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HUMAN SERVICES**

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LME/MCO Communication Bulletin #J320

Date: March 13, 2019

To: Local Management Entities/Managed Care Organizations (LME-MCOs)

From: Deb Goda, Behavioral Health Unit Manager, NC Medicaid
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Subject: Children with Complex Needs – Settlement Agreement, DHHS Assessment Clinic Expansion

This bulletin provides an update of the Settlement Agreement between the DHHS and Disability Rights North Carolina and provides details of an assessment clinic expansion for Children with Complex Needs.

Settlement Agreement:

DHHS, in partnership with each LME-MCO, successfully complied with the terms of the Settlement Agreement between the Department and Disability Rights North Carolina (DRNC). The Court case was dismissed on Dec. 18, 2018.

The work over the past several years has been thoughtful, diligent, and committed. Without the dedication of our partners, the Department would not have been able to meet the terms of the Settlement Agreement and to that end, we express our gratitude. The Department is extremely pleased with the partnerships and efforts by all parties involved to work towards fulfilling the terms of the settlement, and most importantly working to meet the needs of Children with Complex Needs and their families.

We look forward to the continued work that will establish a seamless system of identification, referral, linkage and access to support and services for whole person care addressing the complex needs of the individuals and families we serve. There will be more information in the future which will speak to the ongoing efforts at the state-level and continued need for partnership with each LME-MCO and other stakeholders to achieve this desired reality.

DHHS Children's Assessment Clinic:

In addition to the DHHS Children's Assessment Clinic located at Murdoch Developmental Center in Butner, NC, DHHS has established a Children's Assessment Clinic at J. Iverson Riddle Developmental Center (Riddle) in Morganton, NC. Effective immediately, the Assessment Clinic at Riddle is open for referrals. This Assessment Clinic will provide a thorough review and assessment of

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the clinical needs of the children referred. It is an interdisciplinary process which provides the individual, guardian, LME-MCO and existing providers (if applicable) the opportunity to meet with the clinical team. The clinical team will include a psychiatrist, family physician, registered nurse, social worker, and psychologist. Additional staff are included as indicated, including a pharmacist, educator, occupational therapist, physical therapist, speech-language pathologist, behavior specialist, dietician and dentist. The LME-MCO in partnership with the legal guardian can choose to send the referral to either the Riddle or Murdoch location. The eligibility criteria and referral process are the same at each clinic location.

The referral process is as follows:

- Children who have been identified as having complex needs are eligible for referral to the Clinic by the LME-MCO. Guardians can request a referral for their child from their LME-MCO.
- LME-MCO staff, along with the child's guardian, will complete the [DHHS Assessment Clinic Pre-Screening Form](#) or the full [Assessment Clinic Referral Form](#). These forms and other related information can be found on the [Children with Complex Needs web page](#).
- The LME-MCO will submit the Pre-Screening or full Referral Form to the Assessment Team Referral Coordinator via email at jirassessment.clinic@dhhs.nc.gov or via fax at 828-438-6457. If information is sent via email it must be encrypted.
- The Assessment Coordinator will work with the LME-MCO and guardian until the referral information is complete. Once complete, the Coordinator will confirm the child's acceptance and schedule the assessment appointment.

The DHHS Assessment Clinic located at Riddle will ask guardians/families to complete a survey at the close of the assessment appointment to capture information regarding their satisfaction with the referral process, planning and appointment experience. Clinic staff will follow-up with a survey six months post assessment appointment to gather additional information about the outcomes experienced by the child and family. This information will be used for ongoing monitoring of assessment needs and program improvement.

If you have questions, please contact Rachel Johnson, Children with Complex Needs State Administrator at Rachel.Johnson@dhhs.nc.gov.

Previous bulletins can be accessed at: <https://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.

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