



## Provider Guide for Tailored Plans

*North Carolina continues to transition Medicaid from a fee-for-service delivery system to Managed Care. Tailored Plans are scheduled to launch in October 2023.*

**Why we are reaching out to you:** As the first and only Provider-Led Entity, we would like to work with you to improve access to health care in North Carolina. Carolina Complete Health (CCH) is currently contracting with physical health providers for two Tailored Plans – Partners Health Management and Trillium Health Resources.

This is an opportunity to remain “in-network” for members who are eligible for a Tailored Plan. When Tailored Plans launch on 10/1/2023, providers and hospitals **will no longer be reimbursed** by Medicaid Direct for most **physical** health services rendered to Tailored Plan members. Those services will be reimbursed by the Tailored Plan(s) or their designee.

To be considered a participating provider of *physical* health services for Partners and/or Trillium, you must sign a participation agreement (or amendment, if already participating with CCH) with CCH. You may elect to participate with one or both Tailored Plans, but it is not an option for you to sign an agreement with either Partners or Trillium for *physical* health services. If you do not have a contract with CCH that includes participation in the Tailored Plan network(s), you will be considered ‘out-of-network’ and could be subject to reduced reimbursement rates for physical health services

If you are a physical health provider and would like to join the Partners and/or Trillium Tailored Plan Network(s), complete our **Tailored Plans Contract Request Form.**

## Fast Facts on Medicaid Managed Care and the Tailored Plans

### Medicaid Managed Care

- North Carolina has two programs under Medicaid Managed Care, Standard Plans and Tailored Plans. *Both 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, while Tailored Plans are for individuals with significant Behavioral Health (BH) needs, Intellectual/Developmental Disabilities (IDD), and/or Traumatic Brain Injury (TBI)
- July 1, 2021 Standard Plans went live with 5 Pre-Paid Health Plans (PHPs), including **Carolina Complete Health.**

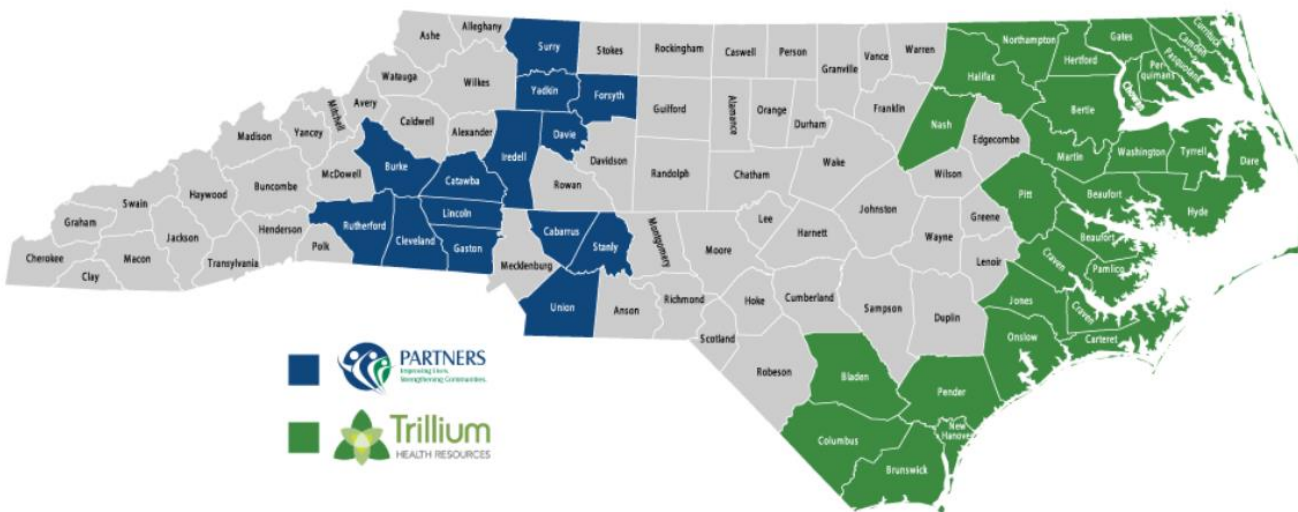
- Tailored Plans are scheduled to launch on October 1, 2023. There are 6 such plans, including Trillium and Partners, with whom CCH has partnered to provide a physical health network

### Tailored Plans

- Tailored Plans are designed for those with significant BH, I/DD, and/or TBI needs. Tailored Plans will also manage Innovations Waiver services.
- Additionally, Tailored Plans will manage state funded BH, I/DD, and TBI services for the uninsured and underinsured.
- Tailored Plans will be regional, not state-wide.
- NC DHHS requires that each Tailored Plan partner with an existing Standard Plan
  - **Carolina Complete Health has partnered with Partners and Trillium.**
  - *Partners covers the following 14 counties in NC:* Burke, Cabarrus, Catawba, Cleveland, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union, Yadkin
  - *Trillium covers following 28 counties in NC:* Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, and Washington.

### Partners and Trillium Regions

Carolina Complete Health is currently contracting providers for physical health for Partners and Trillium.



## Next Steps

- If you are a physical health provider and would like to join the Partners and/or Trillium Tailored Plan Network(s), complete our [Tailored Plans Contract Request Form](#)
- Stay up to date with the latest information: register for NC DHHS Back Porch Chat Webinar Series: Tailored Plan 101
  - Medicaid Managed Care Webinar Series on [Tailored Plans](#) | Every third Thursday of the month from 5:30 to 6:30 p.m.

## Recommended Archived Trainings

- Tailored Plan 101: Ready, Set, Launch Series: [NC Medicaid Managed Care Hot Topics Webinar Series Archive](#)

## Helpful Fact Sheets

- [Introduction to Medicaid Transformation: Part 1 – Overview](#) - June 14, 2021
- [Fact Sheet - Standard Plan Overview](#) - Nov. 15, 2021
- [What Providers Need to Know Before Tailored Plan Launch](#) - Jan. 3, 2022
- [Fact Sheet - NC Medicaid Managed Care Populations](#) - Feb. 21, 2022
- [Contracting with Tailored Plans](#) - May 25, 2022
- [Tailored Plan Provider Contracting Deadlines Questions and Answers](#) - June 1, 2022
- [Tailored Plan Enrollment and Timeline](#) - June 29, 2022
- For more fact sheets and additional resources, visit the Department's [Provider Playbook](#)

## Additional Resources

- [Carolina Complete Health Provider Resources for Tailored Plans](#)
- [Tailored Plan Information \(PDF\)](#)



## Important Contact Information

Provider Relations and Support Team:

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1-833-552-3876\*

\*(follow the prompts for Provider Services, then Contracting)