



**NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

## **Update on NC Medicaid Tailored Plans**

**October 6, 2022**

# Tailored Plan Launch Update

**Tailored Plans will now go live on April 1, 2023.**

- **The delayed start will allow Tailored Plans more time to contract with additional providers to support member choice and to validate that data systems are working appropriately.**
- **Some services will still begin on Dec. 1, 2022:**
  - **Tailored Care Management (TCM)**
  - **1915(i) option**
- **Beneficiaries set to receive care through the Tailored Plans will continue to receive behavioral health services, I/DD and TBI supports through their LME/MCO and physical health and pharmacy services through NC Medicaid Direct, just as they do today.**

# Tailored Care Management

**Tailored Care Management (TCM) will launch on Dec. 1, 2022**

- **NC Medicaid and LME/MCOs will work closely with TCM providers to ensure a successful start of the service.**
- **Beneficiaries on the Innovations and TBI waivers will receive TCM and, if they want, can choose their current care coordinator as their TCM provider.**
- **AHEC coaches will continue to provide support to TCM providers through Dec. 1, 2022.**
- **NC Medicaid has published a list of certified TCM providers who are ready to provide TCM service on Dec. 1, 2022. The list is available on the Medicaid website and will be updated as new providers are added [medicaid.ncdhhs.gov/media/11975/download?attachment](https://www.ncdhhs.gov/media/11975/download?attachment)**
- **We will release more details for members and providers soon.**

## **1915(i) Option**

**Services provided through the 1915(i) option will begin on Dec. 1, 2022.**

**These services are to help beneficiaries remain in their communities.**

**NC Medicaid is requesting the following services be approved by CMS under the (i) option:**

- **Respite**
- **Individual and Transitional Supports**
- **Community Living and Supports**
- **Community Transition**
- **Supported Employment**

# Member Resources

- **NC Medicaid Enrollment Broker**
  - Website [ncmedicaidplans.gov](https://ncmedicaidplans.gov)
  - Call Center 1-833-870-5500 TTY: 711 or [RelayNC.com](https://RelayNC.com)  
(Monday–Friday, 7 a.m. to 8 p.m., Saturday, 7 a.m. to 5 p.m.)
  - Tailored Plan webpage [ncmedicaidplans.gov/learn/get-answers/tailored-plan-services](https://ncmedicaidplans.gov/learn/get-answers/tailored-plan-services)
- **NC Medicaid Behavioral Health I/DD Tailored Plan webpage**  
[medicaid.ncdhhs.gov/Behavioral-Health-IDD-Tailored-Plans](https://medicaid.ncdhhs.gov/Behavioral-Health-IDD-Tailored-Plans)
- **NC Medicaid Ombudsman**
  - Website [ncmedicaidombudsman.org](https://ncmedicaidombudsman.org)
  - Phone 877-201-3750 (Monday–Friday, 8 a.m. to 5 p.m.)

# Provider Resources

- NC Medicaid Website [medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid)
  - Includes County and Provider Playbooks
- NC Medicaid Behavioral Health I/DD Tailored Plan webpage [medicaid.ncdhhs.gov/Behavioral-Health-IDD-Tailored-Plans](https://www.ncdhhs.gov/Behavioral-Health-IDD-Tailored-Plans)
- NC Medicaid Tailored Care Management webpage [medicaid.ncdhhs.gov/tailored-care-management](https://www.ncdhhs.gov/tailored-care-management)
- NC Medicaid Help Center [medicaid.ncdhhs.gov/helpcenter](https://www.ncdhhs.gov/helpcenter)
- Practice Support [ncahec.net/medicaid-managed-care](https://ncahec.net/medicaid-managed-care)
  - NC Medicaid Managed Care “Hot Topics” Webinar Series hosted by Dr. Dowler on the first and third Thursday of the month
- Medicaid Bulletins [medicaid.ncdhhs.gov/providers/medicaid-bulletin](https://www.ncdhhs.gov/providers/medicaid-bulletin)

