

To: All Providers
From: Dr. Paul Garcia, Vice President of Utilization Management and Benefits
Date: November 19, 2025
Subject: Update/Changes to benefit plans for Tailored Plan and Medicaid Direct members

UPDATE/CHANGES TO BENEFIT PLANS FOR TAILORED PLAN AND MEDICAID DIRECT MEMBERS

The following clinical coverage policies have been finalized. Please see the NCDHHS website for more information. These policies impact PIHP and Tailored Plans. We encourage you to review these finalized clinical policies, which are scheduled for an effective implementation on January 1, 2026:

-  **8D-3:** Clinically Managed Low-Intensity Residential Treatment Services
-  **8D-4:** Clinically Managed Population-Specific High-Intensity Residential Program
-  **8D-5:** Clinically Managed Residential Services
-  **8D-6:** Medically Monitored Intensive Inpatient Services

The Department has also finalized CCP 8A-10, CCP 8A-12, and CCP 8A-13. The policies will be promulgated on January 2, 2026, with an **effective date of January 1, 2026**.

-  8A- 10 Clinically Managed Residential Withdrawal Management Services (Social Setting Detox)
-  8A-12-Substance Use Intensive Outpatient Program (SAIOP)
-  8A- 13-Substance Use Comprehensive Outpatient Treatment Program (SACOT)

Thank you for your attention to this communication. All questions related to this Clinical Communication Bulletin can be sent to UM@TrilliumNC.org. Questions will be answered as quickly as possible