



carolina complete  
health **network**™



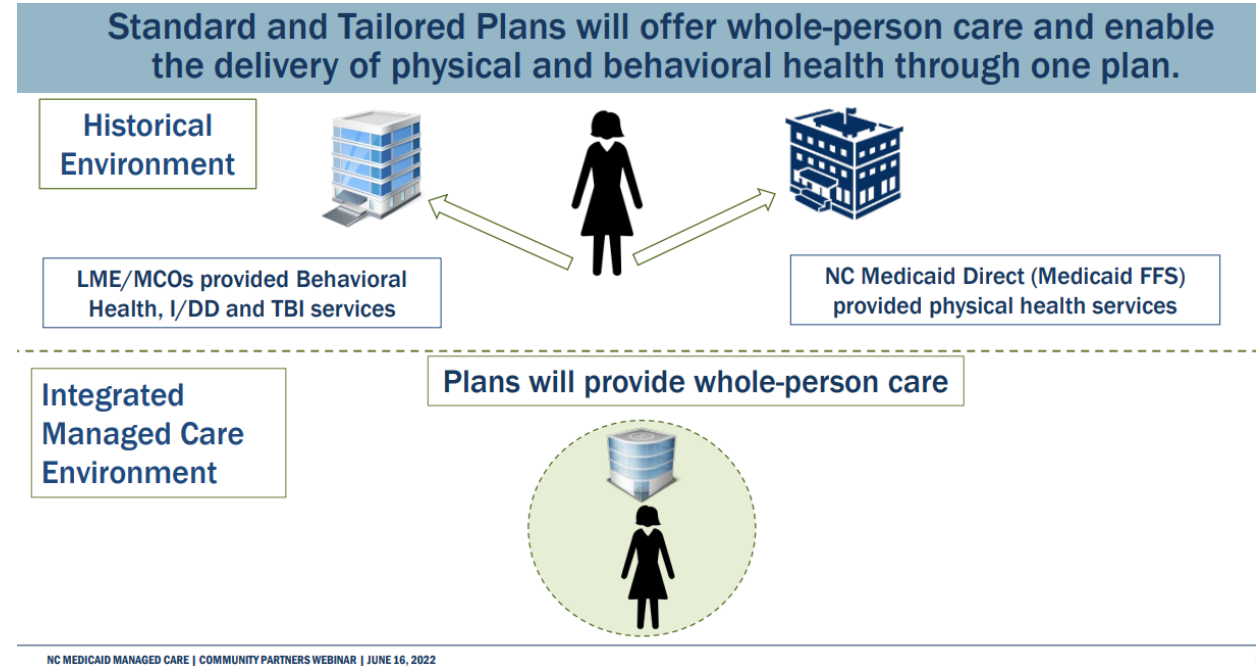
**Trillium**  
HEALTH RESOURCES

## Tailored Plans Information Session

September 2022

# Integrated Physical and Behavioral Health

- Both Standard Plan and Tailored Plan programs integrate physical and behavioral health services for members as well as maintain networks of physical and behavioral health providers.
- Standard Plans are geared toward Medicaid members with mild-to-moderate behavioral health needs.
- Tailored Plans are for individuals with significant Behavioral Health (BH) needs, Intellectual/Developmental Disabilities (IDD), and/or Traumatic Brain Injury (TBI).



# Tailored Plans Launch

- North Carolina continues to transition Medicaid from a fee-for-service delivery system to Managed Care.
- Tailored Plans are **scheduled to launch 12/1/2022** to support members with significant behavioral health, I/DD, and TBI needs.



# Tailored Plan – What is it?

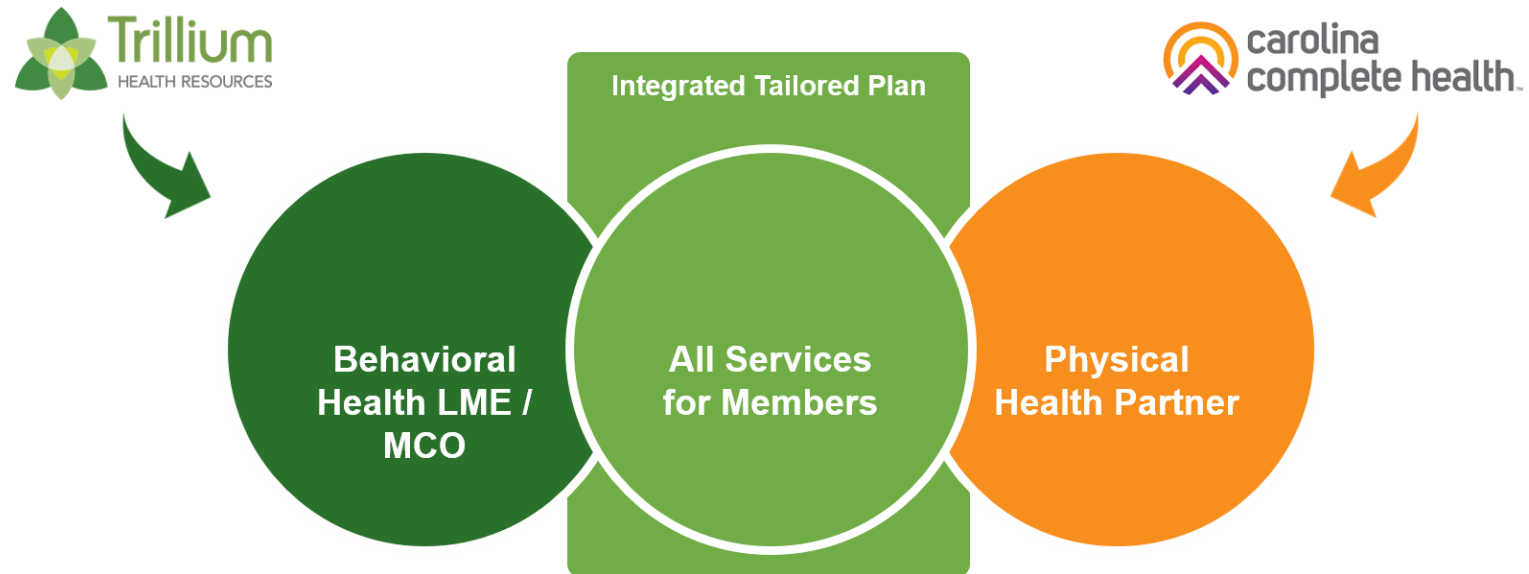
The **Tailored Plan** will provide:

- Physical health, pharmacy and enhanced behavioral health services for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (I/DD) or traumatic brain injury (TBI).
- Services for Innovations and TBI waiver members and Waiver waitlist members.
- Value-added services, such as wellness programs.
- Non-emergency medical transportation (NEMT) for Medicaid-covered services (including carved out services).
- Tailored care management:
  - Tailored care management will focus on the whole person and help address physical health, pharmacy, behavioral health, I/DD, TBI and long-term services and supports (LTSS) needs. It will also address unmet health-related resource needs.

# Tailored Plan Physical Health Providers

- This is an opportunity to remain “in-network” for members who are eligible for a Tailored Plan.
- When Tailored Plans launch, providers and hospitals will no longer be reimbursed by NC Medicaid Direct for most physical health services rendered to Tailored Plan members.
- NC Medicaid Direct behavioral health services will be reimbursed by Trillium.

# Contracting Dynamics with Carolina Complete Health



Carolina Complete Health is engaging with hospitals on Trillium's behalf for contracting on the physical health side. Upon go-live in December, CCH will cover physical health services for eligible members.

*Why we're in business*

## CAROLINA COMPLETE HEALTH'S PURPOSE

Transforming the health of the community, one person at a time

*What we do*

## OUR MISSION

Better health outcomes at lower costs

*What we represent*

## OUR PILLARS



Focus on the Individual



Whole Health



Active Local Involvement

*What drives our activity*

## OUR BELIEFS

We believe healthier individuals create more vibrant families and communities.

We believe treating people with kindness, respect and dignity empowers healthy decisions.

We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well

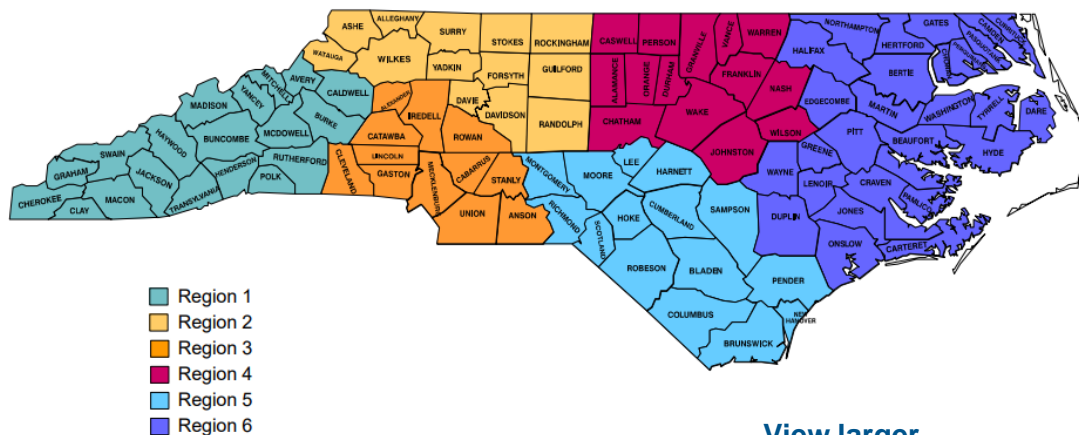
We believe in treating the whole person, not just the physical body.

We believe local partnerships enable meaningful, accessible healthcare.

# Medicaid Managed Care

- North Carolina has two programs under Medicaid Managed Care, Standard Plans and Tailored Plans.
- On July 1, 2021, Standard Plans went live with 5 Pre-Paid Health Plans (PHPs), including Carolina Complete Health.
- Tailored Plans are scheduled to launch on December 1, 2022, with 6 Tailored Plans.

Standard Plan Regional Map



[View larger](#)

Tailored Plan Service Areas

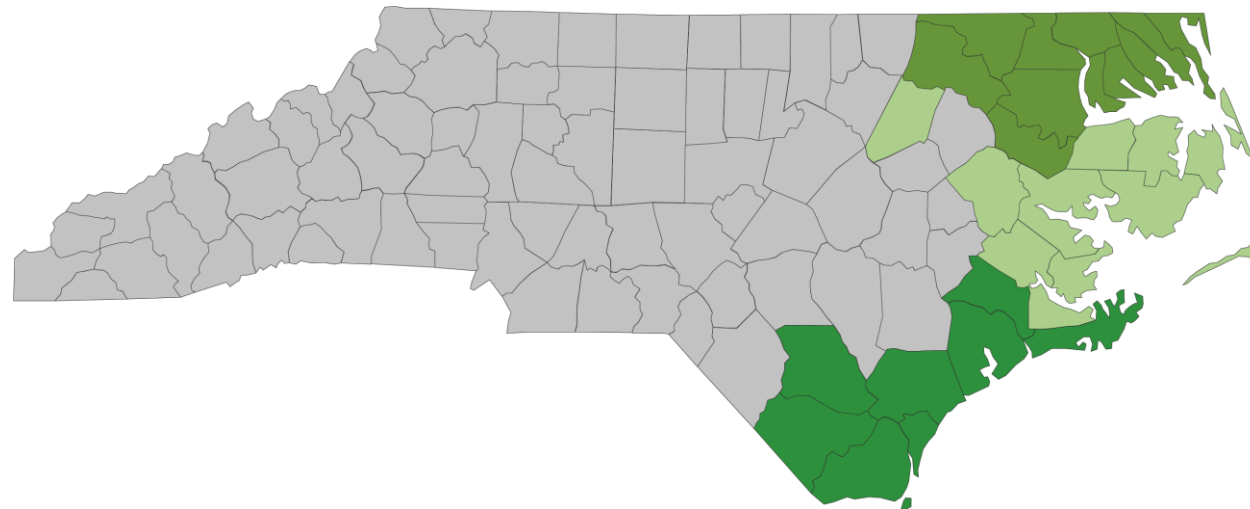


[View larger](#)



## About Trillium

- Trillium covers 28 counties in eastern North Carolina.
- Total population around 1.55 million, with around 76,900 individuals on Medicaid in our region.
- Over 500 staff who live and work in eastern North Carolina.



## TRILLIUM'S MISSION

Transforming lives and building community well-being through partnership and proven solutions

## OUR VISION

For every community and individual we serve to reach their **fullest potential**.

## OUR BELIEFS

Our communities are only as strong as our people.

We are uniquely positioned to meet the distinct needs of the individuals and communities we serve.

We help provide the tools for strengthening the foundations of well-being to prevent issues later.

Our number one focus is helping every person we serve get the services needed to live a fulfilling life and reach their highest potential.

# Joining the Trillium Network as a Physical Health Provider

- Sign a participation agreement (or amendment if already participating with CCH)
- If you do not have a contract with CCH that includes participation with Trillium.
- Current CCH Providers: contact Provider Relations and Support:  
[NetworkRelations@cch-network.com](mailto:NetworkRelations@cch-network.com)
- If you are not currently a CCH Provider: complete our [Tailored Plan Contract Request Form](#)
- You may contact Trillium also at:  
[NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org) and  
Provider Support Services 1-855-250-1539

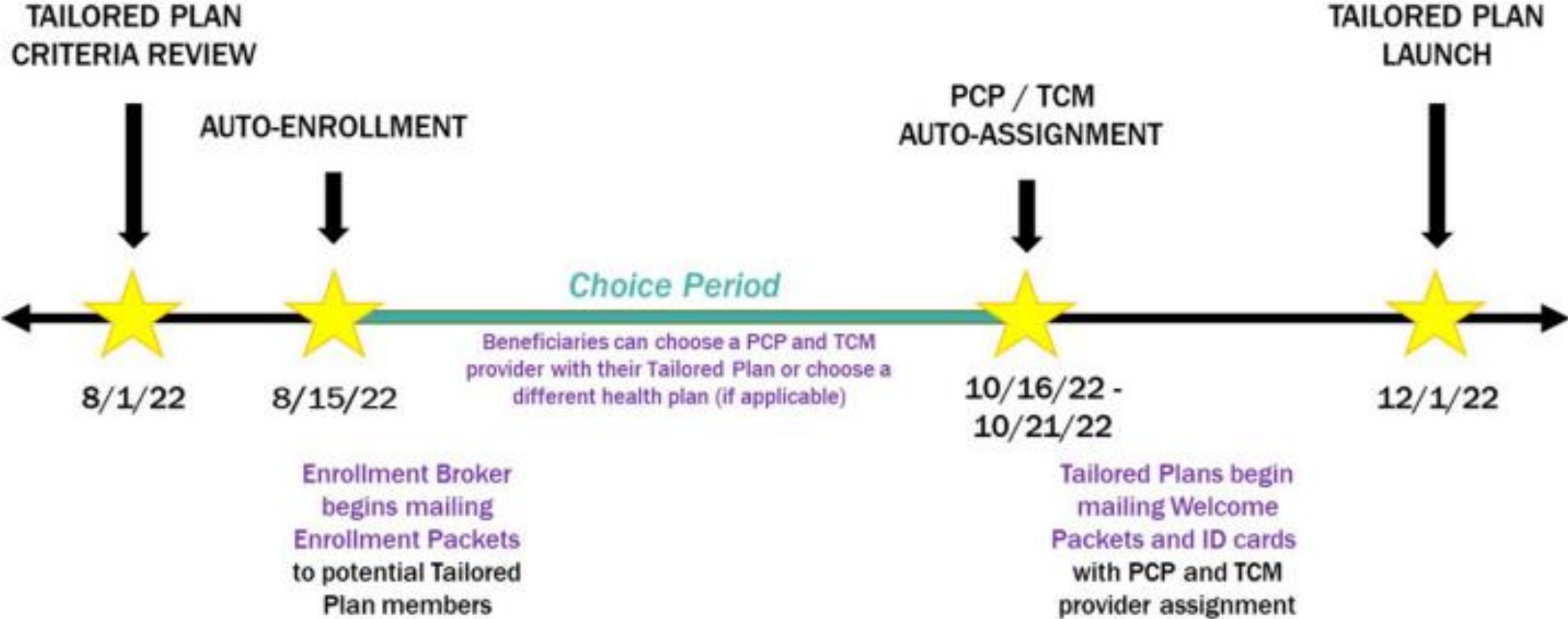


# Primary Care in Tailored Plans

Vision for Primary Care in Managed Care: Build on the Carolina ACCESS program to **preserve broad access to primary care services** for Medicaid members and **strengthen the role of primary care in care management, care coordination, and quality improvement** as the state transitions to managed care

- All Tailored Plan members can choose or will be assigned to a Primary Care Provider/Advanced Medical Homes Plus (AMH+).
- AMH Tiers 1, 2, and 3 should receive a PMPM medical home for each Tailored Plan member assigned to their practice for primary care.
  - On August 5<sup>th</sup>, the state announced that the Tailored Plan PMPM rate will go from \$5 to \$20 PMPM from Dec. 1, 2022, through June 30, 2023.
- AMH Tiers 3 should be offered an incentive/APM program based on the current AMH measure set. This is option for Tiers 1 and 2.

# Tailored Plan Transition Timeline



# Contracting Deadlines

1

**July 15, 2022:** Provider contracts must be signed and returned to health plan for inclusion in the Enrollment Broker's Medicaid and NC Health Choice Health Plan and Provider Lookup Tool at the start of the Beneficiary Choice Period. *The Tool will be updated daily with any new contracts that have been executed.*

2

**Sept. 15, 2022:** Provider contracts must be signed and returned to health plan for inclusion in primary care provider (PCP) auto assignment.

3

**Sept. 30, 2022:** Provider contracts must be signed and returned to the health plan for inclusion in Tailored Care Management (TCM) auto assignment.

Source: [NC DHHS Tailored Plan Provider Contracting Deadlines Questions and Answers](#)

# Additional Tailored Plan Provider Trainings

## Tailored Plan 101: Ready, Set, Launch webinar series (NC DHHS and NC AHEC)

- This webinar series occurs the third Thursday of each month at 5:30PM and is designed to support all Medicaid providers, practice managers, quality improvement professionals, care coordinators and other leaders within your practice to help you prepare for the launch. [Register for the series.](#)
- Previous dates are recorded and available in the Archives section.

## Tailored Care Management, Learning Collaborative Sessions (NC AHEC)

- The sessions are designed to provide content experts and peer-to-peer learning opportunities to AMH+ and CMA organizations as they prepare for TCM implementation and site reviews by the North Carolina Department of Health and Human Services. Sessions will continue every first and third Wednesday of the month from 12:30–1:30 PM.
- [Medicaid Managed Care Webinar Series for Providers | NC AHEC](#)

# Carolina Complete Health Resources

- Provider Website: <https://network.carolinacompletehealth.com/>
- Contact Us: <https://network.carolinacompletehealth.com/about-us/contact-us.html>
- Provider Education & Training: <https://network.carolinacompletehealth.com/resources/education-and-training.html>
- Provider Communications: <https://network.carolinacompletehealth.com/ProviderUpdates/cchn-bulletins-and-newsletters.html>



# Trillium Health Resources

- Trillium Health Resources: <https://www.trilliumhealthresources.org/>
- Contact Us: <https://www.trilliumhealthresources.org/explore-trillium/contact-us>
- Provider Training: <https://staff.mylearningcampus.org/login/index.php>
- Provider Communication: <https://www.trilliumhealthresources.org/for-providers/provider-communications>
- NCDHHS information for providers: <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care>
- Social Media:
  - Facebook: <https://www.facebook.com/TrilliumHealthResources/>
  - Twitter: <https://twitter.com/trilliumnc>
  - LinkedIn: <https://www.linkedin.com/company/trillium-health-resources/mycompany/>

---

# Appendix

---

# Tailored Plan Enrollment Criteria

Programs	Tailored Plan-Only Services
<ul style="list-style-type: none"> <li>• Innovations Waiver (or waiting list)</li> <li>• TBI Waiver (or waiting list)</li> <li>• Transition to Community Living (TCL)</li> </ul>	<ul style="list-style-type: none"> <li>• Have used a Medicaid service that will be available only through the Tailored Plan.</li> <li>• Have a mental health, substance use, I/DD or TBI service funded with state, local, federal or non-Medicaid funds.</li> </ul>
Diagnoses	Admissions/Visits
<ul style="list-style-type: none"> <li>• Children with complex needs</li> <li>• Qualifying I/DD diagnosis code</li> <li>• Qualifying mental illness or substance use disorder diagnosis code and used a Medicaid-covered enhanced behavioral health service during the lookback period*</li> <li>• Psychotic disorder (primary or secondary to a mood disorder), use of clozapine or a long-acting injectable antipsychotic medication, or receive electroconvulsive therapy (ECT) during the lookback period*</li> </ul>	<ul style="list-style-type: none"> <li>• Admission to a state psychiatric hospital or Alcohol and Drug Abuse Treatment Center (ADATC), including, but not limited to individuals who have had one or more involuntary treatment episode in a State-owned facility</li> <li>• Two or more visits to the emergency department for a psychiatric problem; two or more psychiatric hospitalizations; or two or more episodes using behavioral health crisis services during the lookback period*</li> </ul>

# Enhanced BH Services

The state looked back at 24 months claims history to see which members have accessed these services.

## Behavioral Health, I/DD and TBI Services Covered Exclusively by BH I/DD Tailored Plans (or LME-MCOs Prior To Launch)

- 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 (CST)
- 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 (SACOT)
- Intermediate care facilities for individuals with intellectual disabilities (ICF/IID)
- Waiver Services
- Innovations waiver services
- TBI waiver services
- 1915(b)(3) services
- State-Funded behavioral health and I/DD Services
- State-Funded TBI Services

---

Contact Us!

[NetworkRelations@cch-network.com](mailto:NetworkRelations@cch-network.com)

[NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org)

---

Questions?