



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Mental Health, Developmental  
Disabilities and Substance Use Services

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**TO:** Local Management Entities/Managed Care Organizations (LME/MCOs)  
**FROM:** Saarah Waleed, Director, Mental Health/Substance Use/Justice Services  
Division of Mental Health, Developmental Disabilities and Substance Use Services  
**SUBJECT:** **Implementation of the State-Funded Comprehensive Case Management Service on  
January 1, 2025**  
**DATE:** June 28, 2024

This bulletin is intended to inform LME/MCOs, providers and stakeholders about the implementation of the new State-Funded Comprehensive Case Management clinical policy.

Comprehensive Case Management (CCM) service is for adults with:

- a primary mental health (MH) or primary substance use (SU) disorder, or
- co-occurring MH or SU disorder and IDD or TBI diagnosis, or
- other designated eligibility criteria as outlined in the policy

that would benefit from time-limited case management assistance to access necessary behavioral health, physical health, health-related, and social services.

In light of continued workforce concerns, the years of experience for the CCM Case Manager and the CCM Peer Support Specialist (2 years and 1 year, respectively) has been removed.

This new state-funded service has an **effective date of January 1, 2025**. The rate for this service is \$20.34 per 15-minute increment.

The clinical policy will be posted on July 1, 2024 at [DMHDDSUS State-Funded Service Definitions](#).

If you have any questions, please contact Margaret Roy at [Margaret.Roy@dhhs.nc.gov](mailto:Margaret.Roy@dhhs.nc.gov) and copy Starleen Scott Robbins at [Starleen.Scott-Robbins@dhhs.nc.gov](mailto:Starleen.Scott-Robbins@dhhs.nc.gov).

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