



NC DEPARTMENT OF
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LME-MCO Joint Communication Bulletin # J415

DATE: May 13, 2022

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

FROM: Sam Hedrick, Senior Advisor ADA
Saraah Waleed, Interim Assistant Director of Programs and Policy, DMH/DD/SAS
Deb Goda, Associate Director, Behavioral Health and IDD, NC Medicaid

SUBJECT: Clarification of Transitions to Community Living In-Reach Function

This bulletin clarifies expectations of the In-Reach function for Transitions to Community Living (TCL). During the height of the COVID-19 pandemic, flexibilities were put in place for all services, including the provision of In-Reach activities which allowed LME-MCOs to perform these services virtually.

It has come to the State's attention that there is extensive, inappropriate, and ongoing use of letters and phone calls to fulfill the In-Reach function. Effective immediately, the following expectations for In-Reach are:

- **Letters are never to be used for In-Reach contact.**
 - Introductory letters to individuals and legal guardians to introduce TCL and the role of the In-Reach Specialist may still be captured in the TCL Database.
 - These letters are not considered an In-Reach contact.
- **Phone calls**

Phone calls are permitted for introductions, scheduling visits and informal conversations, *but are not considered an In-Reach contact.*

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NC MEDICAID • DIVISION OF HEALTH BENEFITS

LOCATION: 1985 Umstead Drive, Kirby Building, Raleigh, NC 27603
MAILING ADDRESS: 2501 Mail Service Center, Raleigh, NC 27699-2001
www.ncdhhs.gov • TEL: 919-855-4100 • FAX: 919-715-9451

**DIVISION OF MENTAL HEALTH, DEVELOPMENTAL
DISABILITIES AND SUBSTANCE ABUSE SERVICES**

MAILING ADDRESS: 3001 Mail Service Center, Raleigh, NC 27699-3001
www.ncdhhs.gov • TEL: 984-236-5000 • FAX: 919-508-0951

The spirit of In-Reach is based on building relationships through communication and engagement. **The following activities are not considered In-Reach:**

- Leaving voice mails
- Talking only to facility staff or providers to do “check ins”
- Making appointments or referrals for the individual
- Staffing meetings with supervisors or teams when the individual or guardian is not present
- Talking with natural supports that are not legal guardians
- Making an attempted phone call
- Making an attempted on-site/face-to-face visit
- Completing paperwork when the individual or legal guardian is not present

The Settlement Agreement defines In-Reach as “frequent education efforts targeted to individuals in adult care homes and State psychiatric hospitals. In-Reach includes providing information about the benefits of supported housing; facilitating visits in such settings; and offering opportunities to meet with other individuals with disabilities who are living, working and receiving services in integrated settings, with their families, and with community providers.” In-Reach requires face-to-face interaction, so peers can engage with each individual and establish rapport.

If you have any questions, please contact Tamara Smith, PhD at 984-236-5153 or tamara.smith@dhhs.nc.gov

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

cc: Kody Kinsley, NC DHHS
Dave Richard, NC Medicaid
Jay Ludlam, NC Medicaid
Sam Hedrick, DHHS Senior Advisor ADA
Lisa Corbett, DHHS General Counsel
Deepa Avula, DMH/DD/SAS
Karen Burkes, DSOHF
Joyce Massey Smith, DAAS
NC Medicaid Leadership Team
DMH/DD/SAS Leadership Team
Marti Knisley, Technical Assistance Collaborative