



Behavioral Health Intellectual and Developmental Disability (I/DD) Tailored Plans Frequently Asked Questions (FAQ)

November 13, 2020

This document provides answers to some common questions about Behavioral Health I/DD Tailored Plans as well as an overview of NC Medicaid's transition to Managed Care.

How is NC Medicaid Changing?

- North Carolina is changing how most beneficiaries receive Medicaid services.
- Beginning July 1, 2021, most beneficiaries will get the same Medicaid services, but in a new way—through health plans as part of NC Medicaid Managed Care:
 - **Standard Plans** will provide integrated physical health, behavioral health, pharmacy, long-term services and supports, and address unmet health related resource needs to the majority of Medicaid beneficiaries, as well as programs and services that address other unmet health resource needs.
 - **Behavioral Health I/DD Tailored Plans** will provide the same services as Standard Plans, but will also provide additional specialized services that serve individuals with significant behavioral health conditions, I/DDs, and traumatic brain injury (TBI) as well as people utilizing state-funded and waiver services.
 - **The Eastern Band of Cherokee Indians (EBCI) Tribal Option** is a managed care option for federally recognized tribal members and other individuals eligible to receive Indian Health Services.

When are these changes happening?

- Standard Plans and the EBCI Tribal Option are scheduled to go live on July 1, 2021.
- Behavioral Health I/DD Tailored Plans are scheduled to go live on July 1, 2022.

How do these changes impact Medicaid and NC Health Choice beneficiaries?

- Not everyone will receive their health care through a health plan, but most people will receive Medicaid health care through health plans once all plans launch.
- People who do not get Medicaid through Standard Plans or the EBCI Tribal Option when they launch on July 1, 2021 will continue to get the same Medicaid services they receive now through “NC Medicaid Direct” and their current Local Management Entity-Managed Care Organization (LME/MCO), as applicable.

- Once Behavioral Health I/DD Tailored Plans launch on July 1, 2022, most people who receive services through NC Medicaid Direct and LME/MCOs will transition to Behavioral Health I/DD Tailored Plans. Others may be eligible for Standard Plans or continue to receive services through NC Medicaid Direct.
- People who do not get Medicaid health care through health plans will continue to receive health care through NC Medicaid Direct.

Behavioral Health I/DD Tailored Plan Eligibility & Enrollment

- Individuals who need certain services to address an intellectual/developmental disability (I/DD), traumatic brain injury (TBI), serious mental illness, serious emotional disturbance, or severe substance use disorder may be eligible to enroll in a Behavioral Health I/DD Tailored Plan.
- If a person enrolled in another plan believes they may be eligible for a Behavioral Health I/DD Tailored Plan or needs services only provided by a Behavioral Health I/DD Tailored Plan, they may request a review of their eligibility by filling out a form, or asking their provider to fill out a form—these forms will be available at a later time.
- Regardless of which plan an individual chooses, their Medicaid eligibility will not be impacted.

Behavioral Health I/DD Tailored Plan Benefits & Coverage

- Like Standard Plans, Behavioral Health I/DD Tailored Plans will offer physical and behavioral health services, certain long-term services and supports, pharmacy benefits, and address unmet health related resource needs.
- Behavioral Health I/DD Tailored Plans will also cover additional services that are targeted toward individuals with more severe behavioral health, TBI, and I/DD needs. A few examples of services covered only by Behavioral Health I/DD Tailored Plans include:
 - More intensive mental health and substance use services (e.g., Assertive Community Treatment (ACT));
 - Intermediate care facilities for individuals with intellectual disabilities (ICF/IID);
 - Innovations, TBI, and (b)(3) waiver services; and
 - State-funded behavioral health and I/DD services.¹
- Regardless of which plan an individual chooses, their Medicaid eligibility will not be impacted.
- If a person enrolled in another plan believes they may be eligible for a Behavioral Health I/DD Tailored Plan or needs services only provided by a Behavioral Health I/DD Tailored Plan, they may request a review of their eligibility by filling out a form, or asking their provider to fill out a form—these forms will become available in March 2021.

Behavioral Health I/DD Tailored Plan Care Management

¹ State-funded services are *not* Medicaid services and are *not* considered entitlements—this means that funding is limited, and services are not available for everyone who may qualify.

- Behavioral Health I/DD Tailored Plans will offer robust care management—called Tailored Care Management.
- Tailored Care Management will be:
 - Available to nearly everyone who is enrolled in a Behavioral Health I/DD Tailored Plan;²
 - Community-based, with requirements for frequent in person contacts between enrollees and care managers;
 - Focused on the whole person, incorporating physical health, behavioral health, I/DD, and pharmacy services, and addressing unmet health related resource needs; and
 - In place to support the member through his/her entire enrollment in the Behavioral Health I/DD Tailored Plan. Care management will not be episodic.

What are the next steps with the Behavioral Health I/DD Tailored Plans?

- NCDHHS issued a Request For Applications (RFA) on November 13, 2020 to determine which LME/MCOs will be awarded a contract to operate as a Behavioral Health I/DD Tailored Plan.
- LME/MCOs will respond to the RFA based on the regions they serve on the date of issuance (11/13/20).
- NCDHHS will award no more than seven and no fewer than five regional Behavioral Health and I/DD Tailored Plan contracts and will not award any statewide tailored plan contracts.³
- The RFA outlines Behavioral Health I/DD Tailored Plan contract obligations, requirements, and application questions that the LME/MCOs must respond to about how they will meet the requirements outlined in the contract.
- NCDHHS expects to award Behavioral Health I/DD Tailored Plan contracts by early Summer 2021.

Who can I get more information?

- More information is available on the [Medicaid Transformation web page](#) and the [Behavioral Health I/DD Tailored Plan web page](#)
- Email NC Medicaid at Medicaid.Transformation@dhhs.nc.gov
- Call the Medicaid Contact Center at **888-245-0179**

² Tailored Care Management is not available to beneficiaries who get similar services through an Assertive Community Treatment (ACT) team, intermediate care facilities for individuals with intellectual disabilities (ICF-IID) high-fidelity wraparound program, or the Care Management for At-Risk Children program.

³ As stipulated by state legislation. Behavioral Health I/DD Tailored Plans regions may change from those that LME/MCOs' currently serve