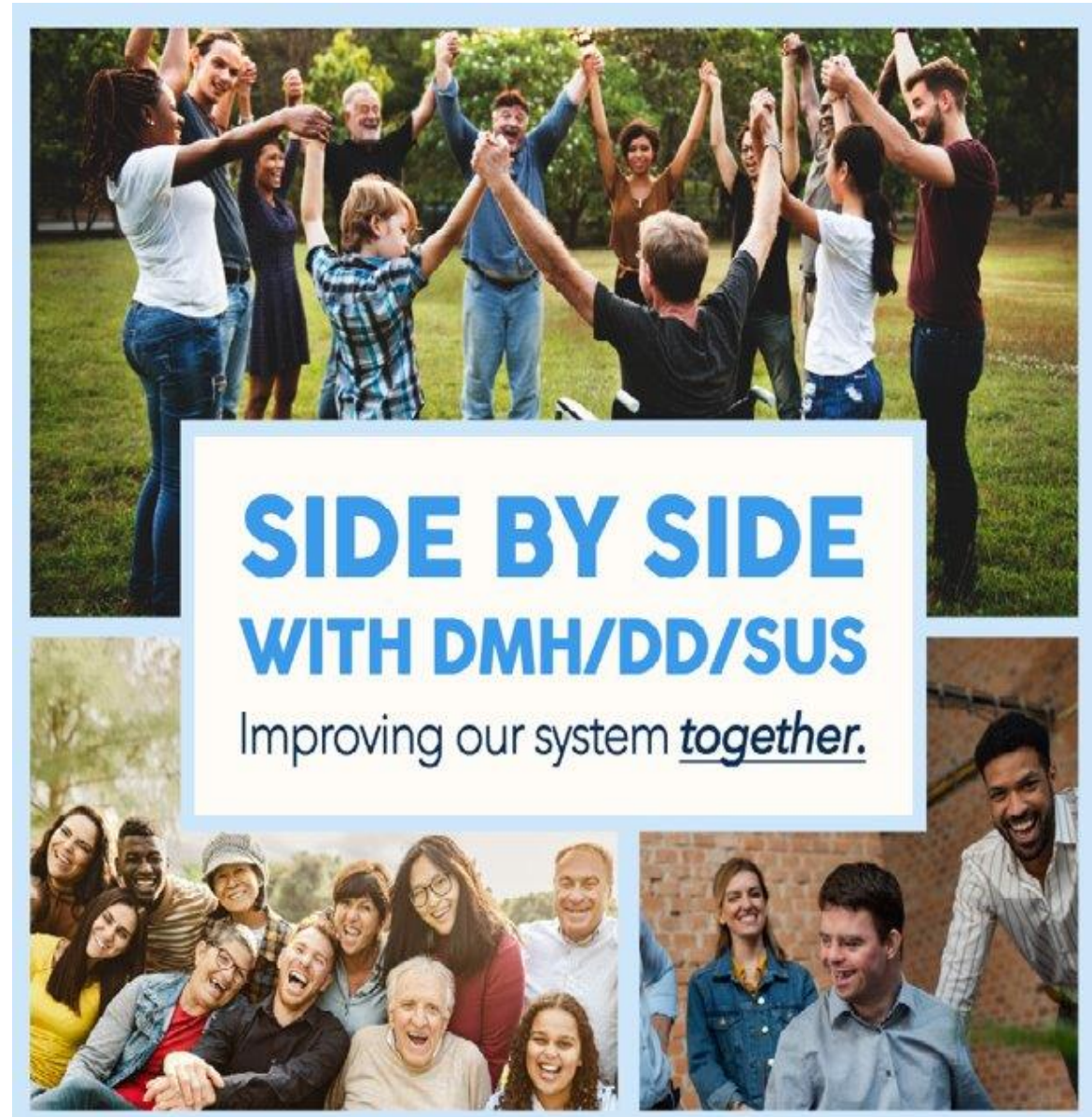
*Improving our system together.*

Kelly Crosbie, MSW, LCSW

Director

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

**September 9, 2024**

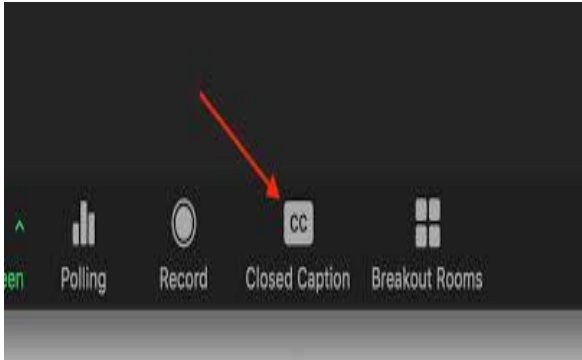


# Housekeeping

- 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.



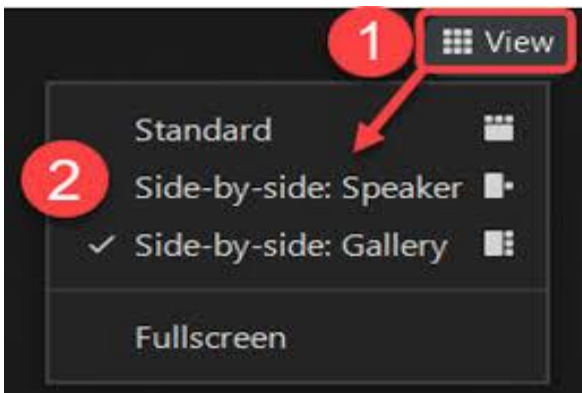
# Housekeeping



- 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 en lengua de signos americana (ASL) y subtítulos:

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. Direct Support Professionals Grant Opportunity
4. National Recovery Month
5. NC DMHDDSUS Perceptions of Care Survey
6. NC Mental Health Block Grant FY25
7. Q&A

# Kelly Crosbie, MSW, LCSW, DMHDDSUS Director

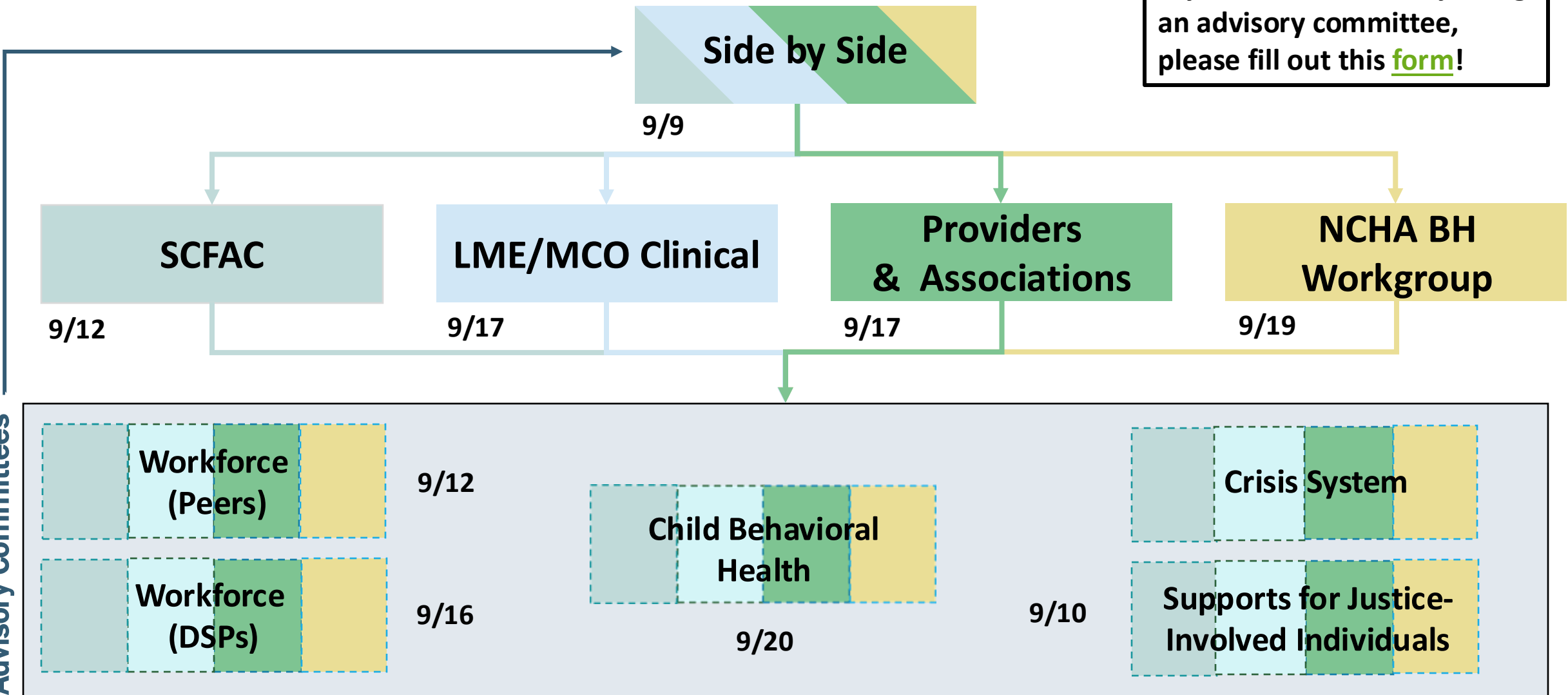


- 30 years in MH/SU/IDD Field
- 13 years in DHHS
- DMHDDSUS since Dec 2022
- Licensed Clinical Social Worker (LCSW)
- Person with lived experience



# September Community Collaboration

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



# MH/SU/IDD/TBI System Announcements & Updates

# DMHDDSUS Strategic Plan Update



- **Community partner input:** DMHDDSUS has shared its plan with the State Consumer and Family Advisory Committee, clinical leadership at LME/MCOs, and clinical providers
- **Public comments:** Posted for public comment from June 3 to July 17, 2024, received 132 comments and letters, all of which were reviewed
- **Final posting:** mid-September



# SAMHSA & The Federal Director of 988 Visited North Carolina!

On August 15, NCDHHS hosted the federal 988 Director Monica Johnson and leaders from the federal Substance Abuse and Mental Health Services Administration (SAMHSA) in touring the REAL Crisis Center in Greenville and Recovery Innovations in Durham to highlight the successes of North Carolina's Crisis to Care system



# THE FIRST ANNUAL #988Day

Join us on 9/8!

**988  
DAY**

**NO JUDGMENT.  
JUST HELP.**



**988**

SUICIDE & CRISIS  
LIFELINE

# Share Your Story: Be Part of Our 988 Campaign Video!

## Help Us Showcase Real Stories of Recovery and Support

We're seeking volunteers to share how 988 has positively impacted their lives.

Filming on September 11, 2024, in both English and Spanish.

### Interested?

Contact: Kim Adamski

Phone: 502-655-7588

Email: [kim@neimandcollaborative.com](mailto:kim@neimandcollaborative.com)





SEPTEMBER IS

# SUICIDE PREVENTION AWARENESS MONTH

## LUNCH & LEARN

**DATE/TIME: TUESDAY, SEPT 10, 12:30 P.M.**

Discuss efforts to increase awareness of Suicide Prevention, identify resources and find ways to spread the word that help is available.

[Register for the webinar](#)

All month, mental health advocates, prevention organizations, survivors, allies, and community members unite to promote suicide prevention awareness.

Suicide Prevention Week is September 8-16, with Suicide Prevention Day on September 10th. The Governor will proclaim the first ever Suicide Prevention Day in North Carolina.

#BeThe1To is the 988 Suicide & Crisis Lifeline's message for National Suicide Prevention Month and beyond, which helps spread the word about actions we can all take to prevent suicide.



**#BeThe1To**

ASK, KEEP THEM SAFE,  
BE THERE, FOLLOW UP  
& HELP THEM CONNECT

# FETAL ALCOHOL SPECTRUM DISORDER

## Recognizing the Red Flags

Wednesday, Sept. 25, 2024 • 12:00 p.m. – 1:30 p.m.

For FASD Awareness Month, the Division of Mental Health, Developmental Disabilities, and Substance Use Services will host a webinar to raise awareness for FASD. This webinar will assist individuals in recognizing the behavioral symptoms associated with FASD to ensure timely evaluation and diagnosis.

JOIN LINK: [https://www.zoomgov.com/meeting/register/vJlsduCgrTwqEmp3\\_itopbhrlwCtqQy85-k#/registration](https://www.zoomgov.com/meeting/register/vJlsduCgrTwqEmp3_itopbhrlwCtqQy85-k#/registration)



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



**NCFASD**  
INFORMED  
FETAL ALCOHOL  
SPECTRUM DISORDER

# Direct Support Professionals Grant Opportunity



## Direct Support Professional RECOGNITION WEEK September 8 - 14, 2024

Direct Support Professional (DSP) Recognition Week provides us with an opportunity to pause, acknowledge, and highlight the dedicated direct support workforce that is the heart and soul of supports for people with disabilities.

- Most direct care workers are women and people of color, and women of color are a large and growing segment of the direct care workforce.
- Many people of color in the direct care workforce are immigrants.



# DSP Provider Agency Recruitment and Retention Grants

This week, DMH/DD/SUS began soliciting proposals from providers to fund interventions that improve DSP recruitment and retention. The funding application will be open until November 8th.

- Allowable uses for the grants include but are not limited to:
  - Hiring/retention bonuses
  - Child/dependent/senior care subsidies
  - Transportation supports or subsidies
  - Food supports or subsidies
  - Continuing or advanced education opportunities
  - Other employee assistance programs
- Funding will be made available on a one-time basis; DMH/DD/SUS expects to make awards in early 2025.
- Eligible provider agencies deliver Medicaid and/or state-funded I/DD services, including providers that operate an Agency with Choice (AWC) model.
- Providers will describe their initiative's impact and budget to help inform design of long-term recruitment and retention strategies.

**Save the Date: DSP Grant Funding Opportunity Webinar**  
*Wednesday, September 11<sup>th</sup>, 1:00-2:00 pm*  
Register Here ([link](#))

DMH/DD/SUS will host **office hours** on 9/19, 9/26, and 10/3 to provide additional information on the grant application

**Questions?**

Email [DMHIDDCONTACT@dhhs.nc.gov](mailto:DMHIDDCONTACT@dhhs.nc.gov)



# DSP Provider Grant Initiative

# WEBINAR

DATE/TIME: WEDNESDAY, SEPT 11, 1:00 P.M.

Join DMHDDSUS for the Direct Support Professional Recruitment and Retention Provider Grant Initiative webinar. This session will provide a technical assistance overview of the grant application, process timeline, and scoring criteria. There will also be an opportunity to ask questions.

[Register for the webinar](#)



**Direct Support Professional  
RECOGNITION WEEK**  
September 8 - 14, 2024

# National Recovery Month

# NATIONAL RECOVERY MONTH

HOPE IS REAL. RECOVERY IS REAL.



## September is National Recovery Month!

- Promotes and supports:
  - **The nation's strong and proud recovery community**
  - New evidence-based treatment and recovery practices
  - The dedication of service providers and communities who make recovery in all its forms possible.
- For substance use:
  - Of the 30.5 million adults who perceived that they ever had a substance use problem, **73.1% (or 22.2 million) considered themselves to be in recovery** or to have recovered from their drug or alcohol use problem.
- For mental health:
  - Of the 64.4 million adults who perceived they ever had a mental health problem, 66.6% **(or 42.7 million) considered themselves to be in recovery** or to have recovered from their mental health problem.

# Collegiate Recovery Programs

**Collegiate Recovery Programs provide alternatives and opportunities for students to truly have that college experience while supporting their recovery and desire not to use substances .**

- NC DHHS first began funding 6 schools in 2015, **this number has grown to 18**, including 5 HBCUs and 2 Minority Serving Institutions
- **Supported with funds** from the Substance Use Prevention, Treatment and Recovery Services (SUPTRS) block grant with a total annual budget of over \$3M .
- Funds support staffing, sober events, conferences, dedicated program spaces, and student activities.
- **NC leads the nation** in supporting its students who are in or seeking recovery **with a total of over 30 programs** across the state, including 5 community colleges.
- As of 2023, North Carolina has been **awarded 6 Association of Recovery in Higher Education (ARHE) honors**, including Staff of the Year (3), Student of the Year, Champion Award for Student Support, and a Lifetime Achievement Award.



# Recovery Community Organizations (RCOs)

Recovery happens in communities where people access services and supports and build relationships that support them.

- Recovery community organizations offer stigma-free spaces for engagement, resources, and recovery support.
- NC DMHDDSUS has funded **15 recovery community centers since 2015** from the SUPTRS block grant and **plans to add 2-3 more centers this year.**
- Centers are tailored to community needs and provide diverse recovery support services, including employment aid, housing, education, and peer mentoring.



# Peer Run Wellness Centers

- Independent, consumer-operated hubs offering governance and support for mental health and substance use recovery.
- DMHDDSUS funds two Peer Run Wellness Centers (PRWCs) — [GreenTree](#) and [No Wrong Door](#)
- GreenTree just celebrated 12 years of service and is actively engaging the community during Recovery Month with a full calendar of [Learning Community Activities](#).
- **Current Mental Health Block Grant (MHBG)** application process is open: goal to support more Peer Wellness Centers.



# Connections App

- DMHDDSUS partnered with Trillium Health Resources to roll-out the Connect apps (CHESS Health). It offers 24/7 peer support and recovery tools.
- **530 individuals onboarded** in the Connections App and still growing!
- The Peer to Peer Connect feature enables Certified Peer Support Specialists to connect statewide, providing crucial support to prevent burnout.
  - Currently, **447 Peers** involved!
  - 280 CPSSs fully onboarded
  - Positive Feedback:
    - “We must encourage each other!! I love this app,”
    - “I feel so much more HOPE now... I feel like I could climb a mountain right now!”



## Welcome to Connections.

A free recovery-focused app with 24/7 peer support, a supportive recovery community, and tools to help you track and celebrate milestones!

Scan to enroll:



Or, text 610-488-2461 with the following information to receive a link for the Connections App download:

Full name, date of birth and provider name

Technical difficulties? Get in touch: [onboarding@chess.health](mailto:onboarding@chess.health)

Connections is a free resource made available by:



North Carolina Department of Health and Human Services

Powered by CHESS Health

# NC DMHDDSUS Perceptions of Care Survey



# 2024 Perceptions of Care Survey

## Annual Mental Health & Substance Use Treatment Services Satisfaction Survey

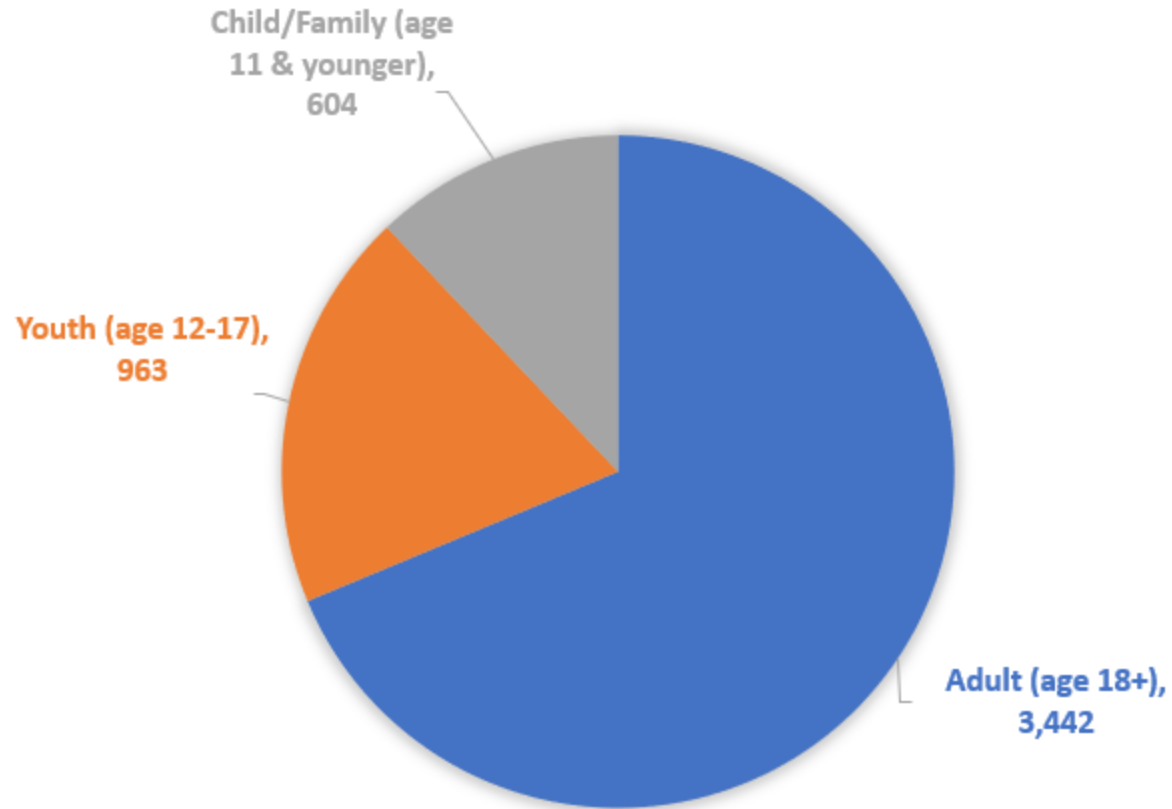
August 12, 2024 – September 20, 2024

- The Perceptions of Care Survey administered by mental health and substance use treatment providers is one of the ways DMHDDSUS demonstrates the outcomes of our service system to our federal partner SAMHSA and measures overall quality of public service system.
- Providers are encouraged to invite every consumer who receives a Tailored Plan mental health or substance use service during the survey administration period to complete the survey. Consumers who received an LME/MCO/TP service in June 2024 or July 2024 may also be surveyed, even if they do not receive a service during the survey period, as long as they have not been discharged from services.
- Surveys are available in English and Spanish
- Surveys may be offered web-based or as a paper copy
- Questions about the survey can be directed to a Tailored Plan Perceptions of Care Survey Coordinator or sent to DMHDDSUS at [contactdmhquality@dhhs.nc.gov](mailto:contactdmhquality@dhhs.nc.gov)
- Provider page: <https://www.ncdhhs.gov/mhddsas/perceptions-of-care-surveys>

# 2023 Perceptions of Care Survey

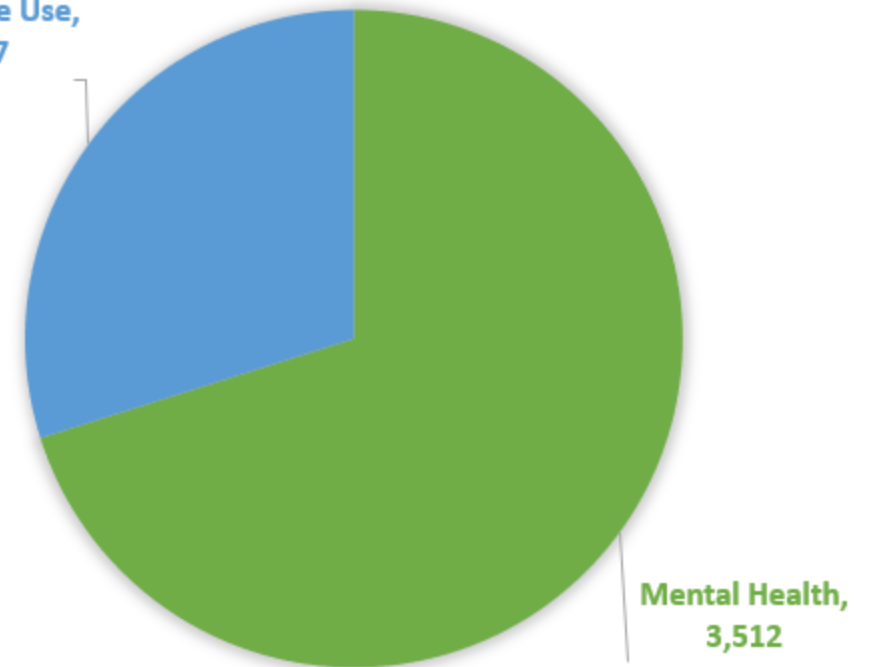
## 2023 SURVEY RESPONDENTS

5,009



## SERVICE TYPE

Substance Use,  
1497



To access the complete report & prior year reports go to: [Consumer Perceptions of Care | NCDHHS](#)

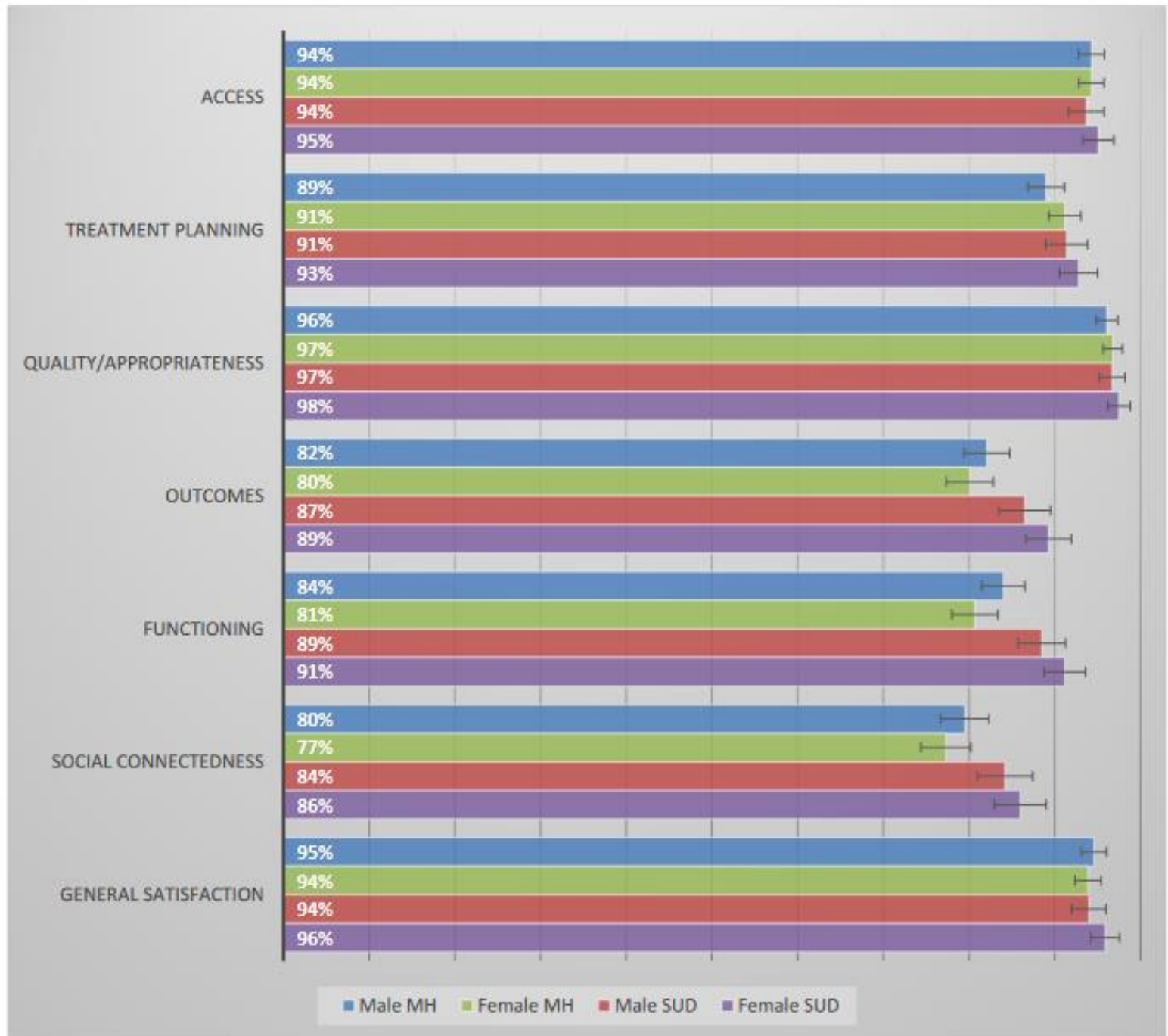
# Perceptions of Care Survey Domains



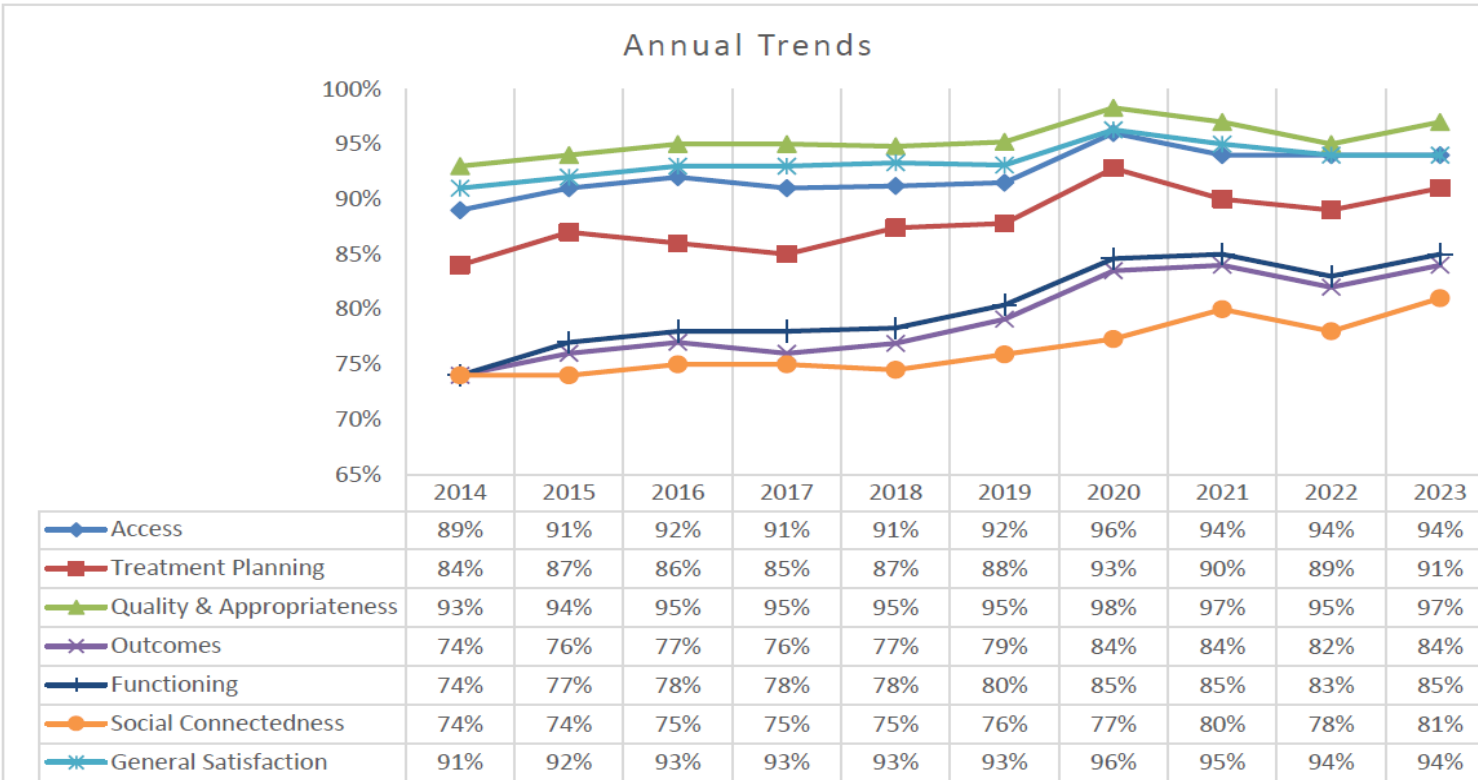
Access to Services	Treatment Planning	Quality & Appropriateness/ Cultural Sensitivity	Outcomes	Functioning	Social Connectedness	General Satisfaction
<ul style="list-style-type: none"> <li>• Location</li> <li>• Seen When Needed</li> <li>• Returned Calls In 24 Hours</li> <li>• Convenient</li> <li>• Receive All Needed Services</li> <li>• Able To See Psychiatrist</li> </ul>	<ul style="list-style-type: none"> <li>• Choose Services</li> <li>• Choose Treatment/Treatment Goals</li> <li>• Participated In Treatment</li> <li>• Comfortable Asking Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Believe I Can Recover</li> <li>• Information To Manage Illness</li> <li>• Free To Complain</li> <li>• Treated With Respect</li> <li>• Respected Beliefs/Background</li> <li>• Felt Free To Complain</li> </ul>	<ul style="list-style-type: none"> <li>• Dealing With Daily Problems</li> <li>• Control of Life</li> <li>• Better Able To Deal With Crisis</li> <li>• Better In Social Situations</li> <li>• Better At Work/School</li> <li>• Improved Housing</li> <li>• Satisfied With Life</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced Symptoms</li> <li>• Take Care of Needs</li> <li>• Able To Handle Things When They Go Wrong</li> <li>• Able To The Things I Want</li> <li>• Child Gets Along With Family/Friends</li> </ul>	<ul style="list-style-type: none"> <li>• In A Crisis, Have Family Support</li> <li>• Happy With Friendships</li> <li>• I Can Do Enjoyable Things</li> <li>• I Belong In My Community</li> </ul>	<ul style="list-style-type: none"> <li>• Like My Services</li> <li>• Would Stay With Agency</li> <li>• Recommend Agency</li> <li>• People Stuck With Me</li> <li>• I Had Someone To Talk To</li> <li>• I Got The Help I Wanted/Needed</li> </ul>

# Adult Respondent Gender & Primary Service Type Differences

Larger percentages of adults with primary SUD services compared to those with primary MH services reported positive perceptions related to Outcomes, Functioning, and Social Connectedness domains.



# 2023 Perceptions of Care Survey: Adult Trends



## Areas of High Satisfaction:

- Quality & Appropriateness
- Access
- General Satisfaction

## Areas of Improvement:

- Social Connectedness
- Outcomes

## Strategic Plan Initiatives To Address Areas Of Improvement

### Peer Services

Support the expansion of Peer led services in North Carolina.

### NAMI on Campus

Increase resources to bolster counseling services and expand student-led and -run mental health clubs on college campuses

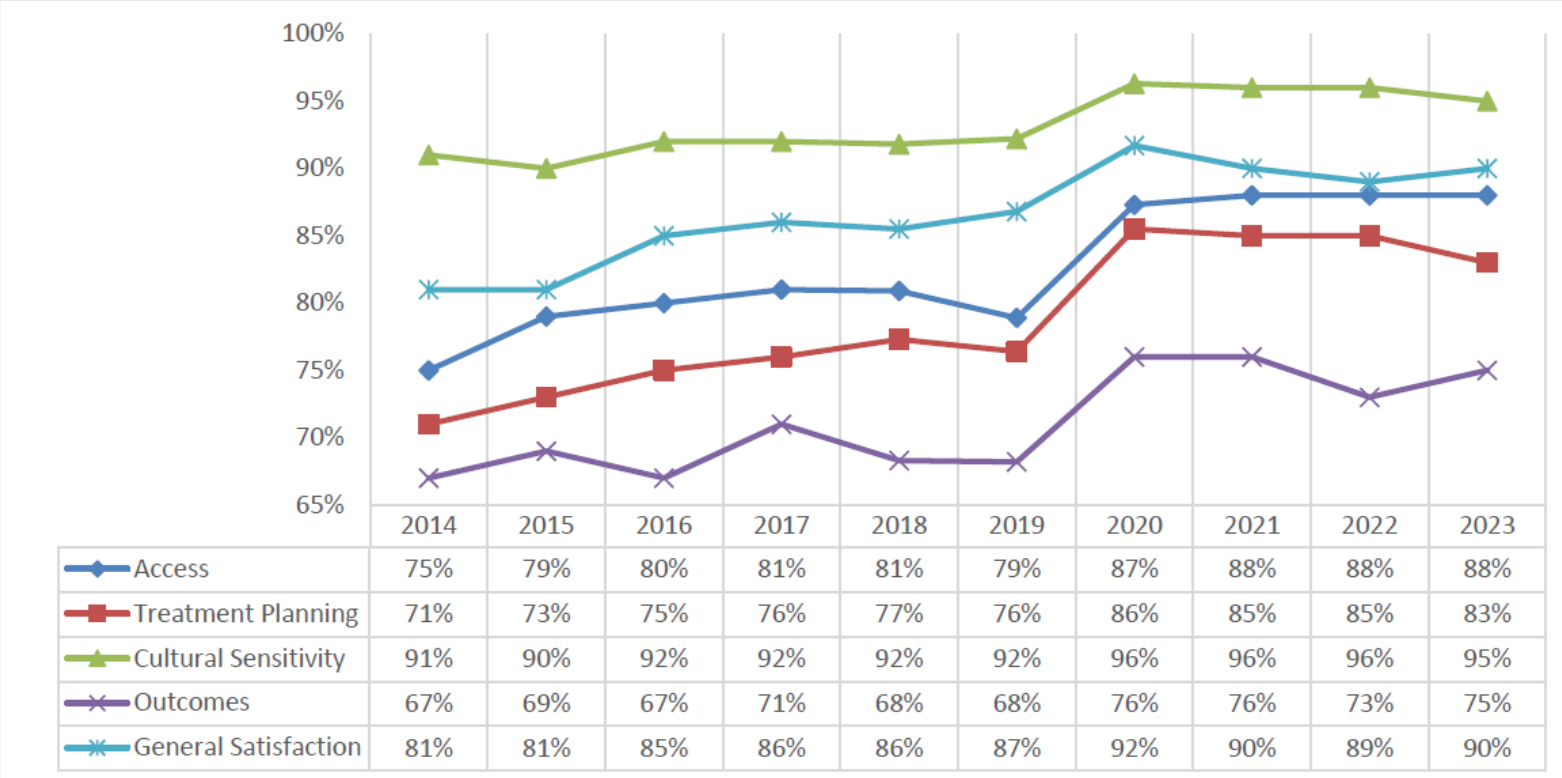
### Collegiate Harm Reduction

Provide support to students in their recovery journey while undergoing higher education.

### Revitalize Clubhouses

Revitalize and better fund Clubhouses, which provide community-based, psychosocial rehabilitation services for people living with mental illness

# 2023 Perceptions of Care Survey: Youth Trends



- **Areas of High Satisfaction:**
  - General satisfaction
  - Cultural sensitivity
- **Areas of Improvement:**
  - Outcomes
  - Treatment planning.

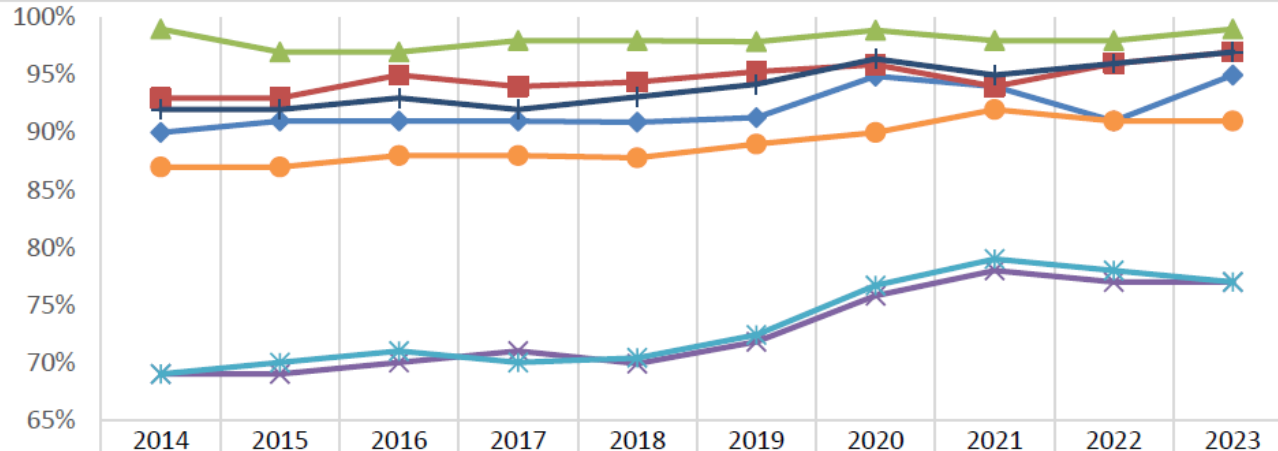
## Strategic Plan Initiatives To Address Areas Of Improvement

**Mobile Outreach Response Engagement and Stabilization (MORES)**  
 Fund new MORES teams across the state, with a specific focus on high-needs (e.g., rural) areas

**Juvenile Justice Behavioral Health Teams (JJBH Teams):**  
 Increase quality and consistency of behavioral health programs for youth involved in the juvenile justice system

**Expand SUD Access for Adolescents**  
 Expand services to specifically target adolescents and build programs tailored to the unique needs of this population

# 2023 Perceptions of Care Survey: Child/Family Trends



◆ Access	90%	91%	91%	91%	91%	91%	95%	94%	91%	95%
■ Treatment Planning	93%	93%	95%	94%	94%	95%	96%	94%	96%	97%
▲ Cultural Sensitivity	99%	97%	97%	98%	98%	98%	99%	98%	98%	99%
✕ Outcomes	69%	69%	70%	71%	70%	72%	76%	78%	77%	77%
✱ Functioning	69%	70%	71%	70%	70%	72%	77%	79%	78%	77%
● Social Connectedness	87%	87%	88%	88%	88%	89%	90%	92%	91%	91%
— General Satisfaction	92%	92%	93%	92%	93%	94%	96%	95%	96%	97%

## Areas of High Satisfaction:

- Cultural sensitivity
- Treatment planning
- General satisfaction
- Access
- Social connectedness.

## Areas of Improvement:

- Functioning
- Outcomes

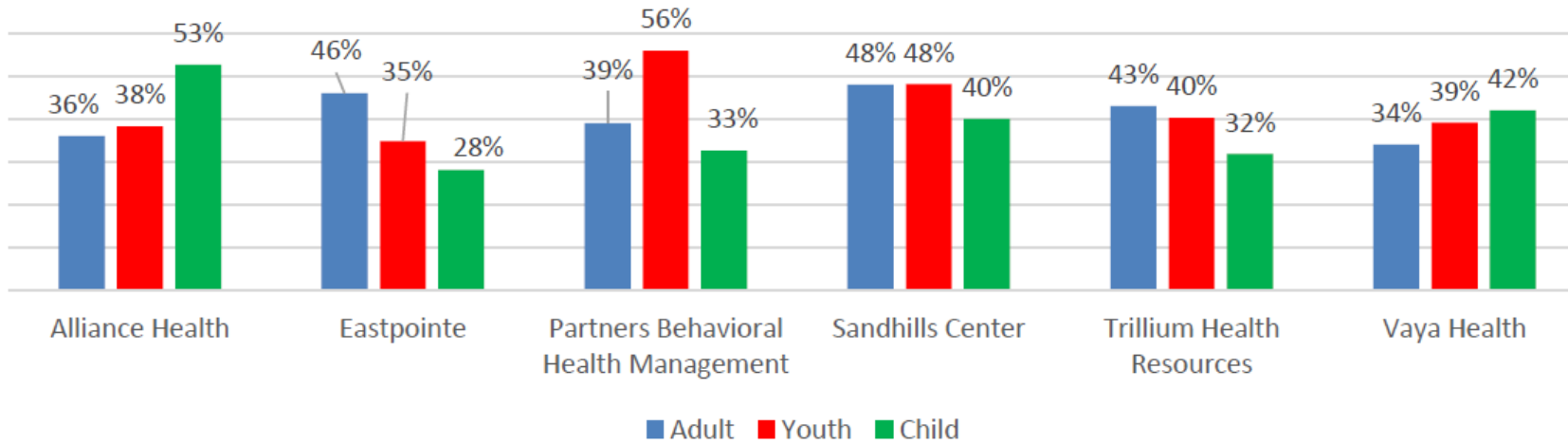
## Strategic Plan Initiatives To Address Areas Of Improvement

**Child Residential Redesign**  
 Enhance residential child behavioral health services by implementing a quality improvement program, maintaining family connections while children are in care, and shortening the duration of residential treatment

**Maternal Mental Health**  
 Launch a mental health focused program to encourage help seeking, screening, and treatment seeking in the critical window during pregnancy and postpartum

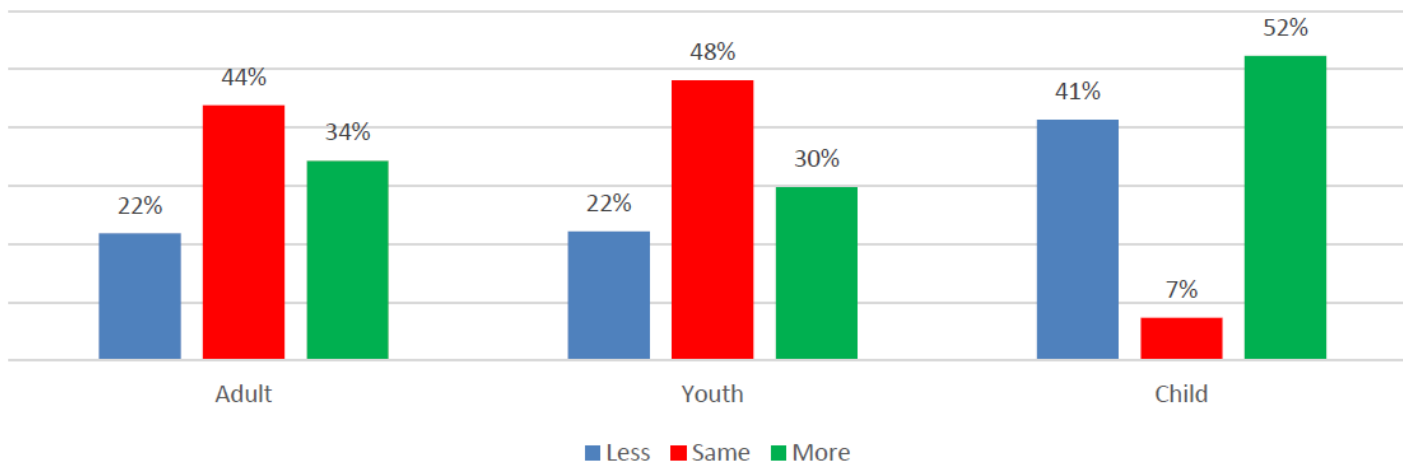
# 2023 Perceptions of Care Survey: Telehealth

Did you/your child receive any telehealth services from your MH/SUD provider in the past 6 months? (Yes)



- 41% of individuals surveyed reported they or their child received telehealth services in the past six months.

How helpful was telehealth compared to seeing your provider in person?



- About **one third** of **adult and youth respondents** reported the telehealth services received were **more helpful** than seeing their provider in person.
- **78%** of **adults and youth respondents** rated telehealth about the **same or better** than as seeing their provider in person.



# NC Mental Health Block Grant FY25

# First Episode Psychosis (FEP) Investments

## Initiatives

**NEW:** Provision of funding to LME-MCOs for the creation of blended ACT/FEP teams for rural counties to promote access and services

**Continuation** of funding for UNC-CH for required FEP model fidelity oversight, evaluation and training including:

- **Complete work on adapting the model for marginalized populations**

**NEW:** Expansion of funding for 5 implementation sites + marketing to consumers & families

# NC First Episode Psychosis Coordinated Specialty Care Clinics (NC FEP CSC)

- FEPCSC is a team-based collaborative, recovery-oriented approach involving individuals experiencing first episode psychosis (FEP), treatment team members, and, when appropriate, family members as active participants.
- FEP CSC components include outreach, low dosage medications, cognitive behavioral therapy, supported employment, supported education, case management and family psychoeducation.



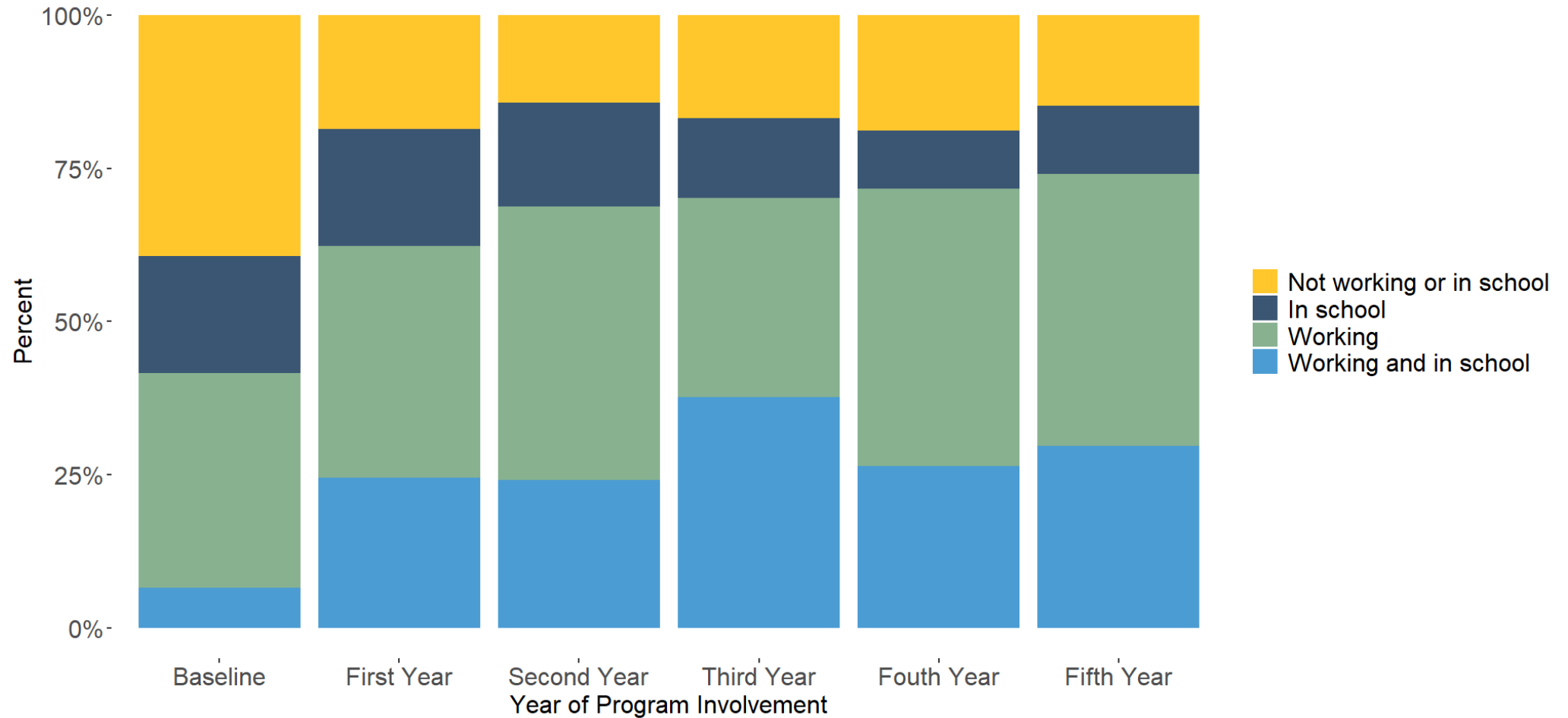
EPI-NC is funded by Federal Community Mental Health Services Block Grant (CFDA #93.958).

# NC First Episode Psychosis Coordinated Specialty Care Clinics (NC FEP CSC)

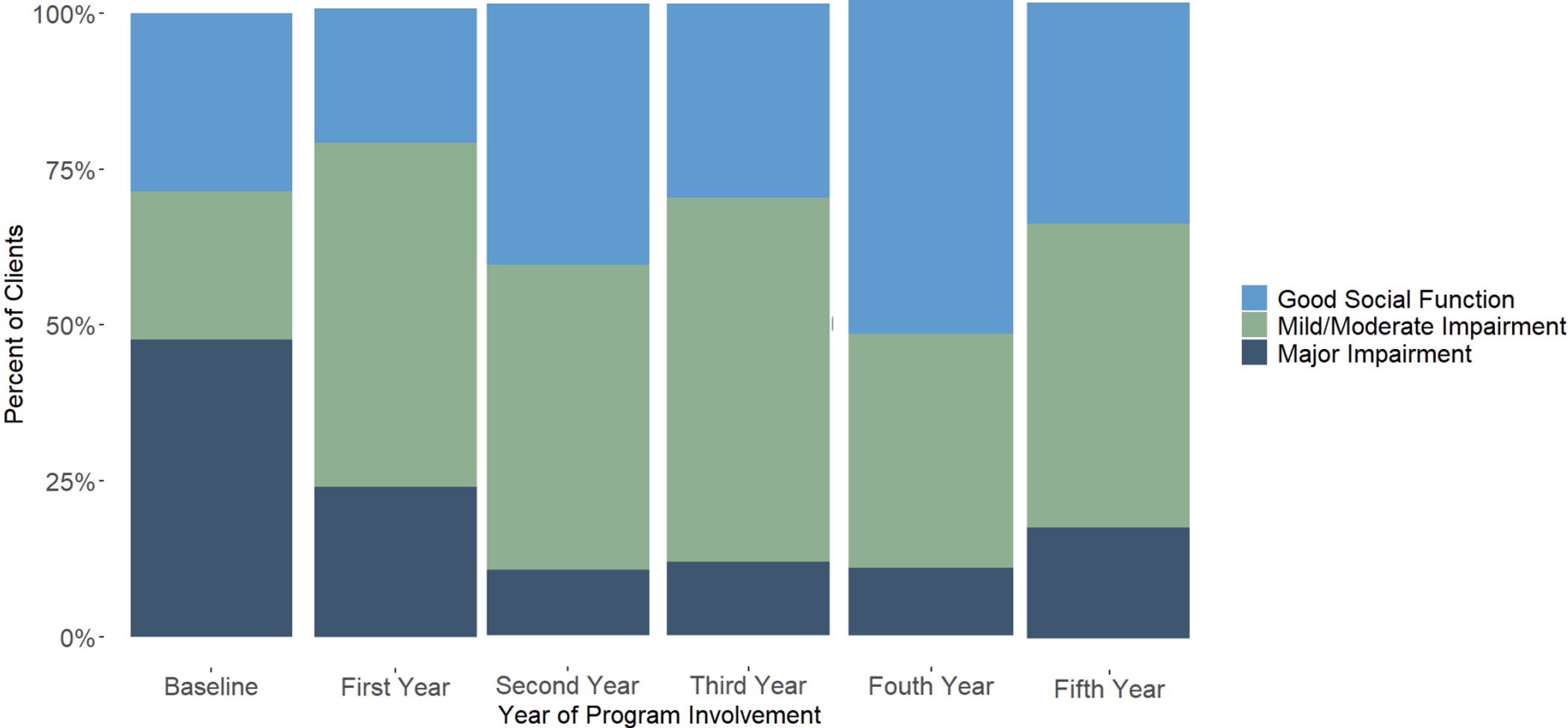
Inception	Program	Location
2005	OASIS	Chapel Hill, NC
2015	Encompass	Raleigh, NC
2015	SHORE	Wilmington, NC
2017	EAGLE	Charlotte, NC
2023	AEGIS	Asheville, NC
2024	WeCare2	Burnsville, NC



# NC FEP CSC Outcomes: School and Work



# NC FEP CSC Outcomes: Social Function



# Crisis System Investments

<b>Initiatives</b>
<b>NEW:</b> Peer Respite/Peer Living Room Regional Centers
<b>Continue Peer Respites/Refuge:</b> Sunrise; Green Tree, No Wrong Door, Promise Resource Network
<b>Continue</b> Peer Warmline
<b>New:</b> Co-Responder Expansion
<b>Continue</b> Hope4NC

# Mental Health Treatment and Programs Investments

## Initiatives

### Reduce Stigma/Increase Access

**New:** Anti-stigma campaign, Network of Care Directory (FindCare.com)

### Family and Caregiver Supports

**Expand:** NAMI (Campus, Law Enforcement, Family/Sib Groups)

**New:** Family/Sibling Support Organization RFA

### Peers

**Expand:** Peer Wellness Programs, Peer Certification (BH Springboard)

**New:** Peer Certification Scholarships

### Veterans

Veterans Life Center, Hope4Warriors, Centerstone, HOPE & NC SERVE

**New:** AVISO: Ask the Question Campaign

### Specialty Populations

**New:** LGBTQIA+, Faith-Based Communities, Immigrants/LEP, Older Adults

**Continue:** Deaf & Hard of Hearing & DeafBlind, Voices of Afrilachia





# Mental Health Block Grant Funding Opportunities

NCDHHS is investing in community-based initiatives that support mental well being and recovery for LGBTQIA+ communities, faith-based groups and older adults. The three grant opportunities totaling \$4.5 million will support local partners in developing programs to improve equitable access to mental health services, expand peer support services and strengthen family and caregiver support services.

To learn more, visit the [DMHDDSUS grant opportunities page](#).



## Community-Based Mental Health Initiatives

Projects that expand access to mental health supports for the LGBTQIA+ community, faith-based communities, people over the age of 65 and non-native English speakers, who often encounter unique challenges to finding and accessing culturally competent care.



## Peer Services

Peer Respite and Peer Living Room Models that serve as community-based alternatives to emergency departments or hospitals for crisis and recovery services. These programs provide peer-supported crisis, mental health and substance use recovery services.



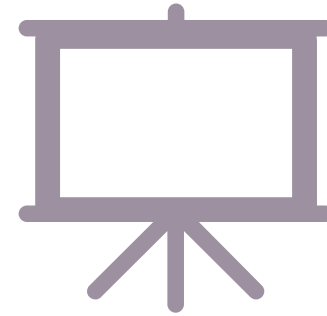
## Family and Caregiver Support Services

Programs that offer support for family members who are caregivers and siblings of loved ones requiring intensive care for behavioral health, substance use, intellectual or developmental disabilities, traumatic brain injury or co-occurring conditions.

## Q&A

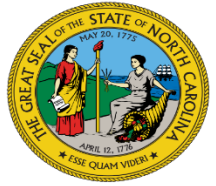


Questions and feedback are welcome at [BHIDD.HelpCenter@dhhs.nc.gov](mailto:BHIDD.HelpCenter@dhhs.nc.gov).



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

# Appendix



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

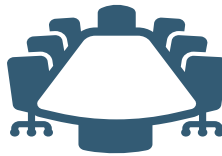
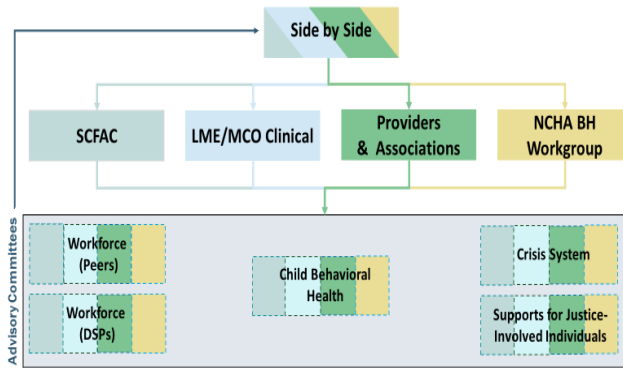
# Stay Connected with DMHDDSUS



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



## Community Collaboration



- [Join our Advisory Committees](#)



- [Join our Mailing List](#)



# Just launched! Tailored Care Management Content

Accessible materials that can be used to inform NC Medicaid Direct and Tailored Plan members of available Tailored Care Management services.

These new Tailored Care Management materials are available in both **English** and **Spanish**:

- **NEW!** Tailored Care Management presentation
- **NEW!** Tailored Care Management flyers for each audience
- **NEW!** Tailored Care Management social posts
- **NEW!** Tailored Care Management website updates


[medicaid.ncdhhs.gov/tailored-care-management/toolkit](https://medicaid.ncdhhs.gov/tailored-care-management/toolkit)



## New Tailored Care Management Resources in English and Spanish went live on August 19

**Tailored Care Managers Work With You**

Get personalized help for better mental health:  
support groups • housing resources • therapists • prescriptions • help during crisis • rides to appointments • job coaching • and more!




**Call your Medicaid plan and ask for a Tailored Care Manager:**  
Alliance Health 1-800-510-9132 Partners Health Management 1-888-235-4673  
Trillium Health Resources 1-877-685-2415 Vaya Health 1-800-962-9003

Learn more: [medicaid.nc.gov/tailored-care-management](https://medicaid.nc.gov/tailored-care-management) or 1-833-870-5500

Stock photo. Posed by model. For illustrative purposes only.  
NC Department of Health and Human Services • NCDHHS is an equal opportunity employer and provider • 07/2024

**Tailored Care Managers Work With You**

Get personalized help with your health care:  
doctors • rides to appointments • prescriptions • food and nutrition • forms and applications • housing resources • job coaching • and more!



**Call your Medicaid plan and ask for a Tailored Care Manager:**  
Alliance Health 1-800-510-9132 Partners Health Management 1-888-235-4673  
Trillium Health Resources 1-877-685-2415 Vaya Health 1-800-962-9003

Learn more: [medicaid.nc.gov/tailored-care-management](https://medicaid.nc.gov/tailored-care-management) or 1-833-870-5500

Stock photo. Posed by model. For illustrative purposes only.  
NC Department of Health and Human Services • NCDHHS is an equal opportunity employer and provider • 07/2024

**Tailored Care Managers**

They are experts who know the system, partner with you to create a care plan, and even help with basic needs like food and transportation. Available with Tailored Plans or NC Medicaid Direct.

Get started today:  
[medicaid.nc.gov/tailored-care-management](https://medicaid.nc.gov/tailored-care-management)



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

**Tailored Care Management Overview**

Last updated 08/02/2024



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

# Bilingual Print Materials

Available at no cost: Submit your request before Friday, September 13.

Order here: [Bit.ly/TPprints](https://bit.ly/TPprints)



Scan me

**Tailored Care Managers trabajan contigo**

Un experto que te ayudará a manejar tu atención médica: doctores • transporte a citas médicas • medicamentos • alimentos y nutrición • recursos de vivienda • formularios y aplicaciones • ayuda en el trabajo • ¡y más!



Disponible para miembros con Tailored Plans (Planes personalizados) y algunas personas con NC Medicaid Direct

Llama a tu plan de Medicaid y pregunta por un Tailored Care Manager (Gestor de cuidados personalizados):  
Alliance Health 1-800-510-9132 Partners Health Management 1-888-235-4673  
Trillium Health Resources 1-877-685-2415 Vaya Health 1-800-962-9003

¿No estás seguro(a)? Encuentra tu plan de Medicaid: 1-833-870-5500  
Visita [medicaid.nc.gov/tailored-care-management-es](https://medicaid.nc.gov/tailored-care-management-es)

Departamento de Salud y Servicios Humanos de Carolina del Norte (NCDHHS)  
NCDHHS es un empleador y proveedor que ofrece igualdad de oportunidades.  
Foto de archivo: Reduza de Health. Para fines ilustrativos únicamente. Agosto 2024

Moving to a Medicaid Tailored Plan?  
**Call your Tailored Plan to make sure your doctors and specialists are in your network**



Tailored Plans are a new kind of Medicaid health plan. If you got a welcome packet and new health plan ID card from Alliance, Partners, Trillium or Vaya, you have a Tailored Plan. Not sure? Call 1-833-870-5500.

Check to see if your providers (doctors and specialists) accept your Tailored Plan—not just “Medicaid.”

**Call your Tailored Plan. They can check for you.**

- Alliance Health 1-800-510-9132
- Partners Health 1-888-235-4673
- Trillium Health 1-877-685-2415
- Vaya Total Care 1-800-962-9003

**Providers that don't accept your Tailored Plan are considered “out-of-network.”**

You can keep seeing them until January 31, 2025.

You may be able to keep seeing an out-of-network provider after January 31, 2025. Talk to your Tailored Plan.

**Search the directory:**  
at [ncmedicaidplans.gov](https://ncmedicaidplans.gov)

Have a unique situation or need help?  
**Call your Tailored Plan or 1-833-870-5500**

Learn more at [medicaid.nc.gov/tailored-plans](https://medicaid.nc.gov/tailored-plans)  
NC Department of Health and Human Services • NCDHHS is an equal opportunity employer and provider • 07/2024



Transition of Care Policy:  
**What happens if your doctor or specialist is not in your network?**



If your NC Medicaid is moving to a Tailored Plan, Your providers (doctors or specialists) need to accept your Tailored Plan to provide services to you. Providers who do not will be considered out-of-network.

**During your move to Tailored Plans:**

- 1 You may keep seeing the Medicaid providers you see now until January 31, 2025—even if they're not listed on your health plan ID card.
- 2 Your coverage for the prescriptions you take now also stays the same until January 31, 2025. Talk to your Tailored Plan if you have concerns.
- 3 You may keep seeing the dental providers you see now. Your dental coverage will not change.
- 4 You may change your primary care provider (PCP) for any reason until January 31, 2025, and twice a year after that. This is the doctor you see when you feel sick, need a check-up or need help with chronic conditions like diabetes.

If you would like to continue to see an out-of-network provider after January 31, 2025, talk to your Tailored Plan.


- Alliance Health: 1-800-510-9132
- Trillium Health: 1-877-685-2415
- Partners Health: 1-888-235-4673
- Vaya Total Care: 1-800-962-9003

Learn more at [medicaid.nc.gov/tailored-plans](https://medicaid.nc.gov/tailored-plans)  
NC Department of Health and Human Services • NCDHHS is an equal opportunity employer and provider • 07/2024



**Tailored Care Managers Work With You**

An expert to help navigate your health care:  
doctors • rides to appointments • prescriptions • food and nutrition  
housing resources • forms and applications • job coaching • and more!




Available for Tailored Plan members and some people with NC Medicaid Direct

**Call your Medicaid plan and ask for a Tailored Care Manager:**  
Alliance Health 1-800-510-9132 Partners Health Management 1-888-235-4673  
Trillium Health Resources 1-877-685-2415 Vaya Health 1-800-962-9003


Not sure? Find your Medicaid plan: 1-833-870-5500  
Learn more at [medicaid.nc.gov/tailored-care-management](https://medicaid.nc.gov/tailored-care-management)

NC Department of Health and Human Services  
NCDHHS is an equal opportunity employer and provider  
Stock photo. Photo by iStock. For illustrative purposes only. 08/2024



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

Non-Emergency Medical Transportation (NEMT) services are covered with your NC Medicaid Tailored Plan.



Who qualifies for free rides?  
This service is for people with NC Medicaid to help them get to their medical and mental health appointments. This includes people on the Tailored Plan, 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

**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: 1-833-577-2309
- Vaya Health: 1-888-621-2084


**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.

Learn more at [medicaid.ncdhs.gov/nemt](https://medicaid.ncdhs.gov/nemt)

NC Department of Health and Human Services • NCDHHS is an equal opportunity employer and provider • 06/2024



Bilingual Flyers about Tailored Plans and Tailored Care Management services

Poster package (18x24) about Tailored Care Management and Non-Emergency Medical Transportation in English and Spanish.