

To: All Providers

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

Date: December 2, 2022

Subject: Tailored Care Management (TCM) | December 2022 Educational Offerings, Stakeholder Engagement Behavioral Health Clinical Coverage Policy Update, NC Medicaid Begins Tailored Care Management Dec. 1, 2022

SPECIAL BULLETIN MEDICAID TRANSFORMATION

TAILORED CARE MANAGEMENT (TCM) | DECEMBER 2022 EDUCATIONAL OFFERINGS

NC AHEC has partnered with the NC Department of Health and Human Services and Division of Health Benefits to equip Tailored Care Management (TCM) candidates with the tools and knowledge to effectively provide care management services to North Carolina's Tailored Plan beneficiaries through Continuing Professional Development (CPD) opportunities.

DECEMBER 2022 TCM EDUCATION

December 7 | 12:30-1:30 p.m.

TCM Learning Collaborative Session 32: DHB Post TCM Launch Update

This special update will focus on the TCM launch on December 1, 2022.

 [Meeting link](#)

December 12 | 5:30-6:30 p.m.

TCM Provider Training Webinar on the 1915(i) Waiver

Training for Tailored Care Management providers on how they will support the addition of 1915(i) services to the NC Medicaid population.

During this session, the team will highlight important updates and actions for Tailored Care Management (TCM) Providers related to the 1915(i) waiver, including a review of the 1915(i) services, understanding the assessments required for the 1915(i) services and what role TCM providers play in supporting members who receive services under the 1915(i) waiver.

 [Registration link](#)

December 21 | 12:30-1:30 p.m.

TCM Learning Collaborative Session 33: DHB Post TCM Launch Update

This special update will focus on the TCM launch on December 1, 2022.

 [Meeting link](#)

To see the latest NC Medicaid update, visit the NC DHHS [Tailored Care Management webpage](#). For questions about provider trainings and other NC Medicaid resources, please contact medicaid.practicesupport@dhhs.nc.gov.

Did you know that all of the materials from our webinar series are archived on ncahec.net? Visit our website to view the recordings, slide decks, and transcripts from the [Medicaid Managed Care](#), [Advanced Medical Home](#), and [COVID-19](#) webinars, as well as the [Tailored Care Management](#) and [Community Health Worker Program](#) learning collaboratives.

STAKEHOLDER ENGAGEMENT BEHAVIORAL HEALTH CLINICAL COVERAGE POLICY UPDATE

NC Medicaid invites you to join one of [two stakeholder engagement webinars](#) offered to learn about the [1915\(i\) Option Respite Draft Policy](#). These webinars are open to all stakeholders.

WEDNESDAY, DEC. 14, 2022, 2:30PM-3:30PM

- 1. Join on your computer, mobile app or room device** [Click here to join the meeting](#)

Meeting ID: 244 979 687 831

Passcode: RqEDAJ

[Download Teams](#) | [Join on the web](#)

- 2. Join with a video conferencing device** ncgov@m.webex.com

Video Conference ID: 113 261 554 7 | [Alternate VTC instructions](#)

- 3. Or call in (audio only)**

[+1 984-204-1487,,558254700#](tel:+19842041487558254700) United States, Raleigh Phone Conference ID: 558 254 700#

FRIDAY, DEC. 16, 2022, 9AM-10AM

- 1. Join on your computer, mobile app or room device** [Click here to join the meeting](#)

Meeting ID: 211 321 981 193

Passcode: 3v6Pod

[Download Teams](#) | [Join on the web](#)

2. Join with a video conferencing device ncgov@m.webex.com

Video Conference ID: 117 252 015 2 | [Alternate VTC instructions](#)

3. Or call in (audio only)

[+1 984-204-1487,,289639472#](tel:+19842041487289639472) United States, Raleigh Phone Conference ID: 289 639 472#

NC MEDICAID BEGINS TAILORED CARE MANAGEMENT (TCM)

As an integral component of the Behavioral Health and Intellectual/Developmental Disabilities Tailored Plans, Tailored Care Management (TCM) is a new care management model that reflects the goal of whole-person care management in NC Medicaid Managed Care.

While the start of Tailored Plans was delayed until April 1, 2023, Local Management Entity/Managed Care Organizations along with TCM providers will begin providing TCM Dec. 1, 2022.

Beneficiaries receiving TCM will have a single designated care manager supported by a multidisciplinary care team to provide whole-person care management that addresses all their needs, including physical health, behavioral health, I/DD, traumatic brain injuries (TBI), pharmacy, long-term services and supports, and unmet health-related resource needs.

Letters were mailed beginning Nov. 14, 2022, to TCM-eligible beneficiaries and authorized representatives with the name and contact information of their TCM provider. The letter also explains TCM services and provides information on how beneficiaries can change their TCM provider or opt out of the service. A sample notice is available in the NC Medicaid Managed Care County Playbook under [Other Beneficiary Notices](#). Beneficiaries can change their TCM provider at any time, without limits, prior to April 1, 2023, by calling their LME/MCO.

The Centers for Medicare & Medicaid Services (CMS) was not able to complete the request for the 1915(i) option to launch Dec. 1, 2022. The application is currently with CMS for review and approval, and we expect it to launch along with Tailored Plans April 1, 2023.

For more information on TCM, refer to the [TCM Provider Fact Sheet](#), the [TCM Beneficiary Fact Sheet](#) (available also in [Spanish](#)) or visit the [TCM webpage](#) on the Medicaid website.

 [Read the Original Notice](#)

Any questions about this Communication Bulletin *that does not already have an email listed for questions from that specific section*, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.