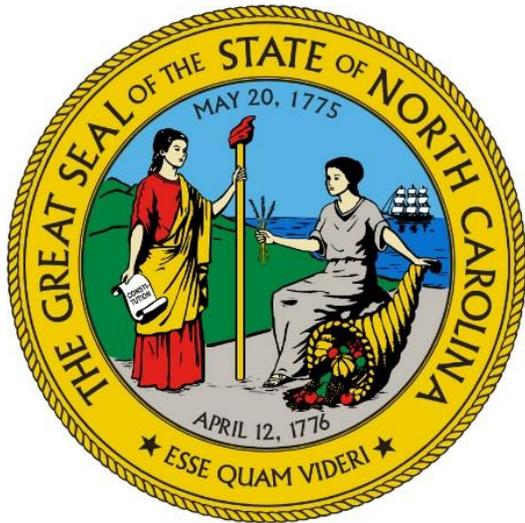




## NC Department of Health and Human Services



## Joint DMH/DD/SUS & DHB Provider Webinar

May 4, 2023



**N.C. Department of Health and Human Services**  
Division of Mental Health, Developmental Disabilities and  
Substance Use Services

## **988 Crisis Line**

**Lisa DeCiantis MA, LCMHC**  
**Crisis Team Lead**

**May 4, 2023**



**MENTAL HEALTH  
AWARENESS MONTH**

# 9-8-8 Suicide and Crisis Lifeline

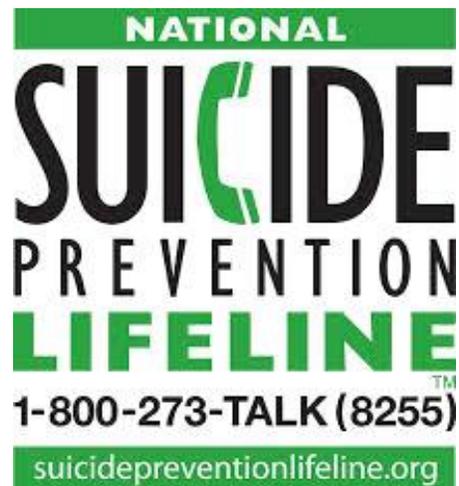
- **July 16, 2022, added ability to dial 9-8-8 to access the National Suicide Prevention Lifeline now known as Suicide and Crisis Lifeline**
- **1-800-273-TALK (8255) will still be active**
- **24-hour access to trained crisis counselors**
- **Assessment will determine the need for further intervention (MCM, EMS, LE, LME/MCO, BHUC, FBC, ED)**
- **Reached through**
  - 988 or 1-800-273-TALK (8255) - call/text
  - 988lifeline.org – chat

# CALL OR TEXT

800-273-8255

**Suicide &  
Crisis  
Lifeline**

988



# 988 Suicide and Crisis Lifeline

- **Vibrant Emotional Health – SAMHSA 988 Administrator**
- **REAL Crisis Intervention, Inc. – NC 988**
  - Providing service statewide since 2012 as suicide lifeline; began 988 operations 7/16/22
  - Single NC Suicide and Crisis Lifeline call center, operating 24/7



# What to expect when you call 988

- **Calls routed to call center based on caller's area code**
  - Message comes on
    - Press “2” Spanish (average 174 per month)
    - Press “1” Veterans line (average 1,893)
    - **Press “3” LGBTQ+ (ages 13 – 24); national pilot; plan to include in 988 media for NC schools**

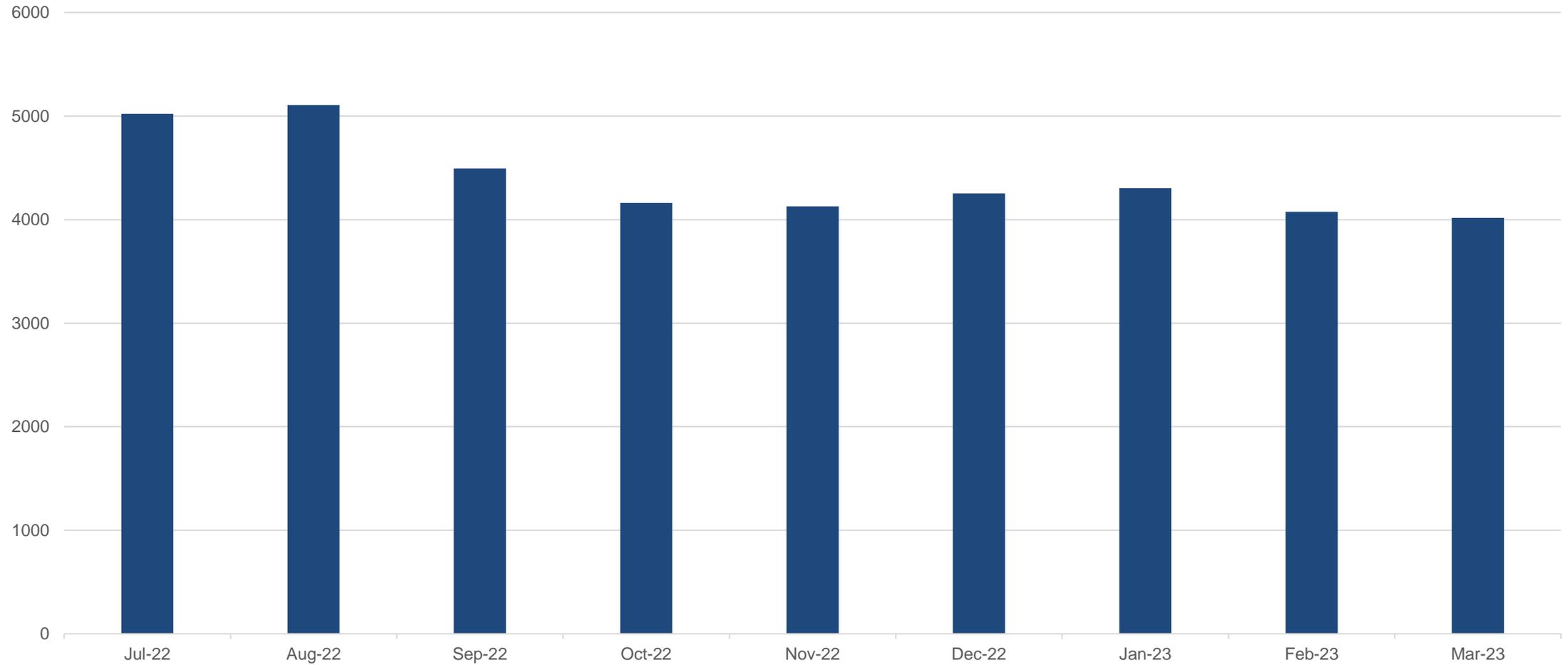
<https://www.thetrevorproject.org/>



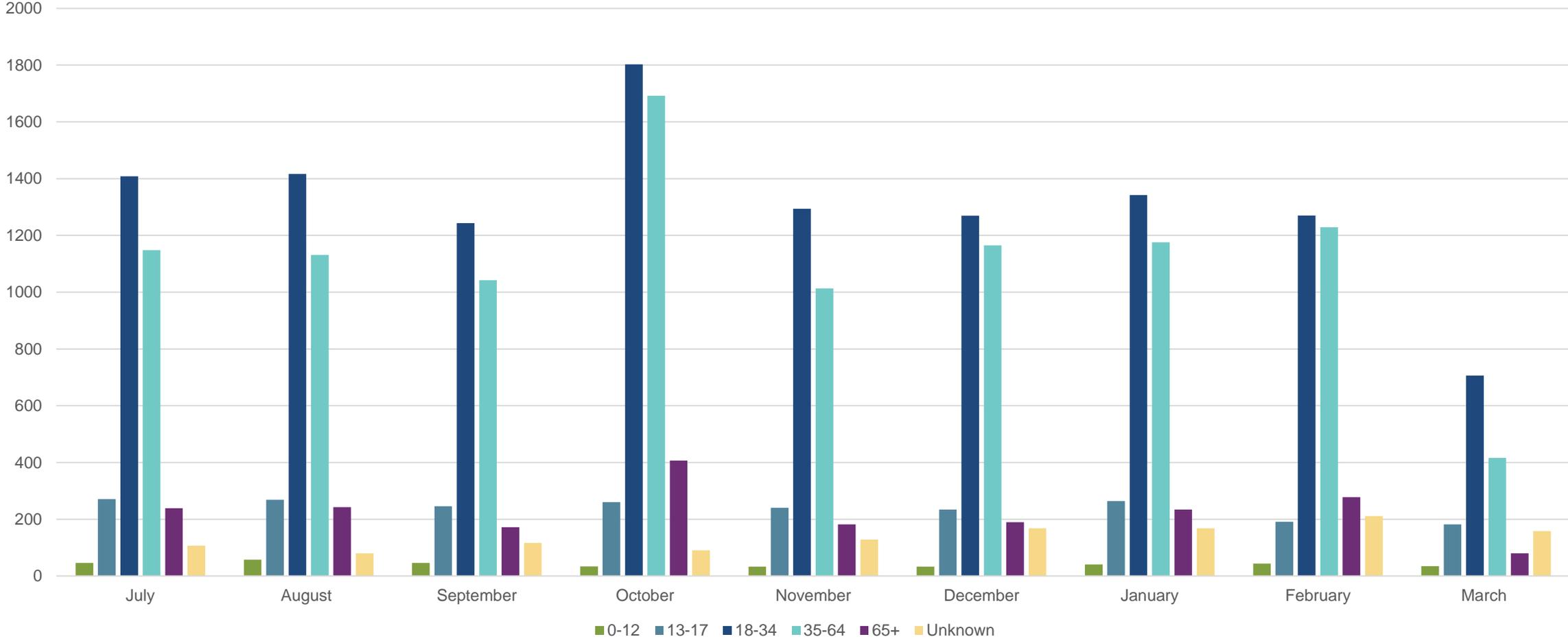
# DHHS Alignment with 9-8-8 and Behavioral Health Response

- **SOMEONE TO TALK TO (Connect)**
  - Crisis Call Center, Peer Warm Line, LME-MCO Access, Hope4NC, Family and Youth Partners
- **SOMEONE TO RESPOND (Dispatch)**
  - Mobile Crisis Team Response, CIT LE/EMS, Integrated Behavioral Health Care, Enhanced Services (ACT, CST MST, IIH), NC START
- **A PLACE TO GO (Stabilize)**
  - Crisis Receiving and Stabilization Services, Behavioral Health Urgent Care, Facility Based Crisis, Peer and Community Respite, ED, Inpatient, Outpatient, Aftercare and Peers
- **PREVENTION / POST-VENTION SUPPORTS**
  - Outpatient, Aftercare and Peers
  - Outreach & Training –ASIST, QPR, CALM, SAVE, PsychArmor,
  - ASK the QUESTION

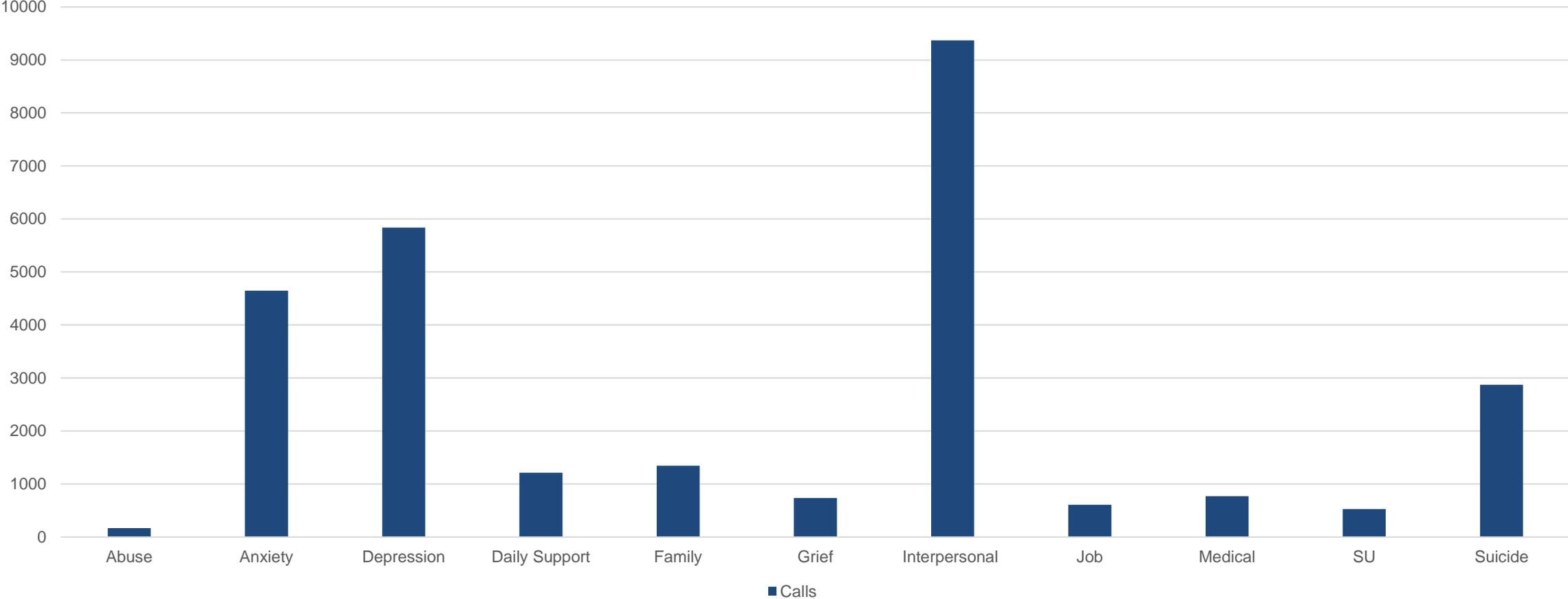
# North Carolina Call Volume



### 988 Age Range of Callers July 2022 - March 2023

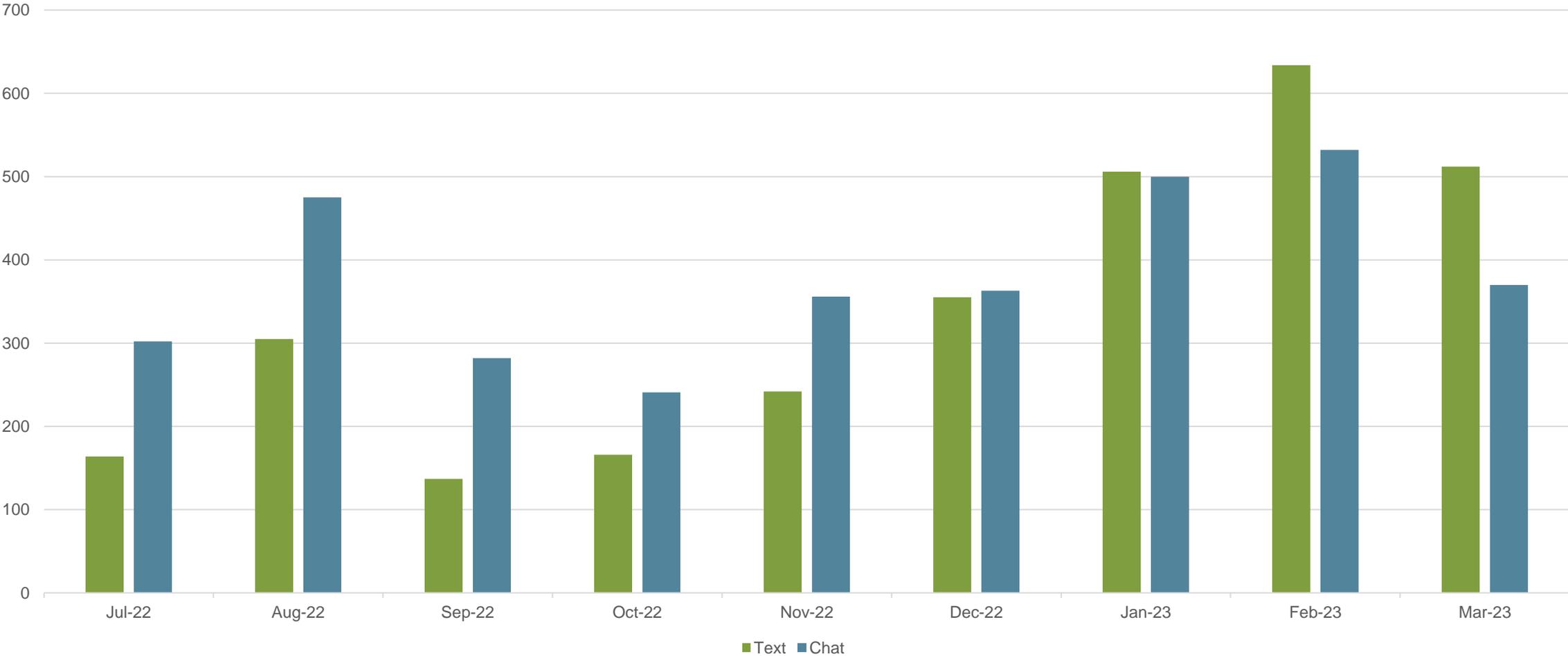


# Reasons for Calling 988



# Chat/Text Volume

NC 988 Text & Chat Volume



# 988 Communications

- **DMH working with CLEAN advertising agency for statewide 988 awareness campaign**
  - Radio, Social Media, Billboards, YouTube
  - Expand campaign through April 2024 with SAMHSA Supplemental Grant
  - Youth/adolescent campaign for 2023-2024 school year
- **Collaborate with DHHS Office of Equity for messaging and information dissemination**



## **Statewide Peer Warm Line RFA**

## RFA: Statewide Peer Warm Line

- Currently no statewide PWL operating 24/7
- Provide a single number to call when in need of peer support (24/7)
- Connection between statewide PWL and 988
- Funding Source: SAMHSA 988 State and Territory Supplemental Funding
- Approved for \$600,000 to fund 12 months

# RFA PWL Requirements

- **Awardee must**

- be a COSP or plan to become within 6 months of award
- utilize have Certified Peer Support Specialists
- offer follow-up
- refer to higher level intervention as appropriate (988, etc.)
- Weekly coordination call with REAL (988) and DMH
- Data collection

- **DMH will provide**

- funding up to 1 year
- support and technical assistance

**NC 988**

- **Grant year 1 ended 4/29/2023**
  - **Data reported to SAMHSA**
    - 44,113 individuals screened for mental health
    - 15,470 referrals given for services
    - 8,840 individuals receiving mental health or related services after referral – 57%
- Grant Year 2 has started

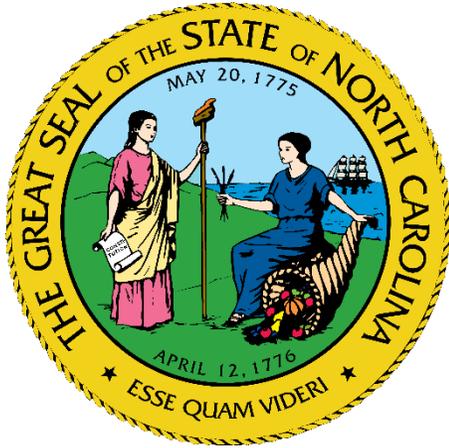


Thank  
You

Lisa DeCiantis

[Lisa.deciantis@dhhs.nc.gov](mailto:Lisa.deciantis@dhhs.nc.gov)

(984)236-5059



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

**NC Medicaid  
Innovations and TBI Waiver 10/1/23  
Amendment Discussion**

**Michelle Merritt  
IDD Consultant**

**May 4, 2023**

## Today's Topics

- **The COVID flexibilities for the 1915(c) waivers, known as Appendix K will end 11/11/23**
- **10/1 Amendments NC Medicaid is working on**
  - NC Innovations Waiver
  - NC TBI Waiver

## What is Appendix K?

- During disasters, where state and/or national states of Emergency are declared, NC Medicaid can request short term flexibilities to be approved related to the 1915(c) waivers.
- The flexibilities are called Appendix K and require approval from NC Medicaid's Federal Partner Centers for Medicare and Medicaid Services (CMS).
- The COVID Appendix K flexibilities have been in place for over 3 years.

## What is Appendix K?

- **The Federal Public Health Emergency (PHE) Declaration is ending 5/11/23. NC Medicaid's Appendix K flexibilities are approved for 6 months after the Federal PHE ends.**
  - **Therefore, the Innovations Waiver and TBI Waiver Appendix K Flexibilities will end 11/11/23.**
  - **The flexibilities that are currently allowed under Appendix K will revert back to the original authority/ approved limits in the Innovations Waiver, Clinical Coverage Policy 8P and the TBI Waiver.**

## **Innovation Waiver Amendment**

- **NC Medicaid is working on an Amendment to the Innovations Waiver for 10/1/23**
  - **The Amendment is needed to add in language related to Tailored Plan launch and the Tailored Plans administration of the Innovations Waiver.**
  - **NC Medicaid plans to request some Appendix K Flexibilities be permanently added to the Innovations Waiver and policy.**
-

## **Innovation Waiver Amendment**

**Flexibilities NC Medicaid anticipates requesting be made a permanent part of the Innovations Waiver Service array**

- **Home Delivered Meals**
  - **Remove the requirement for beneficiary to attend the Day Supports provider once per week.**
  - **Direct care services may be provided in a hotel, shelter, church, or alternative facility-based setting or the home of a direct care worker because of COVID-19-related issues.**
-

## **Innovation Waiver Amendment**

**Flexibilities NC Medicaid anticipates requesting be made a permanent part of the Innovations Waiver Service array continued:**

- **Real-time, two-way interactive audio and video telehealth for the following services:**
  - **Community Living Supports**
  - **Day Supports**
  - **Supported Employment**
  - **Supported Living**
  - **Community Networking**

## **Innovation Waiver Amendment**

**NC Medicaid anticipates requesting the following flexibilities to be permanent of the Innovations Waiver service array continued:**

- **Parents of beneficiaries who are minors will be able to provide Community Living and Supports (CLS), if the beneficiary meets criteria as having an exceptional need**
  - **What qualifies as being an exceptional need is still being determined. Considerations for exceptional need definition includes having the highest SIS Level.**

# Innovations and TBI Waiver 10/1/23 Amendments

## Additional changes:

- **Changes for the Innovation Waiver include:**
  - **Community Navigator Service Definition will be amended to be only available for Innovation's Beneficiaries who Self-Direct their services.**
    - This is because the other parts of the Community Navigator role are duplicative of Tailored Care Management.
  
- **Changes for the TBI Waiver include:**
  - **Resource Facilitation will be removed from the TBI Waiver.**
    - This is because the other parts of the Community Navigator role are duplicative of Tailored Care Management.

## **TBI Waiver Amendment**

**Flexibilities NC Medicaid anticipates requesting be made a permanent part of the TBI Waiver Service array:**

- **Home Delivered Meals**
  - **Waive requirement for beneficiary to attend the Day Supports provider once per week.**
  - **Direct care services may be provided in a hotel, shelter, church, or alternative facility-based setting or the home of a direct care worker because of COVID-19-related issues.**
-

## **TBI Waiver Amendment**

**Flexibilities NC Medicaid anticipates requesting be made a permanent part of the TBI Waiver Service array continued:**

- **Real-time, two-way interactive audio and video telehealth for the following services:**
    - **Life Skills Training**
    - **Cognitive Rehabilitation**
    - **Day Supports**
    - **Supported Employment**
    - **Supported Living**
    - **Community Networking**
-

# TBI Waiver Amendment

**NC Medicaid anticipates requesting the following flexibilities to be permanent of the TBI Waiver service array continued:**

- **Relatives of TBI Waiver Beneficiaries will be allowed to provide**
  - **Life Skills Training**
  - **Personal Care**
  - **Note- Relatives must be employed by a provider agency in order to provide Life Skills Training or Personal Care. Relatives providing services will complete provider hiring requirements and all needed TBI Waiver service documentation. Provider Agencies will complete needed billing for the approved services provided by the relative to ensure payment for provided authorized services.**

## Next Steps

- **NC Medicaid will be posting both the Innovations and TBI Waiver Draft Amendments for 30 days**
- **Comments will be reviewed and considered**
- **We appreciate the feedback and suggestions regarding the waivers**

**Note- the NC Innovations is approved on a 5 year cycle and is set to be renewed for 7/1/2024**

- **Changes that are not made for the 10/1 Amendment can be considered for the 7/1/2024 Innovations Renewal. There will be stakeholder engagement and a public posting of the Draft Renewal document.**
-

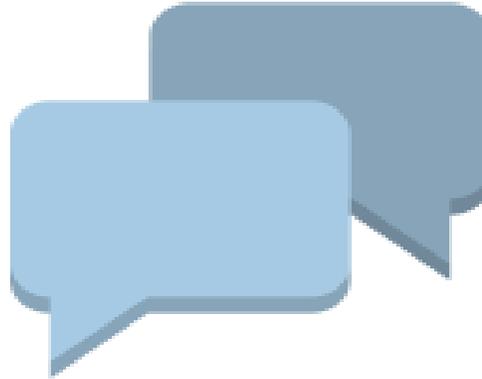
**Please share any feedback or Comments you want us to consider regarding the 10/1 Innovations and TBI Waiver Draft Amendments in the chat or email**

[Medicaid.WaiverComment@dhhs.nc.gov](mailto:Medicaid.WaiverComment@dhhs.nc.gov)

**We will also have information go out through various channels including DMH's listserv, sharing the links to the Draft Amendments when they are posted for public comment so you can have a chance to review and share your feedback.**

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# Questions and Answers



**Comments, questions and feedback are welcome at:**

- [BHIDD.HelpCenter@dhhs.nc.gov](mailto:BHIDD.HelpCenter@dhhs.nc.gov)
- [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@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>

# Provider Resources

- **NC Medicaid Enrollment Broker**
  - Website [ncmedicaidplans.gov](https://ncmedicaidplans.gov)
  - Call Center 833-870-5500
- **NC Medicaid Ombudsman**
  - Website [ncmedicaidombudsman.org](https://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](https://medicaid.ncdhhs.gov/BehavioralHealth_IDD_TailoredPlan)
- **NC Medicaid Transformation**
  - [medicaid.ncdhhs.gov/transformation](https://medicaid.ncdhhs.gov/transformation)
- **NC Medicaid Help Center**
  - [medicaid.ncdhhs.gov/helpcenter](https://medicaid.ncdhhs.gov/helpcenter)
- **Regular Medicaid Bulletins**
  - [medicaid.ncdhhs.gov/providers/medicaid-bulletin](https://medicaid.ncdhhs.gov/providers/medicaid-bulletin)

