



URGENT

NOTIFICATION FOR PROVIDERS

Tailored Care Management Announcement & Webinar Registration

Application Period Open for Tailored Care Management Certification

Tailored Care Management Certification Webinar – Thursday, Dec. 17 In June 2020, the NC Department of Health and Human Services released an updated Tailored Care Management Provider Manual and application questions for organizations seeking to apply for certification as Advanced Medical Home Plus (AMH+) practices or Care Management Agencies (CMA) delivering the Tailored Care Management model. The Tailored Care Management certification process is now open, and providers may submit applications.

A key area of focus in Medicaid Transformation is building robust and effective models for managing beneficiaries' comprehensive needs through local care management. Provider-based care management will promote whole-person care, foster high-functioning integrated care teams, and drive towards better health outcomes.

For providers looking to obtain certification prior to Behavioral Health and Intellectual/Developmental Disability (I/DD) Tailored Plan launch in July 2022, the certification process will take place in three rounds.

- 1. Applications for the first round of certification will be due on March 1, 2021.**
2. Round two applications will be due in late Spring of 2021, and
3. Round three applications will be due in the Fall of 2021.

There will be additional opportunities for certification after the Behavioral Health I/DD Tailored Plan launch.

NC DHHS recognizes that it will take time to build a delivery system to support Tailored Care Management that is fully integrated with primary care and other providers. The provider manual describes the model requirements and initiating the certification application process for AMHs and CMAs.

Interested providers should review the updated [Provider Manual](#) and [application questions](#), and may submit applications to Medicaid.TailoredCareMgmt@dhhs.nc.gov.

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- The Department will host a webinar on Dec. 17, 2020, at 11 a.m. EST to provide more information and respond to providers' questions. The registration link is available [here](#). For more information, visit the NC Medicaid [Tailored Care Management webpage](#). Please send any comments or questions to Medicaid.TailoredCareMgmt@dhhs.nc.gov.

