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NC INTEGRATED CARE FOR KIDS

Integrated Care Rounds: Behavioral Health

Thursday, July 14th, 2022: 12:00-1:30 PM

This project is supported by the Centers for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $7,299,227 in 2022 with 0% percentage financed with nongovernmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by CMS, HHS or the U.S. Government.

Welcome to NC InCK Integrated Care Rounds!

As we get started, do the following:

1

Think about the last role you played in supporting youth with behavioral and/or mental health challenges:

What do you find most challenging about supporting youth with behavioral or mental health needs?

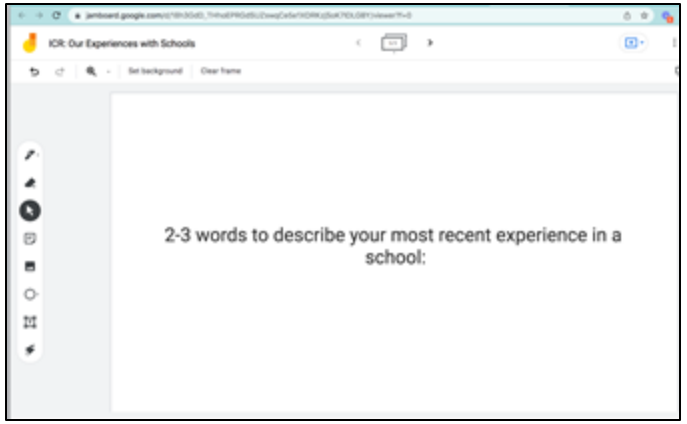
Reflect on that experience and choose 2-3 words that describe it.

Examples: access, how to search, connecting to care, quality of care

2

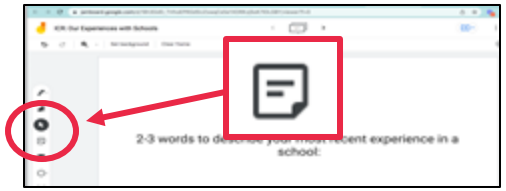
Open up the link: https://jamboard.google.com/d/1oeMnYlkQR71BAmOrY3BCEx-fGYcsuwd0aDHNzGEQi64/edit?usp=sharing

It should take you to a Jamboard, which looks like this:



3

Click the "sticky note" button to make a new note.



Type the last role you played and your 2-3 descriptor words onto the new sticky note and click "save."



Your sticky note will appear! Resize it/drag it where it can be seen on the slide.

Today's Agenda

- Why Integrated Care Rounds
- When to consider Behavioral Health needs?
- Finding and Connecting to Resources
- Navigating Behavioral Health Crises
- Tailored and Standard Plans
- Next Steps

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Why Integrated Care Rounds?



















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June ICR on Combatting Food Insecurity

- In our counties, ~20% of households with children are food insecure. That adds up to **~27,000 children**.

Durham	Alamance	Orange	Vance	Granville
11,570 children	7,020 children	3,260 children	2,900 children	2,330 children

- What can Family Navigators do to address food insecurity?
  - Connect families with **federal nutrition support programs** and **insurance provider benefits like SNAP/FNS, WIC and P-EBT** (Pandemic Electronic Benefit Transfer).
  - Understand and address **common barriers** to accessing food and nutrition support.
  - Evaluate need for **formula and breastfeeding support** in relation to shortages.
- For more information, check out the June Integrated Care Round presentation.

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Chelsea Swanson, MPH

- Behavioral Health Program Manager for NC InCK and the North Carolina Psychiatry Access Line (NC-PAL)
- Master of Public Health in Health Behavior with a focus on how people access mental health care
- Durham native & former camp counselor





Ashley Woolard
NC InCK Integration Consultant
AmeriHealth Caritas

Common Pediatric Mental Health Diagnoses

- **Adjustment Disorder**
- **Attention Deficit/ Hyperactivity Disorder**
- **Conduct Disorder**
- **Disruptive Mood Dysregulation Disorder** – included under depressive disorders
- **Generalized Anxiety Disorder/ other anxiety disorders**
- **Intermittent Explosive Disorder** – included under Disruptive, Impulse-Control, and Conduct Disorders
- **Major Depressive Disorder**
- **Oppositional Defiant Disorder**
- **Posttraumatic Stress Disorder** – criteria different for children 6 years and younger
- **Substance Use Disorders** – ex: Alcohol Use Disorder, Cannabis Use Disorder, Opioid Use Disorder, Sedative, Hypnotic And Anxiolytic Use Disorder, Tobacco Use Disorder

Individuals may also seek treatment for other situations that need clinical attention such as relational problems, abuse and neglect, educational and occupational problems, housing and economic problems, problems related to social environment, and problems related to crime or interaction with the legal system

How to Identify if a Child Could Benefit from Behavioral and Mental Health Services

- Family Navigators will go through *Care Needs Assessments* or *Comprehensive Assessments* to identify unmet needs and determine what referrals are needed
  - Some entities may have child-focused language, and some may not, so make sure you're asking the questions about the child
- **When determining if a referral is needed, ask if the concern is affecting daily functioning and various life domains (school, eating, sleeping, hygiene, etc.)**

Have you been told by a health care provider that your child has any of behavioral health conditions?

Over the past 2 weeks, have you (your child) felt down, depressed or hopeless?

- Do you have good support?
- Do you feel safe?
- Do you have any thoughts of hurting yourself or others?
- Do you have any SI- if so, do you have a plan?
- Do you know who to call in the event of a MH crisis?

Evidenced-Based Treatment Services

Outpatient Treatment Services

- Cognitive Behavioral Therapy (CBT)
- Dialectical Behavioral Therapy (DBT)
- Parent-Child Interaction Therapy (PCIT)
- Triple P Parenting Program
- Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)
- Eye Movement Desensitization and Reprocessing Therapy (EMDR)
- Motivational Interviewing

Intensive Outpatient/ Enhanced Services

- Intensive In-Home (IIH)
- Family Centered Treatment (FCT)
- Intercept
- Multisystemic Therapy (MST)
- Day Treatment
- Substance Abuse Intensive Outpatient Program (SAIOP)

These services are covered under Tailored Plans and require a clinical assessment completed by a licensed clinician that recommends the specific service

Navigating Outpatient Resources: What to know before you start searching

- Before beginning to help a family find behavioral health supports, make sure you're familiar with:
  - Current or past engagement with behavioral health supports
    - *Psychiatry, psychology, therapy*
    - *Ask how often, for how long, what is being provided?*
  - Current or past diagnoses
  - Current or past medications (& who prescribes them!)
  - Types of services that exist
    - *Review the Behavioral Health Guide!*

Remember:

Best practice for treating behavioral health concerns is:

1. **connection to behavioral health intervention *AND***
2. **medication management**

* Medication management should be coupled with psychotherapy *

Navigating BH Resources: Tips for searching

- Prepaid Health Plans & LME-MCOs
  - Each PHP & LME has an online tool to search for providers based on a patient's needs and locations
  - Generally, these sites list individual providers, *not larger agencies*, so you might need to google individuals in order to verify their agency & availability

Agency Name	Link
AmeriHealth Caritas	https://www.amerihealthcaritasnc.com/member/eng/find-provider/index.aspx
Carolina Complete Health	https://findaprovider.carolinacompletehealth.com/location
Healthy Blue	https://www.healthybluenc.com/north-carolina/care/find-a-doctor.html
United Healthcare Community Plan	https://www.uhccommunityplan.com/find-a-provider
WellCare	https://www.wellcare.com/en/North-Carolina/Find-a-Provider#/Search
Alliance Health	https://providersearch.alliancehealthplan.org/
Vaya Health	https://www.vayahealth.com/get-help/provider-search/

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Navigating BH Resources: Tips for searching other directories

Agency Name or Specialty	Type of Support	Link
Exceptional Children's Assistance Center	View local resources available for Children's Developmental Services Agency, Family Support Network, First in Families, Vocational Rehabilitation, and county and city school EC offices	https://www.ecac-parentcenter.org/your-local-resources/
LGBTQ+ Affirming Therapists	Mental health providers for Wake County, Durham County, Orange County, Chatham County, Lee/Harnett Counties, Johnston County, Franklin/Vance/Granville Counties, Eastern NC, Western NC	https://www.lgbtcenterofraleigh.com/resources/mental-health-resources.html
NC Child Treatment Program	Find providers for ABC Catch-Up, CPP, PCIT, SPARCS, RPC, TF-CBT, & PSB-CBT	https://www.ncchildtreatmentprogram.org/program-roster/
Orange County Behavioral Health Crisis Resources	Crisis resources based on Medicaid plans in Orange County	https://www.orangecountync.gov/DocumentCenter/View/10221/Crisis-behavioral-health-resources-PDF?bidId=
Orange County Mental Health Resource Directory	Find a mental health provider in Orange County	https://orangecountync.gov/DocumentCenter/View/955/Mental-Health-Resource-Directory-PDF
Psychology Today	Help find a counselor, assessment, or medication provider near you	https://www.psychologytoday.com/us
Substance Use Providers-Federal Treatment Finder	Find information on state-licensed providers who specialize in treating substance use disorders, addiction, and mental illness	https://findtreatment.gov/results/
Triangle Area DBT	Find a DBT provider in the triangle area	http://www.trianglereadbt.com/



Chat!



Have you used these or other resources before?

What have you found helpful or difficult when using these tools?

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Navigating BH Resources: Tips for connecting to care

1. Be prepared to leave a voicemail
2. Expect that it will take time to get an appointment, generally several weeks, and sometimes longer
3. When leaving a voicemail:
    1. Leave your **first and last name, and contact number.** You may also want to leave your email address.
    2. Say that you are asking about provider availability for new patient therapy services
    3. If you do not hear back within 3 business days, call again and state that you are following up on your call
4. When speaking with a provider or clinic:
    1. Have your insurance information ready to reference
    2. Be prepared to share a brief overview of the child's mental health history
    3. State whether you want an in-person or video appointment
    4. Be honest and share what you've been experiencing.
    - ***It can be helpful to make a list ahead of time!***

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Chat!



What other tips or tricks do you share with families when connecting to behavioral health resources?

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Kori Flower, MD, MS, MPH

Chief, General Pediatrics and Adolescent Medicine; UNC School of Medicine

Co-Director of Population Health; NC InCK

Importance of Connecting to Primary Care

- Primary Care Providers (PCPs) can support kids and families' behavioral health needs by:
  - Screening for behavioral health disorders
  - Prescribing psychotropic medications
  - Referring for further evaluation
  - Consulting with child psychiatrists and psychologists via the North Carolina Psychiatry Access Line (NC-PAL) Program

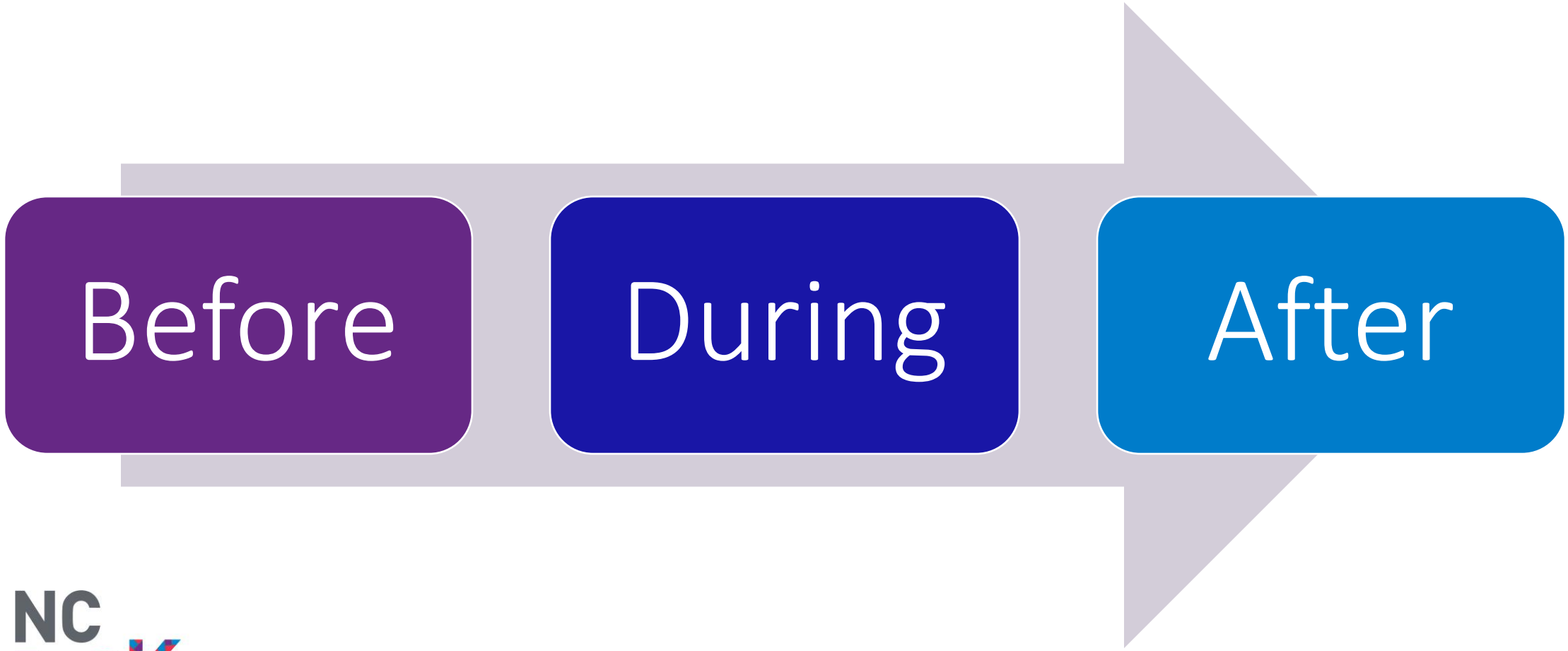
- Even if a child's PCP isn't providing direct care, it's still important that they know what treatment or concerns a child is experiencing!

Behavioral Health Crises

- Any situation in which a person's behavior puts them at risk of harming themselves or others and/or prevents a person from being able to care for themselves or function in the community
- Crises can look different, and they can involve suicidal behavior or other behavioral dysregulations that are new or have been occurring repeatedly.

- Suicidality
- Uncontrolled anger
- Dramatic mood shifts
- Reckless behavior
- Isolation
- Abusive behavior to self or others
- Increase in drug use
- Losing touch with reality
- Paranoia

Navigating Behavioral Health Crises



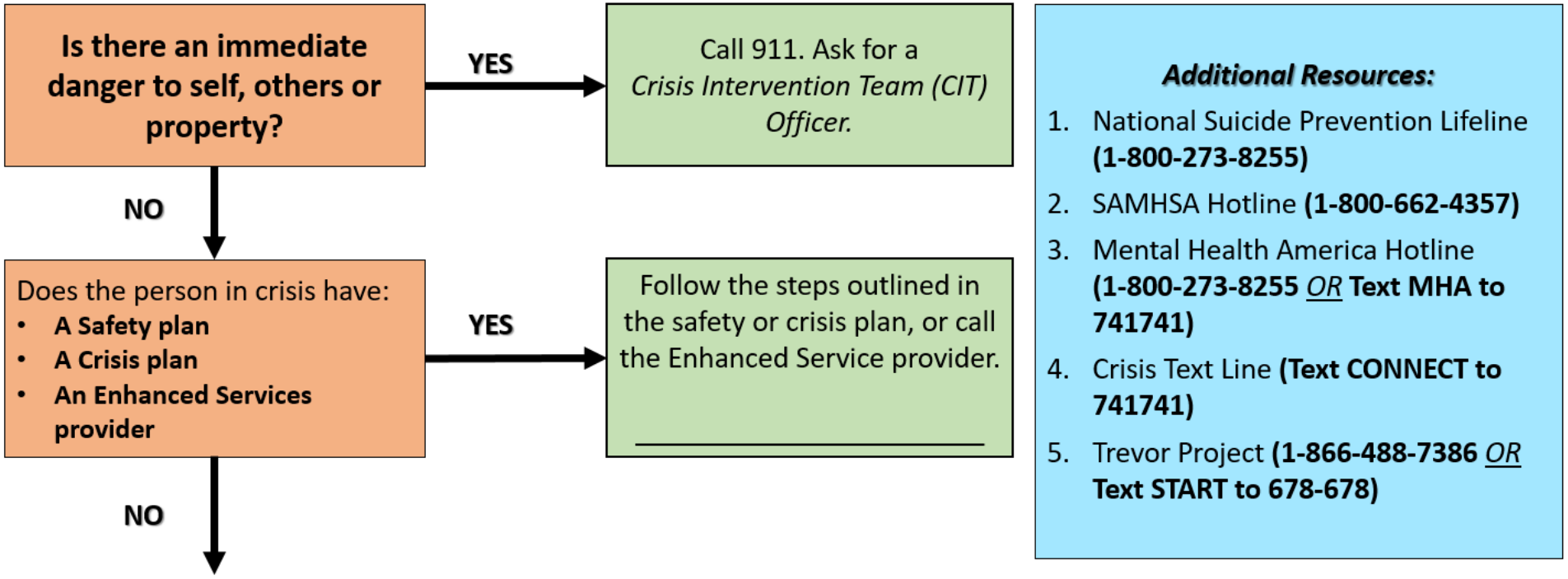
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Navigating a Behavioral Health Crisis: Before

1. Ensure the family and child are connected to a primary care provider
2. Know what crisis resources exist in a family's community AND if they've ever used one of these services before
   - Mobile Crisis Response
   - Behavioral Health Urgent Care
   - Emergency Departments
   - Suicide or mental health hotlines
3. Develop or review emergency plans
   - Identify key contacts and locations for help
     - *Who* will you call?
     - *Where* will you go?
     - *When* will you seek help?

Agency Name	Crisis Number
AmeriHealth Caritas	1-833-712-2262
Carolina Complete Health	1-855-796-7093
Healthy Blue	844-594-5076
United Healthcare Community Plan	1-877-334-1141
WellCare	1-833-2074240
Alliance Health	800-510-9132
Vaya Health	800-849-6127

Navigating a Behavioral Health Crisis: During



Navigating a Behavioral Health Crisis: After

- Consider what factors precipitated the crisis?
  - What types of care or services might prevent recurrence?
- Help schedule follow-up care (refer to connection tips)
- Make sure key providers and members of care team are aware of crisis and follow-up plans
  - Consider needs around school reintegration
- Review crisis and safety plans as needed
  - Did the plan work? Are there new resources to include?

Sherisse Baily
Mobile Engagement Team Lead
Freedom House Recovery Center



Mobile Crisis Management Services

Freedom House Recovery Center

Integrated behavioral health care for children and adults

Mobile Crisis Management

- Freedom House Recovery contracts with Vaya and Alliance Behavioral Health, and to provide Mobile Crisis Management services
- We are a mobile, 24hour a day/ 7 days a week, mental health emergency responder.

- We serve a 5 county area, including **Durham, Orange**, Person ,**Alamance**, and Caswell.
- Our goal is to stabilize the crisis, link the individual to appropriate services and prevent a future crisis.

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Definition of Mobile Crisis Management Services

Mobile Crisis Management (MCM) involves all support, services and treatment necessary to provide:

- •Integrated crisis response
- •Crisis stabilization interventions
- •Crisis prevention activities
- •Immediate telephonic response to assess the crisis and determine the risk, mental status, medical stability, and appropriateness.
- •Face-to-face crisis response within two (2) hours to provide evaluation, triage and access to acute mental health, developmental disabilities, and/or substance abuse services, treatment, and supports.

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to make a referral

- CALL 1-866-275-9552

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What information should be given when I call?

- Name
- Date of birth
- Address and phone numbers
- Caller's current concern
- Diagnoses (if known)
- Brief psychiatric history

- Medical issues
- Medications
- Insurance information
- Family issues and concerns
- History of aggression
- Safety issues
- Any other information you feel is Important

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What happens when I call?

1. Call 866-275-9552!
2. Call is answered by a dispatcher At Daymark .
3. Our dispatcher will ask for basic information about the consumer as well as safety information.
4. Our staff will be contacted by the dispatcher who took your call.
5. A team member will contact you within 15-20 minutes and give you their estimated time of arrival (ETA).
6. If anything changes before we arrive, call us back!

We arrive within 2 hours of when you call.

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Who is on our team?

Our team has:

Licensed Mobile Crisis Director

Qualified Mental Health and SUDS Professionals

Clinical Social Worker (on call)

Psychiatrist (on call)

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Once the Qualified professional arrives…

- Qualified professional will assess the child to determine the level of risk and areas of MH/SA need
- Involve parent or guardian in the assessment process
- Work with parent/guardian to determine best plan for treatment and link client with treatment
- Create a written crisis plan along with child and parent/guardian to help prevent and respond to future crises
- Qualified professional can assist with getting an IVC if needed

Our Goals for Mobile Crisis Management Services

- Work to ensure each person's safety and the safety of those around him/her.
- Resolve a crisis in the least restrictive environment that consumer will be safe in
- Prevent a psychiatric hospitalization, when possible and appropriate.
- Prevent unnecessary visits to local emergency departments.
- Provide additional resources for the individual, family, and/or provider agency. Make referrals and link individuals.
- Assist providers with continuing to support the person in the community.
- Follow up with providers and our referral sources.
- Free up law enforcement resources to deal with other situations.

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Who can receive Mobile Crisis Services?

- Anyone who is experiencing a crisis can receive MCM.
- Insurance status does not change our response.
- There is no age limit.
- It is *not* necessary for an individual to be currently receiving mental health services in order to be eligible for MCM.

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Freedom House Recovery Services

- Outpatient Therapy services in **Orange, Durham,** Person and Warren Counties
- Walk-in assessments every day from 8:30am-4pm
- Medication Management
- Psychiatric Evaluation
- Trauma-informed care

to make a referral

- CALL 1-866-275-9552

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Counties	Agency	Phone Number
Granville, Vance	Daymark Recovery Services	Both agencies can be reached at 866-275-9552
Alamance, Durham, Orange	Freedom House Recovery Center	

Family Perspectives



Kimberlee Grier,
BSN, RN, CHPN, CHPPN,
PhD Nursing Candidate,
Duke University;
Co-Founder, Fostering Families;
NC InCK Family Council Member



Sheila Arias
NC Campaign Director, Mamás Con Poder, MomsRising;
NC InCK Family Council Member

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NC InCK Integrated Care Rounds:

North Carolina's Tailored Plan

NC Department of Health and Human Services

Presenters

Leonard A. Croom	Regina Manly
InCK & CHW Program Manager, Quality and Population Health, NC Medicaid	Tailored Care Management Program Manager, Quality and Population Health, NC Medicaid

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Agenda

- What is Tailored Care Management?
- Benefits & Eligibility
- Transitioning Between Standard Plan & Tailored Plan
- Additional Tailored Plan Resources
- Questions

Tailored Care Management

What is Tailored Care Management?

Tailored Care Management is North Carolina's specialized care management model targeted toward individuals with a significant behavioral health condition (including both mental health and severe substance use disorders), I/DD or TBI.

- **Tailored Care Management is the primary care management model for Tailored Plans. ***
- **All Tailored Plan Members are eligible for Tailored Care Management, including individuals enrolled in the 1915(c) Innovations and TBI waivers.**
- **Individuals enrolled in Medicaid fee-for-service (NC Medicaid Direct) (e.g., dual eligibles) will also have access to Tailored Care Management, if they otherwise would be eligible for a Tailored Plan if not for belonging to a group delayed or excluded from managed care.**

***Note:** Tailored Care Management was designed to align with the Medicaid Health Home State Plan Option, created by the Affordable Care Act, which is intended to help states improve care coordination and care management for Medicaid beneficiaries with complex needs.

Federal Health Home Overview

Tailored Care Management was designed to align with Federal Health Home requirements.

- The Medicaid Health Home State Plan Option is intended to help states improve care coordination and care management for Medicaid beneficiaries with complex needs.
- Health Homes provide integrated care management of physical and behavioral health and long-term services and supports for high-need, high-cost Medicaid populations.
- By better coordinating care and linking people to needed services, Health Homes help improve health care quality and reduce costs.

Benefits and Eligibility

Tailored Plan Eligibility

Certain NC Medicaid beneficiaries with more intensive behavioral health needs, intellectual/developmental disability (I/DD), or traumatic brain injury (TBI) will be eligible to enroll in a Tailored Plan. DHHS will conduct regular data reviews to identify eligible beneficiaries.

Tailored Plan Eligibility Criteria

- ✓ Individuals with I/DD or TBI
- ✓ Beneficiaries who have a qualifying SUD or mental health diagnosis code as who used a Medicaid-covered enhanced BH service during the lookback period
- ✓ Enrolled in the Innovations or TBI Waivers, or on the waiting lists*
- ✓ Enrolled in the Transition to Community Living Initiative (TCLI)
- ✓ Have used a Medicaid service that will only be available through a Tailored Plan
- ✓ Have used a behavioral health, I/DD, or TBI service funded with state, local, federal or other non-Medicaid funds in addition to the services covered by Medicaid.
- ✓ Children with complex needs, as defined in the 2016 settlement agreement
- ✓ Individuals known to the Department or an LME/MCO to have had one (1) or more involuntary treatment episodes within the prior eighteen (18) months
- ✓ Have had two or more visits to the emergency department for a psychiatric problem; two or more psychiatric hospitalizations or readmissions; or two or more episodes using behavioral health crisis services within 18 months
- ✓ Children aged zero (0) to three (3) years old with, or at risk for, developmental delay or disability.
- ✓ Children and youth involved with the Division of Juvenile Justice of the Department of Public Safety and Delinquency Prevention Programs who meet criteria established by the Department.

*Currently, there is no waiting list for the TBI waiver.

Tailored Plan Benefits

Tailored Plans will cover all Medicaid-covered behavioral health, I/DD and TBI services, as well as state-funded services.

Tailored Plan Benefits Include:

- Physical health services
- Pharmacy services
- State plan long-term services and supports (LTSS), such as personal care, private duty nursing, or home health services
- Full range of behavioral health services ranging from outpatient therapy to residential and inpatient treatment
- New SUD residential treatment and withdrawal services
- Intermediate care facilities for individuals with intellectual disabilities (ICF/IID)
- Current 1915(b)(3) waiver services, which will be transitioning to 1915(i)
- Innovations waiver services for waiver enrollees
- TBI waiver services for waiver enrollees
- State-funded behavioral health, I/DD, and TBI services for the uninsured and underinsured

Comparison of Tailored Plan and Standard Plan Benefits

Tailored Plans will cover a more robust behavioral health, I/DD, and TBI benefit package than Standard Plans.

Behavioral Health, I/DD, and TBI Services Covered by Both Standard Plans and Tailored Plans	Behavioral Health, I/DD and TBI Services Covered by Tailored Plans (or LME/MCOs Prior To Launch) and Not by Standard Plans*
State Plan Behavioral Health and I/DD Services ▪ Inpatient behavioral health services ▪ Outpatient behavioral health emergency room services ▪ Outpatient behavioral health services provided by direct-enrolled providers ▪ Psychological services in health departments and school-based health centers sponsored by health departments ▪ Peer supports ▪ Partial hospitalization ▪ Mobile crisis management ▪ Facility-based crisis services for children and adolescents ▪ Professional treatment services in facility-based crisis program ▪ Outpatient opioid treatment ▪ Ambulatory detoxification ▪ Research-based behavioral health treatment for Autism Spectrum Disorder (ASD) ▪ Diagnostic assessment ▪ Non-hospital medical detoxification ▪ Medically supervised or alcohol and drug abuse treatment center (ADATC) detoxification crisis stabilization ▪ Early and periodic screening, diagnostic and treatment (EPSDT) services	**State Plan Behavioral Health and I/DD Services** ▪ Residential treatment facility services ▪ Child and adolescent day treatment services ▪ Intensive in-home services ▪ Multi-systemic therapy services ▪ Psychiatric residential treatment facilities (PRTFs) ▪ Assertive community treatment (ACT) ▪ Community support team ▪ Psychosocial rehabilitation ▪ Substance abuse non-medical community residential treatment ▪ Substance abuse medically monitored residential treatment ▪ Substance abuse intensive outpatient program (SAIOP) ▪ Substance abuse comprehensive outpatient treatment program (SACOT) ▪ Intermediate care facilities for individuals with intellectual disabilities (ICF/IID) ▪ 1915(i) services **Waiver Services** ▪ Innovations waiver services ▪ TBI waiver services **State-Funded behavioral health and I/DD Services** **State-Funded TBI Services**

*Upon launch, the Children & Families Specialty Plan (CFSP) will cover a subset of the behavioral health and I/DD services listed here. Additional information on CFSP covered benefits is available here.

Tailored Plan Auto-Enrollment

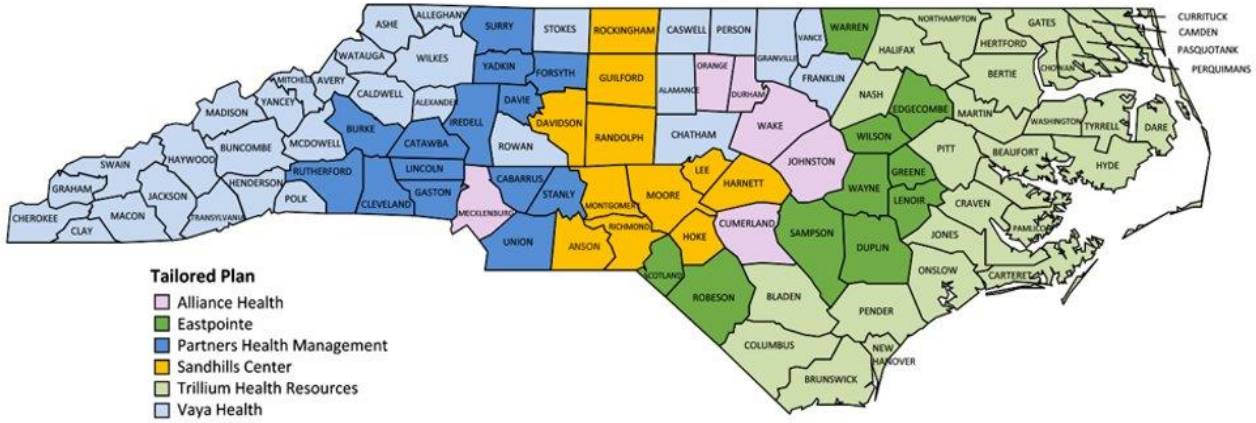
Tailored Plan Auto-Enrollment

August 15, 2022

Beneficiaries who qualify for Tailored Plan will be auto-enrolled in Tailored Plans based on the auto-enrollment algorithm. Beneficiaries will be enrolled in the Tailored Plan that serves their administrative county.

Auto-Enrollment

- **Beneficiaries will receive an Enrollment Packet from the NC Medicaid Enrollment Broker:**
  - **Explains the Tailored Plan and other health care options available to the beneficiary**
  - **Includes information about how to choose a primary care provider (PCP) and Tailored Care Management provider**



Tailored Plan Member Enrollment Diagram



Tailored Plan Criteria Review

NC Medicaid identifies beneficiaries who qualify for Tailored Plan based on the 24-month lookback period.



Auto-Enrollment

NC Medicaid uses an enrollment algorithm to enroll beneficiaries in a Tailored Plan.



Enrollment Broker Notice

Beneficiary receives information about their Tailored Plan and health care options.



Choice Period

Beneficiaries can contact their **Tailored Plan:**

- **Auto-enrolled**: Select a primary care provider (PCP) and Tailored Care Management provider.

Beneficiaries can contact the **Enrollment Broker:**

- **Opt-In:** Choose the Tailored Plan or a different health care option (if applicable).



Auto-Assignment

Tailored Plans will assign a PCP and Tailored Care Management provider if beneficiaries:

- Do not actively choose during the choice period

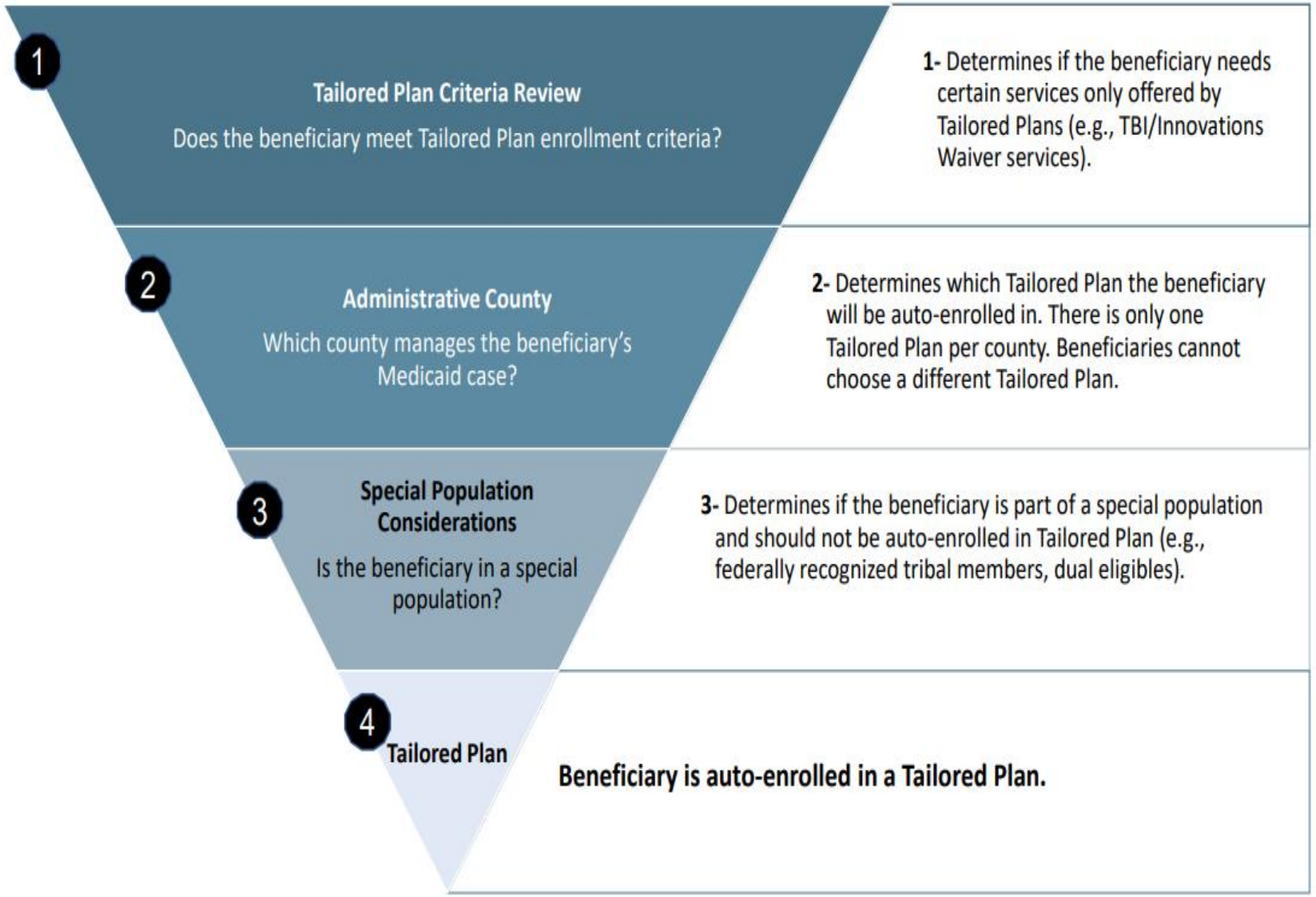


Communicate

Tailored Plans send Welcome Packets and Medicaid ID cards to their members*.

*Members who do not enroll in a Tailored Plan will receive Welcome Packets and ID cards from the health care option they selected.

Tailored Plan Auto-Enrollment Algorithm



Transitioning Between Standard Plans & Tailored Plans

Transitioning Between Plans

Certain NC Medicaid beneficiaries with more intensive behavioral health needs, intellectual/developmental disability (I/DD), or traumatic brain injury (TBI) will be eligible to enroll in a Tailored Plan. These members may also choose to enroll in the Standard Plan.

Reasons for Transitioning between Plans

- ✓ Eligible Member needs services only available in the Tailored Plan.
- ✓ Members exercising choice to receive services from either the Standard Plan or the Tailored Plan

Transitioning Between Plans

Is there a way for Providers to request that a member in a Standard Plan who needs services for a serious mental health disorder, severe substance use disorder, I/DD or TBI be transferred to a Tailored Plan?

Yes, by completing the form linked below:

- ✓ **Submit forms online | NC Medicaid Managed Care (ncmedicaidplans.gov)**

Additional Tailored Plan Resources

Additional Tailored Plan Resources

Tailored Plan Resources:

- ✓ Provider Playbook Fact Sheet – Introduction to Tailored Plans: Enrollment & Timelines
- ✓ Fact Sheet – What Providers Need to Know: Part 3 – Before Tailored Plan Launch
- ✓ NC Medicaid's Tailored Care Management Transformation Webpage

Jam Board!

What else would you like to learn about behavioral health in future Integrated Care Rounds?



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A Look Ahead

Mondays and Thursdays 10-11am through August

- **NC InCK Office Hours**
  - **Invites sent by Brie Hardy**

Thursday August 11, 2022; 12-1:30pm:

- **NC Echo Series- Engaging Members; Tips, Successes, Challenges, & Practice**
  - **Calendar invites will be sent by Sarah Allin**

Thursday September 08, 2022; 12-1:30pm:

- **Integrated Care Rounds- Adolescent Health**
  - ***Calendar invites will be sent closer to this date***

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Appendices



Tailored Plan
Auto-Enrollment Scenarios



Scenario 1A: Tailored Plan Beneficiary: Auto-Enrolled

Barbara is a Medicaid beneficiary who is enrolled in NC Medicaid Direct. She lives in Wake County, and her Medicaid case is managed by Wake County. She currently receives services through the Innovations Waiver. Barbara receives a notice from the NC Medicaid Enrollment Broker letting her know she has been auto-enrolled in Alliance Health (Tailored Plan) and will begin receiving health care services from Alliance Health (Tailored Plan) on December 1, 2022.

❶ Tailored Plan Criteria Review

Barbara is determined to be eligible for Tailored Plan during the 24-month lookback period because she receives services through the Innovations Waiver.

❷ Administrative County

Barbara's Medicaid case is managed by Wake County.

❸ Special Population

Barbara is not part of a special population.

☻ Auto-Enrollment

Barbara is enrolled in Alliance Health (Tailored Plan).

Barbara receives a notice from the NC Medicaid Enrollment Broker.

Barbara will be able to choose her primary care provider (PCP) and Tailored Care Management provider through Alliance Health (Tailored Plan).



Scenario 1B: Tailored Plan Beneficiary: Auto-Assignment & Choice Period

- **Does not choose a PCP/TCM provider during the Choice Period**

Barbara is auto-enrolled in Alliance Health (Tailored Plan). She received a reminder notice in the mail from the NC Medicaid Enrollment Broker about choosing her primary care provider (PCP) and Tailored Care Management provider, but she did not choose before October 14, 2022.

1 Primary Care Provider

Barbara is auto-assigned to a PCP on October 15, 2022.

2 Tailored Care Management Provider

Barbara is auto-assigned to a Tailored Care Management provider on October 15, 2022.

3 Welcome Packet

Barbara receives a Welcome Packet and Medicaid ID card from Alliance Health (Tailored Plan) with her PCP and Tailored Care Management provider information.

Barbara can call Alliance Health (Tailored Plan) to choose a different PCP or Tailored Care Management provider.



Scenario 2: Tailored Plan Beneficiary: Auto-Enrolled & Choice Period

- **Chooses a PCP/TCM provider during the Choice Period**

Terry is auto-enrolled in Eastpointe (Tailored Plan). She received a notice in the mail from the NC Medicaid Enrollment Broker about choosing her primary care provider (PCP) and Tailored Care Management provider. Terry selected her PCP and Tailored Care Management provider.

1 Primary Care Provider

Terry calls the Enrollment Broker to choose her PCP and Tailored Care Management provider. The Enrollment Broker refers Terry to Eastpointe (Tailored Plan), letting her know that her health plan can help her choose providers.

Terry calls Eastpointe directly to learn more about the PCPs in Eastpointe's network.

Dr. Wright, Terry's current PCP, is contracted with Eastpointe. Terry chooses Dr. Wright as her PCP.

2 Tailored Care Management Provider

Terry is unfamiliar with Tailored Care Management and calls Eastpointe (Tailored Plan) to learn more about this service.

Eastpointe (Tailored Plan) educates Terry about Tailored Care Management, and Terry chooses the provider she likes.

3 Welcome Packet

Terry receives a Welcome Packet and Medicaid ID card from Eastpointe (Tailored Plan) with her PCP and Tailored Care Management provider information.

To change her PCP or Tailored Care Management provider, Terry can call the number listed on her Medicaid ID card.



Scenario 3: Tailored Plan Beneficiary: Auto-Enrollment & Choice Period

- **Chooses a Standard Plan during the Choice Period**

Jeremy is a Medicaid beneficiary who is enrolled in Healthy Blue. Jeremy receives a notice from the NC Medicaid Enrollment Broker letting him know he has been auto-enrolled in Sandhills Center (Tailored Plan) and will begin receiving health care services from Sandhills Center (Tailored Plan) on December 1, 2022, unless he chooses a different health plan. Jeremy wants to stay enrolled in Healthy Blue.

1 Tailored Plan Criteria Review

Jeremy is determined to be eligible for Tailored Plan during the 24-month lookback period because he receives outpatient behavioral health services.

2 Administrative County

Jeremy's Medicaid case is managed by Harnett County.

3 Special Population

Jeremy is not part of a special population.

4 Auto-Enrollment

Jeremy is enrolled in Sandhills Center (Tailored Plan).

Jeremy receives a notice from the NC Medicaid Enrollment Broker.

5 Choice Period

Jeremy contacts the NC Medicaid Enrollment Broker, letting them know that he wants to stay enrolled in Healthy Blue.

The NC Medicaid Enrollment Broker educates Jeremy on the Tailored Plan and Standard Plan services and provides choice counseling. Jeremy confirms his decision to enroll in Healthy Blue.



Tailored Plan
Opt-In Scenarios



Scenario 4: Tailored Plan Beneficiary: Opt-In

Tyler is a Medicaid beneficiary who is enrolled in the EBCI Tribal Option. He currently receives behavioral health services. He receives a notice from the NC Medicaid Enrollment Broker letting him know that there is a new health plan, Tailored Plan, available to him. Tyler lives in Cherokee County, and his Medicaid case is managed by Graham County.

1 Tailored Plan Criteria Review

Tyler is determined to be eligible for Tailored Plan during the 24-month lookback period because he receives inpatient behavioral health services.

2 Administrative County

Tyler's Medicaid case is managed by Graham County.

3 Special Population

Tyler is a federally recognized tribal member who lives in Cherokee County.

4 Opt-In

Tyler is not auto-enrolled in a Tailored Plan but can choose a Tailored Plan (Vaya Health).

Tyler receives a notice from the NC Medicaid Enrollment Broker.

5 Choice Period

Tyler contacts the Enrollment Broker to learn more about Vaya Health (Tailored Plan). Tyler decides to stay enrolled in the EBCI Tribal Option.