



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #258

To: All Providers

From: Khristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
VP of Network Management

Date: October 31, 2022

Subject: Tailored Care Management for Medicaid Direct to Soft launch December 1, 2022,
Mental Health Issues Facing North Carolina- Town Hall Meeting on Thursday

SPECIAL BULLETIN MEDICAID TRANSFORMATION

TAILORED CARE MANAGEMENT FOR MEDICAID DIRECT TO SOFT LAUNCH DECEMBER 1, 2022

While the start of Tailored Plans has been delayed, Tailored Care Management (TCM) will go live December 1, 2022 for Medicaid Direct. Tailored Care Management (TCM) is care management that strives to provide high-quality, whole-person care management. TCM can be provided by directly by Trillium Health Resources or by TCM Providers certified as a Care Management Agency (CMA) or Advanced Medical Home Plus (AMH+). This integrated care management model offers members choices and flexibility in how they receive their care management. Members affected by severe Behavioral Health (BH), Intellectually/Developmental Disability (I/DD), and/or Traumatic Brain Injury (TBI) will have a single care manager which provides eligible beneficiaries [Members] with a single designated care manager supported by a multidisciplinary team to provide integrated care management that addresses the beneficiary's whole-person health needs.

Eligible Members will begin to receive TCM notices by November 17, 2022 that explain how TCM works, the member's ability to opt-out, identify member's assigned TCM Provider, and give directions on how a member can change their assigned TCM Provider by contacting their Local Management Entity/Managed Care Organization (LME/MCO). Members who do not express a preference for a TCM Provider will be automatically assigned to either an LME/MCO, CMA, or AMH+. Their auto-assigned TCM provider will be listed on the notice they receive. The assigned organization providing TCM will assign a care manager.

Members can change their assigned TCM organization twice per year without cause by contacting their LME/MCO.

For more information, please visit the [NCDHHS Tailored Care Management website](#)

MENTAL HEALTH ISSUES FACING NORTH CAROLINA- TOWN HALL MEETING ON THURSDAY

Please join Secretary Kody Kinsley & Senator Jim Burgin for a Town Hall Discussion on Mental Health Issues Facing North Carolina.

WHEN: Thursday, November 3, 2022

TIME: 6:00-7:30pm

WHERE: James Sprunt Community College
Boyette Building, letter F, Room 113
133 James Sprunt Drive
Kenansville, NC 28349

Town Hall attendees will have the chance to provide comments and ask questions after the opening remarks.

 [Please RSVP](#)
