

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

August Inclusion Works Lunch and Learn: Tailored Care Management and Tailored Plan

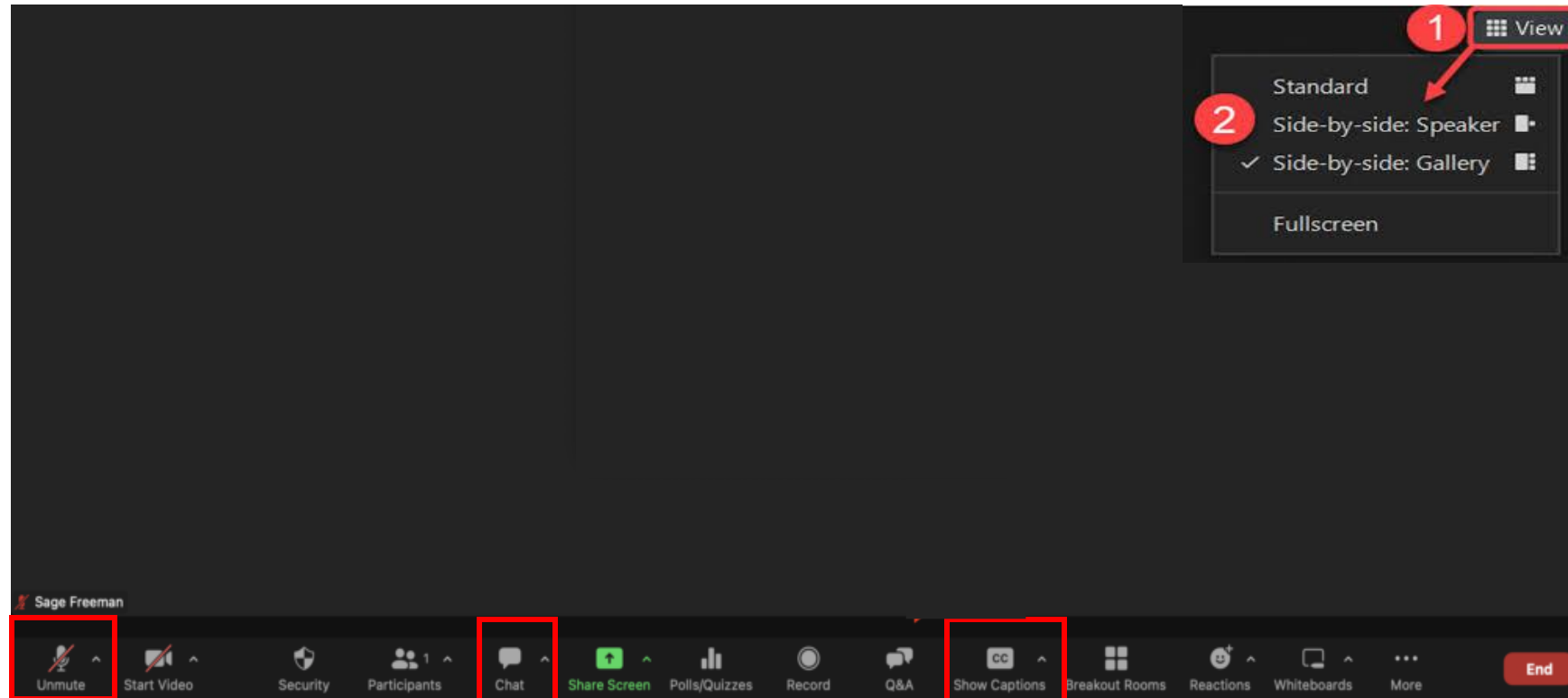
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August 21, 2024



Housekeeping



To adjust video layout:
1) Select the "View" feature located in the top-right hand corner of your screen and 2) select the option that best works for you

Mute your microphone for the duration of the call unless you are speaking or asking questions

Questions can be submitted during the presentation using the chat feature – please write your name and organization

Closed-Captioning options are available: Select "Closed/Show Captions"

Agenda

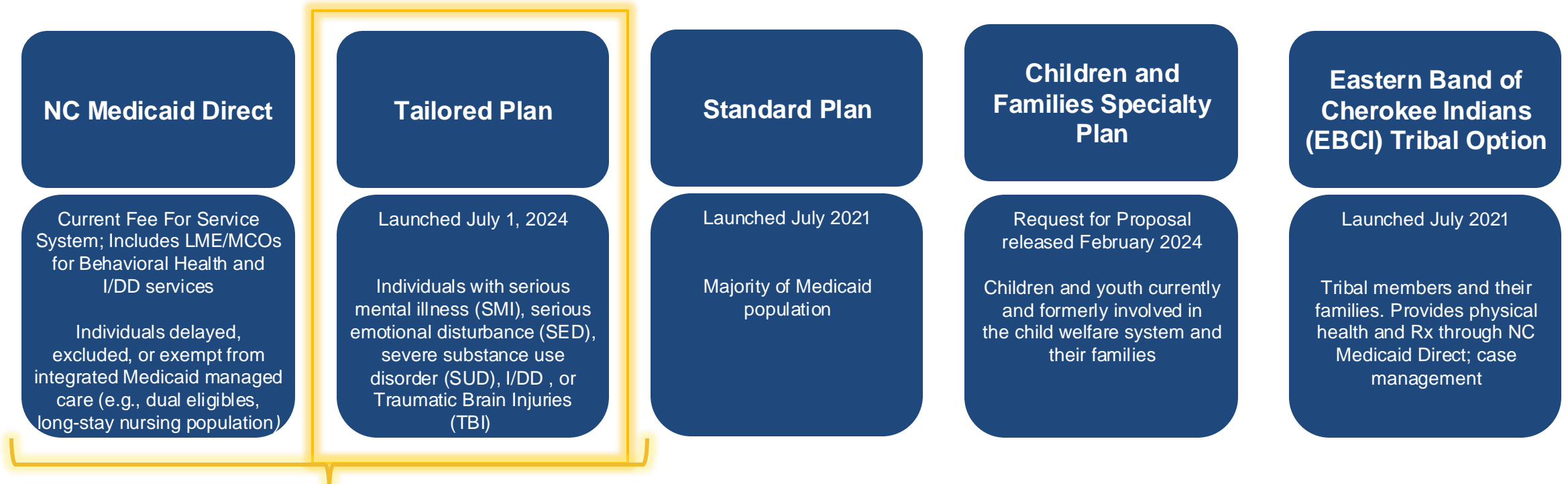
1. North Carolina Medicaid System
2. Tailored Plans Overview
3. Tailored Care Management Overview
4. Day in the Life of a Care Manager
5. Questions



North Carolina Medicaid System

North Carolina's Medicaid delivery system consists of various components. The focus of today's conversation is Tailored Plans and Tailored Care Management.

Medicaid Managed Care Plans



Most individuals who are currently covered by NC Medicaid Direct and are using services for their mental illness, severe substance use, I/DD, or Traumatic Brain Injury moved to a Tailored Plan as of July 1.

A group of four people are sitting in a circle in what appears to be a meeting or collaborative work environment. One man in a red shirt is holding a tablet and looking at it, while the others look on. The background is a plain wall, and the lighting is soft. The overall scene suggests a professional discussion or presentation.

Tailored Plans Overview

Overview of Tailored Plans

Tailored Plans are a *new* kind of NC Medicaid Managed Care health plan, launched July 1, 2024.

Tailored Plans offer health coverage and services for people with more intense needs, including people with:



Such as schizophrenia, bipolar disorder, and depression.



Such as opioids or cocaine.



Such as Down syndrome, autism, and fetal alcohol syndrome.



Such as from car accidents, falls, and sport injuries.

Individuals who currently get these services under NC Medicaid Direct may be moved to a Tailored Plan.

The name is changing, but the services are not.

More about Tailored Plans



Tailored Plans Put Members First

Members will get Medicaid services through their Tailored Plan. This is a special health plan that offers access to a wide range of services to meet all of a member's needs.



All Health Needs Covered in One Plan

With a Tailored Plan, all of a member's health needs are covered in one place. This includes physical health, pharmacy services, mental health, help for developmental disabilities, brain injuries, long-term care, and other necessary health services.



Support from Tailored Care Managers

Tailored Care Managers help members get the medical or special care they need. They can help set up doctor appointments, arrange transportation, and provide support with food, housing, jobs, and more.

Services Offered by Tailored Plans



Tailored Plans are “tailored” for people with complex health needs who need long-term care, whether in a facility, at home, or in the community.



Tailored Plans offer certain services that Standard Plans don't have.

Learn More about Benefits and Services

[Tailored Plan services | NC Medicaid Managed Care \(ncmedicaidplans.gov\)](https://ncmedicaidplans.gov)

[Benefits and services | NC Medicaid Managed Care \(ncmedicaidplans.gov\)](https://ncmedicaidplans.gov)

Examples of Tailored Plan services include

- ✓ Assertive community treatment (ACT)
 - ✓ Child and adolescent day treatment services
 - ✓ Community support team (CST)
 - ✓ Residential treatment facility services
 - ✓ Substance abuse medically monitored residential treatment
 - ✓ Substance abuse non-medical community residential treatment
-
- ✓ Innovations Waiver services*
 - ✓ Intermediate Care Facility for individuals with Intellectual Disabilities (ICF-IID) services*
 - ✓ State-Funded (non-Medicaid) services
 - ✓ TBI Waiver services*
 - ✓ Transitions to Community Living (TCL) program services*

This is not an exhaustive list of Tailored Plan services

*Members who receive these services must be in a Tailored Plan. If someone is not in a Tailored Plan because they are in an exempt, excluded, or delayed group, they can still get these services through NC Medicaid Direct.

Four Tailored Plans will serve North Carolina

Tailored Plans will be managed by the four existing Local Management Entity/Managed Care Organizations (LME/MCOs) serving North Carolina:



Alliance
800-510-9132



Partners
888-235-4673



Trillium
877-685-2415



Vaya
800-962-9003

For an interactive map, visit: <https://www.ncdhhs.gov/providers/lme-mco-directory>

How Members Can Get a Tailored Plan

A letter was mailed in mid-April informing eligible individuals which Tailored Plan they are in. Tailored Plan assignment is based on the *county* where a person gets Medicaid benefits.



Auto-Enrollment for Existing Medicaid Members

- Members who already have NC Medicaid had their eligibility for Tailored Plans automatically reviewed. **Tailored Plan eligibility criteria is available [here](#).**
- Members moving to a Tailored Plan will receive a new member health plan ID card and a welcome packet.



Request to move to a Tailored Plan

- For members who have mental health disorders, SUD, I/DD or TBI support needs and believe they are Tailored Plan-eligible, the member or their providers can ask to move to a Tailored Plan by submitting a request form.
- The [Request to Move form](#) can be accessed online. For more information, [check out these resources](#)

NOTE: Individuals may decline/refuse to enroll in a Tailored Plan and enroll in a Standard Plan instead, but some services are only available in the Tailored Plan.

What is Staying the Same and Changing for Members?

Staying the Same:

Plan covers the same services as before



This includes I/DD, TBI, mental health, substance use, and care management services.

Waiver and Waitlist members keep their spots



Innovations and TBI Waiver members keep their slots.

Same Care Manager



Members have access to a Tailored Care Manager, who can help members get needed health services. Existing relationships with Tailored Care Managers will remain unchanged.

Changing:

Providers must be in-network



Members' providers (doctors and specialists) must be in the Tailored Plan's network (also called "in-network") to be covered. Members can keep seeing their current "out of network" providers until January, 31, 2025

Members must choose a new PCP if theirs is not in-network



Members who do not choose a PCP in their Tailored Plan's network will have one assigned to them. **Members have until January 31, 2025 to change their PCP without cause.**

Moving to a Tailored Plan: What You Should Do

1

Update your Information: Make sure your address and contact details are current. You'll get important mail about your Tailored Plans.

2

Know Your Plan: Look out for a letter from your Tailored Plan (like Alliance, Trillium, Partners, or Vaya) so you know who runs your plan.

3

Choose or Change Your Doctor: If you didn't pick a primary care provider (PCP) by May 15, one was chosen for you. You can change it if needed.

4

Check Your Doctors: Make sure your doctors and specialists are in your Tailored Plan. If they're not, tell your plan or ask for help finding new ones.

5

Ask About Your Care Manager: Tailored Care Managers can help you get the care you need, like setting up medical appointments.



Why Inclusion is Important for People with Disabilities

Inclusion means making sure people with disabilities have the same chances as everyone else to take part in all parts of life. This helps build a fair society where everyone's unique qualities are appreciated, and people with disabilities can succeed and make a real difference.

Inclusion is closely tied to full participation, which is a right for everyone, including those with disabilities.



Promoting Inclusion Through Inclusive Activities:

Encouraging inclusion involves a multifaceted approach, including promoting inclusive activities for those with disabilities. Here are some ways to **promote inclusion for people with disabilities**:



Workforce inclusion means creating a work environment where people with disabilities have equal opportunities to join, thrive, and succeed in their jobs

Workforce inclusion benefits employers

- Companies that practice strong disability inclusion outperform their peers, showing:
 - **28% higher revenue**,
 - double the net income,
 - and **30% higher profit margins**
- Workers with disabilities **show greater stability** in their jobs compared to other workers
- Employers who support these workers become more invested in their success, **helping build additional networks** and support systems

Best Practices for Employment Support

Individual Readiness:

- Make sure it's the individual that wants to work and not just what the natural supports want.
- Allow individual to determine where they want to work

Job Compatibility:

- Find a job that matches the person's skills, interests, and abilities, ensuring a reasonable chance of success
- Clearly define the person's role and job expectations, responsibilities, and tasks

Essential Skills and Support:

- Provide training and support in areas like interview skills and daily preparation for work
- Involve the person, guardians, supports, and the employment site in the education process

Tailored Care Management Overview



What is Tailored Care Management?

Tailored Care Management (TCM) is a **free service** from NC Medicaid.

Tailored Care Management pairs members with an expert who knows the health care system, a **Tailored Care Manager**.

It is for people who have a serious mental illness, a severe substance use disorder, an intellectual/developmental disability or a traumatic brain injury.



How Does It Work?

1

It's part of a member's Medicaid benefits

Tailored Care Management is a service available for Tailored Plan members and some people with NC Medicaid Direct.

2

It's free and optional

Tailored Care Management is free. It is a member's choice to use it. It can be cancelled at any time.

3

It's personalized help

The Tailored Care Manager works with members to help navigate the health care system and manage difficult medical issues. They can even help with basic needs like food and transportation.

Tailored Care Managers

Tailored Care Managers are experts who know the system and support a member's health and well-being. They partner with members to develop a care plan to help achieve a member's goals.



MEETING YOUR **TAILORED CARE MANAGER**

If a member is eligible, they are matched to a Tailored Care Manager based on their needs.

The member can call their Tailored Plan or NC Medicaid Direct Plan and ask, "Who is my Tailored Care Manager?" Plans can provide them with their contact information.



CHANGING YOUR **TAILORED CARE MANAGER**

Members can do this twice per year for any reason.

To change more than 2 times per year, an approved reason is needed (for example, provider moves to a different location).

Members can call their Tailored Plan or NC Medicaid Direct Plan. Plans can help find a match based on age, location and health issues.

How Tailored Care Managers Can Help

Tailored Care Managers help people get the care they need

They help member's manage their health and wellbeing – so they don't have to do it all by themselves.



Doctors and specialists



Rides to appointments



Prescriptions and medical supplies



Housing resources



Support with chronic conditions like diabetes



Hospital admissions, transfers, discharges



Food and nutrition



Support groups and community activities



Direct contact for all things Medicaid

Consent for Tailored Care Management



- ✓ A member's assigned care manager must ask for the member's consent for participating in Tailored Care Management.



- ✓ As part of the consent process, the care manager must explain the Tailored Care Management program.



- ✓ Care managers will document in the care management data system that the member provided consent, including the date of consent.

Tailored Care Managers Work to Give Personalized Help:

For intellectual/developmental disabilities:

- Community based support
- Independent living
- Respite care
- School or job supports
- Building your care team
- Supported decision making

For addiction recovery:

- Treatment programs
- Support groups
- Sober living supports
- Therapists
- Help after treatment
- Job coaching

For traumatic brain injuries:

- Brain injury specialists
- Rehabilitation programs
- TBI support groups
- Independent living
- School supports
- Job coaching

For better mental health:

- Support groups
- Therapists and psychiatrists
- Prescriptions
- Help during a crisis
- Job coaching

Tailored Care Managers can also help manage chronic medical conditions, like diabetes or hypertension.

When to Report to the Medicaid Ombudsman

- NC Medicaid Ombudsman can help you find helpful information on upcoming changes to North Carolina's Medicaid Program, including how to enroll, health plan information, other places you can call for help and important dates you should know.
- Call Ombudsman when:
 - You are not getting the care that you need.
 - You have questions about a notice or bill you have received.
 - You have already talked with your health care provider or health plan and have not been able to solve the problem.
 - You have questions about the complaint or appeal process.

For inquiries, concerns, and complaints, call NC Medicaid Ombudsman at 877-201-3750.

<https://ncmedicaidombudsman.org/>

TCM Toolkit Launched 8/19/2024

Tailored Care Management Accessible Toolkit

Bilingual resources to inform members with NC Medicaid Direct or a Tailored Plan of available services through Tailored Care Management



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES



Essentials Presentation



Social Media Posts & Graphics



Email Templates



Explainer Flyers



Website Guide

With Tailored Care Management, eligible members can get personalized help from a Tailored Care Manager. Tailored Care Managers help members connect with healthcare systems supports and with basic needs like food and transportation.

Please share these bilingual and accessible resources to help communities get the answers they need. The Tailored Care Management toolkit is available in [English](#) and [Spanish](#). It includes:

- NEW! PowerPoint with essential details about Tailored Care Management ([download here](#))
- NEW! One-page flyers personalized for different audiences ([download here](#))
- NEW! Social media copy and graphics you can share on your profiles ([download here](#))
- NEW! Email templates and newsletter graphic to include on your newsletters ([download here](#))
- Who is eligible for Tailored Care Management services ([visit page here](#))
- Questions and answers about Tailored Care Management ([visit page here](#))

Download the toolkit here: Medicaid.ncdhhs.Gov/Tailored-Care-Management/Toolkit

You can also get these materials printed at no cost. [Fill out this order form](#) to request Tailored Care Management and Tailored Plans' print resources; you can order as well as share the order form with partners. Our team will mail free bilingual flyers and posters to be shared with your communities in early September.

Get Tailored Care Management Today

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

Call your Medicaid health plan

- Alliance Health: 1-800-510-9132, TTY: 711 or 1-800-735-2962
- Partners Health Management: 1-888-235-4673, TTY/English: 1-800-735-2962, TTY/Spanish: 1-888-825-6570
- Trillium Health Resources, 1-877-685-2415, TTY: 711
- Vaya Health (or Vaya Total Care), 1-800-962-9003, TTY: 711

Not sure which plan you have?

Call to find your Medicaid plan: 1-833-870-5500

Visit the website to learn more:

Answers to frequently asked questions are available on our site:
[Medicaid.nc.gov/tailored-care-management](https://www.Medicaid.nc.gov/tailored-care-management)

Day In the Life of a Care Manager

Katlyn Law, BA, QP

Care Manager, The Arc of North Carolina

Shares her experience in a Day in the Life as a Care Manager for IDD working with individuals seeking employment.



Questions?

Stay involved with updates from Inclusion Works!

Register for our bi-monthly
[Lunch and Learns](#)



Visit the [Inclusion Works Website](#)



Join our [mailing list](#) and receive
bi-monthly community updates



Directions:

- 1) Open the camera app on your phone to scan the QR code
- 2) Hold down the screen over the QR code you would like to access
- 3) Get transferred to web landing