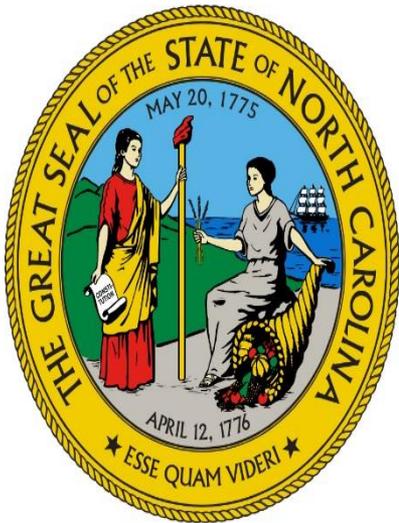




NC Department of Health and Human Services

Joint DMH/DD/SAS & DHB Provider Webinar

Tailored Plan Launch Update



March 2, 2023

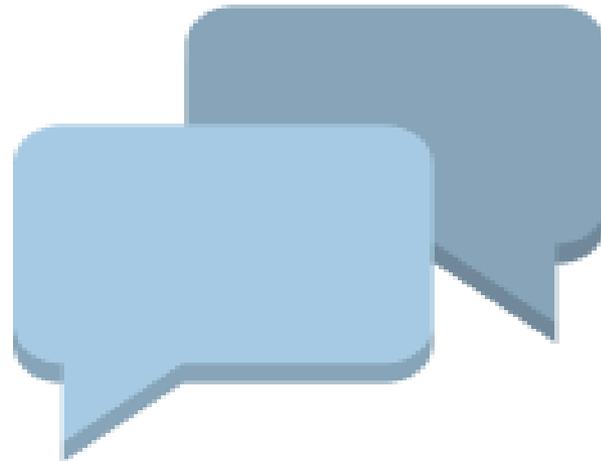
TAILORED PLAN (TP) LAUNCH DELAYED

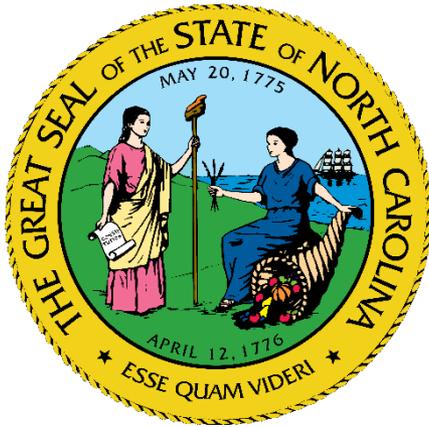
- **To make sure that people can seamlessly receive care on day 1, we are delaying the launch of Tailored Plans until October 1.**
- **Our highest priority is making sure that the transition to Tailored Plans is as smooth as possible for the beneficiaries they will serve.**
- **While the LME/MCOs have made progress towards this goal, we aren't consistently where we need to be statewide. Our latest data projects that, if we launched now, 20,000 to 30,000 of the approximately 143,000 people who will be in Tailored Plans wouldn't have their current primary care provider in network.**
- **We understand that uncertainty is challenging for beneficiaries, especially those with complex medical needs. We will continue to work closely with LME/MCOs to launch Tailored Plans on the fastest possible timeline that can guarantee a smooth transition.**

TAILORED PLAN (TP) LAUNCH DELAYED

- **Tailored Care Management, which launched on December 1, 2022, will continue. DHHS is working with LME-MCOs and providers to support successful implementation.**
- **DHHS is still very committed to rolling-out the 1915i services. We are still working with CMS on the exact roll-out date, and we will share that soon.**
- **As a reminder, LME-MCOs will keep providing the same services they are today that includes our b3 services; so, no members will lose those services.**
- **DMHDDSUS is committed to working with our SCFAC on a ‘plain language’ communication campaign to help members understand Tailored Plans, tailored care management and the 1915i option services.**

Questions





Service Options for the NC TBI Community

Scott Pokorny
Division of Mental Health/Developmental
Disabilities and Substances Abuse Services

Michelle Merritt
Division of Health Benefits (NC Medicaid)

March 2, 2023

TBI Program Components

- **Introduction to Service Options in NC**
- **TBI Grant**
- **TBI State Funds Program**
- **TBI Training**
- **TBI Screening/Data Initiatives**
- **TBI Waiver**
- **Brain Injury Advisory Council**
- **Brain Injury Resources**

NC Traumatic Brain Injury Services

- If you or your loved one has a Brain Injury and have long term support needs, it is important that you know about the LME/MCO system
- There are currently 6 LME/MCOs in North Carolina
 - The LME/MCOs will transition to Tailored Plans on April 1, 2023
- This website has a directory that lists all the LME/MCOs, their contact information and the counties they serve

<https://www.ncdhhs.gov/providers/lmemco-directory>

Accessing Traumatic Brain Injury Services in NC

What do I need to know?

- You **MUST** have established residency in NC
- Documentation regarding TBI diagnosis is **REQUIRED** (i.e., medical records)
 - Individuals diagnosed with a brain injury by the age of 21 may be eligible for I/DD services
- NC has a Registry of Unmet Needs for the **Innovations Waiver**

Who do I contact?

- To check for TBI services available in your area, **find and contact your respective LME-MCO**
- For Disability Benefits (i.e. SSI), find and contact your **county's Social Security Administration** and/or **Apply for Disability Benefits through SSA online**
- For other benefits (NC Medicaid, assistance programs, etc.) find and contact your **county's Department of Social Services** or **Apply Online**

Where can I find more information?

- Ages 0-5 **Children's Developmental Services Agencies**
- Ages 0-20 **Children and Youth with Special Health Care Needs** or 1-800-737-3028
- Ages 0-21 with Medicaid **Early Periodic Screening Diagnostic and Treatment (EPSDT)**
- **Medicaid Programs and Services**
- **Services for People who do not have Medicaid**

What do I do if I have more questions?

- **Contact your respective LME-MCO** for questions about TBI Services
- For **State Operated Healthcare Facilities** contact monica.harrelson@dhhs.nc.gov
- For all other community services and/or trouble contacting an LME-MCO, contact the Customer Service and Community Rights Team at 984-236-5300 or email dmh.advocacy@dhhs.nc.gov.

<https://www.ncdhhs.gov/media/13325/download?attachment>

Additional Resources

Ages 0-21 with Medicaid

- **Early Periodic Screening Diagnostic and Treatment (EPSDT)**
 - **Personal Care Services** can be requested under EPSDT for those with Medicaid aged 21 and under with a physician's referral
- **Community Alternatives Program for Children (CAP/C)**
 - Ages 0-20
- For Research Based-Behavioral Health Treatment eligibility, **Contact your respective Local Management Entity-Managed Care Organization (LME-MCO)**

Additional Medicaid Programs and Services

- **Behavioral Health Services**
- **Community Alternatives Program for Disabled Adults (CAP/DA)**
- **Home Health Services**
- **Personal Care Services (PCS)**
- **Private Duty Nursing**
- For additional Medicaid services eligibility (B3 Services, In Lieu of Services, ICF-IID), **Contact your respective LME-MCO**

Additional Resources

- **Contact your respective LME-MCO** for services available in you area
- **First in Families of North Carolina**
- **Brain Injury Association of North Carolina**
- **Disability Rights North Carolina**
- **Community Empowerment and Engagement**
- Contact **Hope4NC** for emotional support and additional community resources.

<https://www.ncdhhs.gov/media/13325/download?attachment>

TBI Grant

- **TBI grant has been approved and funded by the federal Administration for Community Living (ACL).**
- **NC TBI Grant is for \$200,179 per year. This is a five-year grant cycle.**
- **DHHS contracts with Brain Injury Association of NC (BIANC) to implement most grant objectives and deliverables.**
- **Grant Goal- To facilitate the continued development and expansion of a comprehensive, multi-disciplinary, and easily accessible system of care for individuals with lived experience and their families.**

TBI Grant Products

- **A new Symptoms Questionnaire (SQ) database for professionals and others**
- **The addition of at least one active online support group**
- **Updated Salesforce database**
- **Training curriculum for individuals with TBI**
- **Training plan for behavioral health providers with emphasis on TBI Waiver, SUD Waiver and MCOs**
- **TBI screening and referral**
- **Implementation of Employment and SUD training modules**
- **Feasibility review of potential Peer Support pilot program**
- **Updated TBI Needs Assessment (Bi-annually)**
- **Updated TBI state plan (Annually)**

TBI State Funds Program

- **The TBI program operates on approximately \$3.9 million-dollar legislative appropriation for the purposes of services, supports, education and awareness.**
 - \$3,413,868 for the LME-MCO's**
 - services and supports**
 - \$559,218 for the Brain Injury Association of NC (BIANC)**
 - education and awareness**
- **Some of the services that are commonly provided through the LME-MCO's include:**
 - Residential Support**
 - Home Modifications**
 - Transportation**
 - Respite**
 - Day Programs**
 - Employment**

TBI Training

- **Statewide Training (in-person and virtually)**
 - A variety of training topics are available such as Brain Injury Foundations, Brain Injury Continuum of Care, Behavioral and Crisis De-Escalation after Brain Injury, Concussion: Awareness, Prevention & Return to Learn among many others.
- **Online NC Training Modules**
 - Crisis Intervention Training for Law Enforcement and other First Responders
 - Cognitive and Behavioral Consequences of TBI in Adults
 - Pediatric TBI
 - Primary Care and TBI
 - Public Services and TBI in NC
 - Substance Use and TBI
 - Steps to Successful Employment after Brain Injury
- **Trainings are primarily produced by BIANC and funded by DMH/DD/SAS and the federal Administration for Community Living (ACL). Trainings can be accessed at www.bianc.net**

TBI Data Initiatives

- **DHHS has one set of ICD-10 codes used for all TBI data queries**
- **NC Tracks Claims Data Reviews**

Table: People with TBI Diagnosis on Innovations Waiver

Fiscal Year	Count of Clients with TBI on Innovations Waiver	Percent of Clients with TBI on Innovations Waiver	Total Number of Clients on Innovations Waiver
FY2020	560	4.17%	13,434
FY 2021	562	4.15%	13,535

TBI Data Initiatives

- **TBI screening occurs at 5 LME-MCO's.**
- **Acquired Brain Injury (ABI) screening occurs with one Domestic/Intimate Partner Violence program pilot site with plans to expand to additional pilot sites.**
- **TBI SPP Public Health Workforce Grant**
 - **Greater understanding of the type and extent of TBI beneficiary service usage**
 - **Identification of potential gaps in services to inform future service program update(s)**
 - **Identification of potential health disparities for the TBI population**
 - **Inform potential future focus on the improvement of health outcomes**
 - **Improvement in workforce competency in the field of TBI**
 - **Identification of culturally responsive TBI promising and best practices**

NC TBI Waiver

- **The NC TBI Waiver serves individuals who have sustained a Traumatic Brain Injury on or after their 18th Birthday who have ongoing support needs**
- **Individuals must be Medicaid eligible**
- **Individuals must meet one of the two levels of Care included in the TBI Waiver**
 - **Skilled Nursing Facility**
 - **Neurobehavioral**

NC TBI Waiver

- **The initial TBI Waiver serves individuals in Alliance's Four County Area which includes:**
 - **Wake County**
 - **Durham County**
 - **Johnston County**
 - **Cumberland County**
- **As a Model Waiver; the goal of the initial TBI Waiver has been to operationalize a new waiver; serving a new population and to learn from the Pilot**
- **Implementation continues with collaboration between NC Medicaid, DMH/DD/SAS, Alliance Health, DSS, BIAC, BIANC, & Other Stakeholders**

NC TBI Waiver

Some examples of Services included in the NC TBI Waiver:

- **Cognitive Rehabilitation**
- **Life Skills Training**
- **Extended State Plan Allied Health Services**
- **Personal Care**
- **Residential Supports**
- **Supported Employment**
- **Community Networking**
- **Day Supports**
- **Resource Facilitation**
- **Specialized Consultative Services**

NC TBI Waiver

It has been important for the NC TBI Waiver to:

- Share the word about the Waiver to TBI Survivors & their families and providers serving individuals who have experienced TBIs**
- Alliance had to build a Provider Network for the TBI Waiver Beneficiaries and ensure the providers in that network are well trained.**
- Like many waiver populations, the needs of individuals who have experienced a TBI often have some similarities, but needs can also vary widely. Learning what is working is key.**

NC TBI Waiver

Implement all aspects of the waiver and review how the tools are working including:

- **Health and Risk Assessments**
- **Waiver Eligibility Processes**
- **Level of Care Tool**
- **Waiver Definitions**
- **Provider Network Development and Training**
- **Utilization of Services**
- **Unique needs of the TBI Waiver Population including need for services to address Mental Health and/or Substance Use Needs**

Approved Changes to the TBI Pilot Waiver

- **Lower age of Date of Traumatic Brain Injury down from 22 to 18**
 - **Beneficiaries at age 18 often have needs that are more similar to the Adult TBI population than the Innovations population**
 - **Innovations Waitlist**
 - **CAP DA Waitlist (only applicable to some counties)**
- **Change the eligibility requirement to 300% Federal Poverty Line**
 - **Working age adults and resources**

Approved Changes to the TBI Pilot Waiver

Add Supported Living as service definition for the TBI Pilot Waiver

- This service is available through the NC Innovations Waiver**
- Allows individuals to live in their own home and receive supports**
- Promotes Community Inclusion**

A Remote Supports Pilot was initiated in the TBI Waiver in February 2023.

GOAL: Statewide Rollout

- **The goal is to go statewide (all regions) within 5 years**
 - **Work will be done to determine the most appropriate process for statewide roll**
 - **This expansion does not have to be one LME/MCO at a time**

Brain Injury Advisory Council

The purpose of the Brain Injury Advisory Council (BIAC) is:

- To review the nature and cause of traumatic and other acquired brain injuries in North Carolina.**
- Make recommendations to the Governor, the General Assembly, and the Secretary of Health and Human Services regarding the planning, development, funding, and implementation of a comprehensive statewide service delivery system to address the needs of brain injury survivors.**
- There are 33 Council members**
- Council Meets Quarterly.**
- Council Standing Committees--Children and Youth, Public Policy, Service Delivery System and Prevention.**
- DMH/DD/SAS provides administrative support to the Council.**
- A workgroup has been convened and is currently meeting to develop recommendations on changes to Council composition to meet the requirements of the federal Administration for Community Living (ACL) TBI Grant program.**

Brain Injury Resources

- **Brain Injury Association of NC (BIANC)**
 - www.bianc.net
- **North Carolina Department of Health and Human Services (NC DHHS) TBI Program**
 - <https://www.ncdhhs.gov/assistance/disability-services/traumatic-brain-injury>
- **Administration for Community Living (ACL)**
 - <https://acl.gov/programs/post-injury-support/traumatic-brain-injury-tbi>
- **Alliance –TBI Waiver**
 - [Traumatic Brain Injury \(TBI\) - Alliance Health \(alliancehealthplan.org\)](http://alliancehealthplan.org)
- **Center for Disease Control and Prevention (CDC)**
 - <https://www.cdc.gov/traumaticbraininjury/index.html>
- **National Association of State Head Injury Administrators (NASHIA)**
 - www.nashia.org

Questions or Comments?

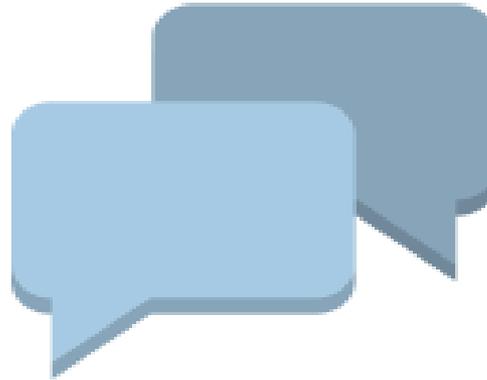
Please reach out to
TBIContact@dhhs.nc.gov

Provider Resources

- **NC Medicaid Enrollment Broker**
 - Website ncmedicaidplans.gov
 - Call Center 833-870-5500
- **NC Medicaid Ombudsman**
 - Website ncmedicaidombudsman.org
 - Phone 877-201-3750 (Monday–Friday, 8 a.m. to 5 p.m.)
- **NC Medicaid Behavioral Health I/DD Tailored Plan**
 - Webpage medicaid.ncdhhs.gov/BehavioralHealth_IDD_TailoredPlan
- **NC Medicaid Transformation**
 - medicaid.ncdhhs.gov/transformation
- **NC Medicaid Help Center**
 - medicaid.ncdhhs.gov/helpcenter
- **Regular Medicaid Bulletins**
 - medicaid.ncdhhs.gov/providers/medicaid-bulletin



Questions and Answers



Comments, questions and feedback are welcome at:

- BHIDD.HelpCenter@dhhs.nc.gov
- Medicaid.Transformation@dhhs.nc.gov

Previous recordings and presentation slides for this webinar series can be found on the Community Engagement and Training webpage:

<https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/councils-and-committees/community-engagement-and-training>