



NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

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for Health

DAVE RICHARD • Deputy Secretary for NC
Medicaid

MEMORANDUM

DATE: February 9, 2023

TO: Student Services Directors, Exceptional Children Directors, School-based Behavioral Health Stakeholders

FROM: Chameka Jackson, Senior Program Manager for Population Health, NC Medicaid

Lauren Holahan, Coordinator for State Systemic Improvement Plan and Medicaid, NC
Department of Public Instruction

SUBJECT: Opportunity for Public School Units to Collaborate with Medicaid Tailored Care Management

On December 1, 2022, the North Carolina Department of Health and Human Services (NCDHHS) launched Tailored Care Management, a specialized, integrated care management model for Medicaid beneficiaries with a serious mental illness (SMI), a serious emotional disturbance (SED), a severe substance use disorder (SUD), an intellectual/developmental disability (I/DD), or those who are receiving services for a traumatic brain injury (TBI).

Tailored Care Management is designed to promote whole-person care, foster high-functioning integrated care teams, and drive toward better health outcomes. Through Tailored Care Management, beneficiaries will have a single designated care manager supported by a multidisciplinary care team to address their physical health, behavioral health, intellectual/developmental disability (I/DD), pharmacy, long-term services and supports (LTSS), and unmet health-related resource needs. Individuals can obtain Tailored Care Management through primary care providers certified as an Advanced Medical Home Plus (AMH+), behavioral health/ I/DD /TBI providers certified as a Care Management Agency (CMA), or a care manager based at a Local Management Entity/Managed Care Organization (LME/MCO).

NCDHHS recognizes that children enrolled in Tailored Care Management may also be recipients of school-based services provided by public school units (PSUs) under Individualized Education Programs, 504 plans, Individual Health Plans, Behavior Intervention Plans, and/or other school-based supports. To that effect, it is important that PSU staff understand their role as potential member of the Child and Family Team (CFT), a group consisting of a child/youth receiving services, parent/caregiver/guardian, and other community supports, including education, as determined by the child/youth and/or their parent/caregiver/guardian. The CFT is responsible for creating, implementing, and updating an individualized child and family plan on the child/youth's needs. Tailored Care Management enrollment will not impact PSUs access to fee-for-service Medicaid reimbursement under LEA Policy 10-C.

Effective, integrated and well-coordinated care management depends on care team members having the ability to efficiently exchange member health information and use that information to monitor and respond to medical and nonmedical issues that could impact beneficiaries. As member(s) of a child's CFT, relevant PSU staff can expect to be invited to CFT meetings at least once every 30 days, as well as engage with care managers who are seeking to collaborate to ensure needed individualized support and services, including school-related services, are in place for the members they serve.

For additional information, please see the [Tailored Care Management webpage](#).

Email questions or comments to medicaid.tailoredcaremgmt@dhhs.nc.gov.