



NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NCCOMeT Meeting

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Behavioral Health I/DD Tailored Plans

- **Launching July 2022**
 - Plans will provide the same services as Standard Plans, as well as additional specialized services for individuals with significant mental health and substance use disorders, Intellectual and Developmental Disabilities (I/DDs) and traumatic brain injury (TBI), as well as people using state-funded and waiver services
- **An estimated 175,000 individuals will enroll in Tailored Plans**

Behavioral Health I/DD Tailored Plans

- **Contracts awarded on July 26, 2021, to seven organizations to serve as Behavioral Health I/DD Tailored Plans**
 - Alliance Health
 - Eastpointe
 - Partners Health Management
 - Sandhills Center
 - Trillium Health Resources
 - Vaya Health
 - Cardinal Innovations Healthcare

** While Cardinal Innovation Healthcare was awarded a contract, it is anticipated they will not operate a Behavioral Health I/DD Tailored Plan at launch due to the consolidation with Vaya Health.*

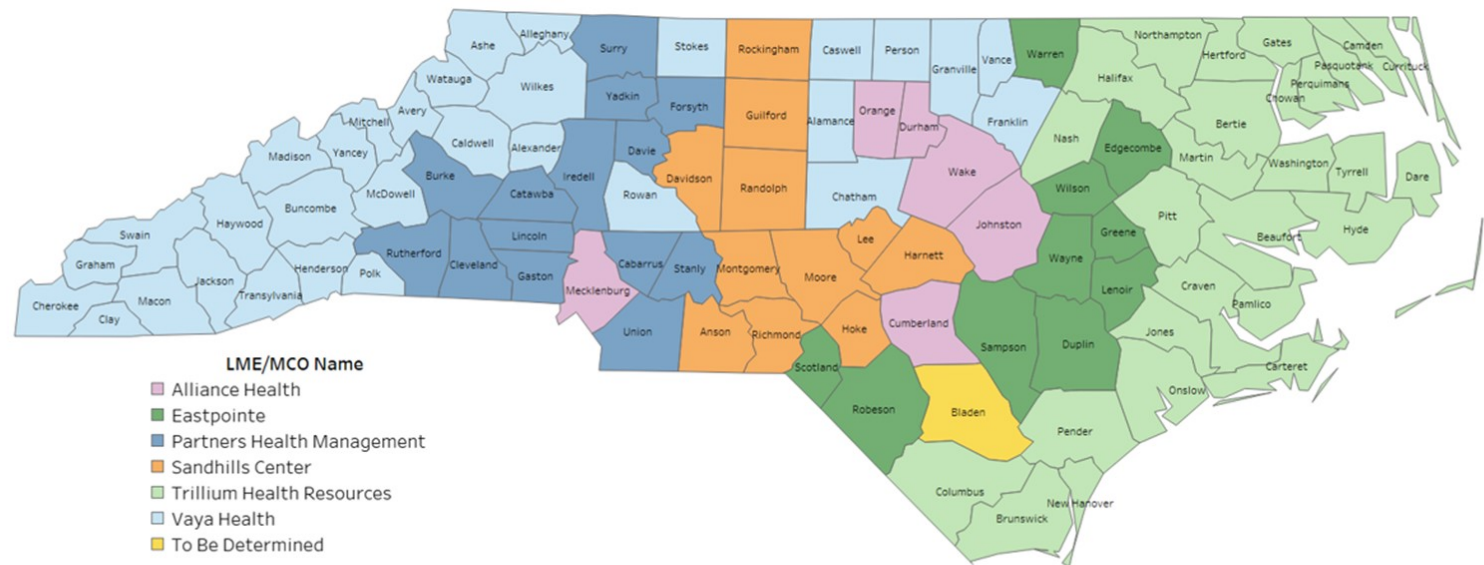
- **Plans will provide integrated physical health, behavioral health, long-term care and pharmacy services and will address unmet health-related resource needs for qualifying North Carolinians under one plan.**

Managed Care Tailored Plan Regions

There will only be one Tailored Plan per region

- Potential Tailored Plan members will be auto-enrolled in the Tailored Plan available in their administrative county*
*The county that manages the beneficiary's Medicaid case
- Depending on Managed Care status, potential Tailored Plan Members may be able to select a Standard Plan, NC Medicaid Direct or the EBCI Tribal Option

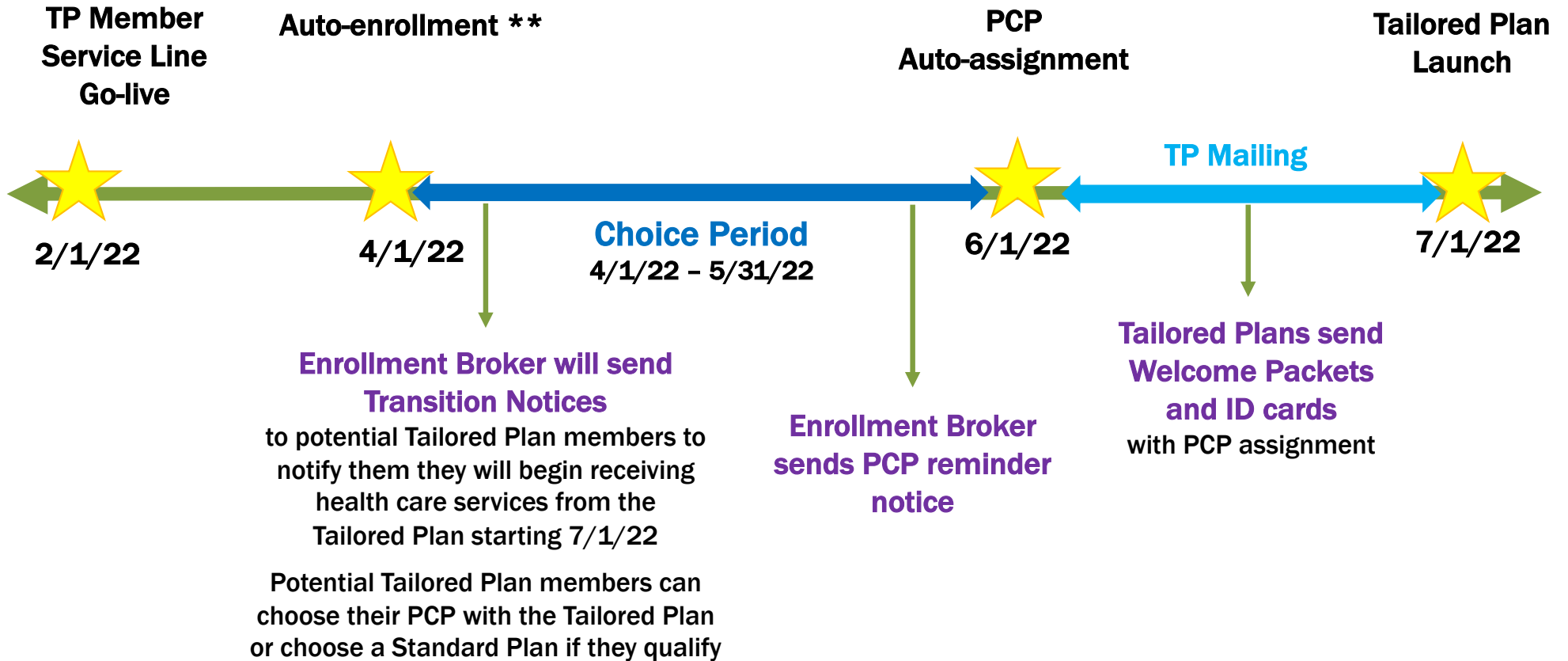
Regional Behavioral Health and Intellectual/Developmental Disability Tailored Plans -
Projected County Alignments at Tailored Plan Launch for July 1, 2022



Note: This map shows projected county assignments based on disengagements requested or approved as of 9/2/21. County realignment and disengagement requests must go through the process identified in law and rule which ultimately require approval by the DHHS Secretary.

50 mi

Behavioral Health I/DD Tailored Plan Member Milestones



** Members who are no longer have Tailored Plan status and become excluded will be enrolled in NC Medicaid Direct (effective the first day of the next month).

Dates are subject to change

Key Messages

DHHS is intentional about engaging members and ensuring key communications and engagements are centered around the following messages.

Beneficiaries receive the services they need at the right time in the right place.

Some members enrolled in the Tailored Plan can choose a different NC Medicaid Managed Care health care option at any time without a reason.

The Tailored Plan is an NC Medicaid Managed Care health plan that will begin providing health care services for members on July 1, 2022.

Beneficiaries who may need certain services for a mental health disorder, substance use disorder, I/DD or TBI will be enrolled in the Tailored Plan offered in the county that manages their Medicaid case on April 1, 2022.

There is only one Tailored Plan available in each county, so members cannot choose a different Tailored Plan.

The Tailored Plan will provide physical health, pharmacy, care management, mental health, intellectual/developmental disability (I/DD), traumatic brain injury (TBI) and substance use support services.

Once a member has been enrolled in a Tailored Plan, they need to choose a primary care provider (PCP) with the Tailored Plan. If the member does not choose a PCP by May 31, 2022, the Tailored Plan will choose one for them.

The Tailored Plan offers certain services for mental health disorders, substance use disorders, I/DDs or traumatic brain injury (TBI) that Standard Plans do not offer.

The Tailored Plan offers services for a mental health disorder, substance user disorder, I/DD or TBI that are funded by the state or federal government outside of Medicaid.

These are called State-funded services. Members will not have access to State-funded services if they leave the Tailored Plan.

Provider Resources

- **NC Medicaid Managed Care Website**
medicaid.ncdhhs.gov
 - Includes County and Provider Playbooks
 - Fact Sheets
 - [Day One Quick Reference Guide](#)
- **NC Medicaid Help Center**
medicaid.ncdhhs.gov/helpcenter
- **Practice Support**
ncahec.net/medicaid-managed-care
 - NC Managed Care Hot Topics Webinar Series, hosted by Dr. Dowler on the first and third Thursday of the month
- **Regular Medicaid Bulletins**
medicaid.ncdhhs.gov/providers/medicaid-bulletin



What should Beneficiaries do if they have issues?

1 Check to see what health plan you are enrolled in

Beneficiaries were mailed a health plan welcome kit that includes their Medicaid ID card

If you still have questions or didn't receive the welcome kit you can call the Enrollment Broker at **833-870-5500**

2 Call your health plan if you have questions about benefits and coverage

The number is listed on your Medicaid ID card, or you can find contact information at [health-plan-contacts-and-resources](#)

3 If you still have questions, you can reach out to the NC Medicaid Ombudsman

Call **877-201-3750** or visit ncmedicaidombudsman.org