

Caldwell County Board of Commissioners

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What is a Tailored Plan?

North Carolina must move NC Medicaid to managed care.
The launch of Standard Plans was the first step. Tailored Plans began July 1, 2024.
Tailored Plans cover the same services that you get from NC Medicaid Direct.



Tailored Plans are designed to put you first

That means looking at you as a whole person, all of you!



All your health needs met in one plan

With a Tailored Plan, your physical, mental, severe substance use, intellectual/developmental disability or traumatic brain injury needs are not separate.



Support from Tailored Care Managers

Tailored Care Managers help you get the medical or specialized care you need. They can help schedule your medical appointments, arrange transportation, and more.



July 1 Launch

What is a Tailored Plan and Vaya Total Care?

What is a Tailored Plan?

Tailored Plans are a new kind of NC Medicaid Managed Care health plan. They cover mental health, severe substance use, I/DD, TBI and prescriptions in one plan.

If NC Members had Medicaid Direct services for these needs,
NC Medicaid plan may be moved to a Tailored Plan. The name is changing, but the services are not.



Serious Mental Illness (SMI)



Severe Substance Use Disorders (SUD)

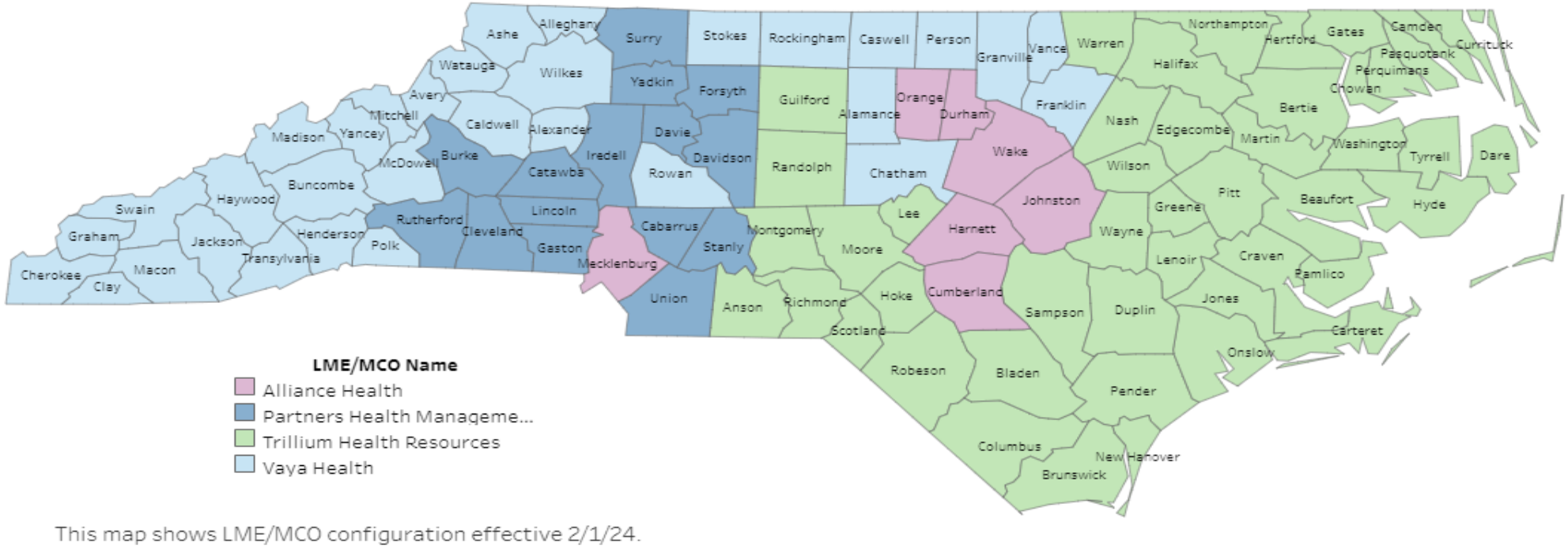


Intellectual/ Developmental Disabilities (I/DD)



Traumatic Brain Injuries (TBI)

Who Manages Tailored Plans?



This map shows LME/MCO configuration effective 2/1/24.

Tailored Plan Management

How do people know which Tailored Plan they are in?

A letter was mailed in mid-April. It informed Members which Tailored Plan they are in. The Plan is assigned based on the county where one gets their Medicaid benefits.

There is only one Tailored Plan per County.

The assigned Tailored Plan is based on the county that manages the Medicaid benefits for the Member. You cannot choose a different Tailored Plan.

What's new?

Providers must be in-network

Providers (doctors and specialists) must be in the Tailored Plan's network (also called "in-network") to be covered.

Members must choose a new PCP if not in-network

If Member's don't choose a PCP that's in Tailored Plan's network, one will be assigned. You can change it until January 31, 2025.

More covered services

If Member to move from a Standard Plan (Healthy Blue, AmeriHealth Caritas, Carolina Complete, UnitedHealthcare or WellCare), they will get more services covered than they do now.

What's staying the same?

Each plan covers the same services as before

This includes I/DD, TBI, mental health, severe substance use, and care management services.

Waitlist members keep their spots

Innovations and TBI Waiver members keep their slots. People who are waitlisted keep their spots, too.

Same Tailored Care Manager as the one you have now

Members have access to a Tailored Care Manager, who can help get the health services a Member needs. If they have one now, they won't change.

Services offered **by Tailored** Plans

If a Member opts out of Tailored Plans, these services are not paid for by other NC Medicaid Managed Care health plans.

Here are some examples:

- Child and adolescent day treatment services
- Intensive in-home services
- Multi-systemic therapy services
- Psychosocial rehabilitation
- Residential treatment facility services
- Community living and supports (specific to I/DD & TBI)
- Supported employment (available to I/DD, TBI, and behavioral health)
- Respite (specific to I/DD, TBI, serious emotional disturbance and severe SUD)
- State-funded behavioral health, I/DD, and TBI services

Vaya Total Care: What's New for Members?

- New Vaya Total Care ID card with PCP listed on card
- How Members can get information:
  - Behavioral Health Crisis line
  - Member & Recipient Services line
  - Pharmacy line
  - Nurse line
  - How to schedule non-emergency Medicaid transportation
- Information in Handbook and Welcome Packet on additional supports

Vaya Total Care: Supports for Members

- Vaya Total Care Perks for Plan Members- VTC Perks are designed to support Members with a variety of health and wellbeing outside of services they receive. Perks for eligible Members may include:
  - Wellness Perks: Home delivered meals for Members being discharged from qualifying hospital care, Voucher for WW (Weight Watchers) mobile app subscriptions and gift cards for Covid-19 and flu vaccines.
  - Pregnancy Perks: Breast pumps and lactation support.
  - GED Perks: Education vouchers to offer guidance, tutoring, practice tests, test passage guarantee, online community support and ability to earn college credits.

Vaya Total Care: Supports for Members

- Safety Perks: Discount vouchers on home safety and assistance equipment not covered by Medicaid.
- Non-Medical Transportation Perks: Up to 24 trips per year from Modivcare for going to grocery stores/markets, libraries, parks, community activities, business offices and other places to support Member.

- Non-Emergency Medicaid Transportation(NEMT) for Physical and Behavioral Health appointments- VTC will be responsible for Member transportation which can be scheduled by a Care Manager, Provider and/or Member. Scheduling can be done through mobile app, call in number, or on-line scheduler. Transportation vendor is Modivcare.

Vaya Total Care: Supports from Tailored Care Managers

- Arrange your medical appointments
- Find medicine and medical supplies
- Provide support with chronic health issues
- Locate childcare, after school care
- Find housing options and financial help
- Help you join prevention programs
- Find resources for home maintenance and repairs
- Support transitions out of hospital or nursing facilities
- Arrange transportation

Healthy Opportunities Pilot

The federal government authorized up to $650 million for five years in state and federal Medicaid funding to test evidence-based, non-medical interventions designed to improve health outcomes and reduce health care costs for a subset of Medicaid enrollees. Who is Eligible for the HOP?

- Be enrolled in a Vaya Total Care Health Medicaid Health Plan.
- Have at least one qualifying physical or behavioral health condition and one qualifying social risk factor.
- Live in one of the following counties: Avery, Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Transylvania, Swain, and Yancey.

Healthy Opportunity Pilot Supports

Impact Health is the Administering Agency working with a variety of community-based organizations to deliver these supports.

Housing Supports: Tenancy supports and sustaining services, housing quality and safety improvements and one-time securing home payment.

Food Supports: Healthy food boxes, medically tailored meals, linkage to nutrition programs and counseling/coaching on nutrition & cooking.

Transportation Supports: Linkage to existing public transit and payment for transit to access Pilot supports.

Toxic Stress & Interpersonal Violence Supports: Linkage to legal services for interpersonal violence issues, evidence-based parenting support programs and evidence-based home visiting programs.



THANK YOU