



Transforming Lives. Building Community Well-Being.

Tailored Plan vs Tailored Care Management | Tip Sheet

WHAT IS IT?

The Tailored Plan	Tailored Care Management
<p>The Tailored Plan¹ is an <u>integrated health plan</u> also known as the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan. With the transition of NC Medicaid to NC Medicaid Managed Care,² the Tailored Plan,¹ is a publicly owned health plan and who coordinates services for physical and behavioral health needs. There are 6 publicly-owned organizations (LME/MCOs) in North Carolina who will serve as “Tailored Plans” for different regions of the state upon Tailored Plan launch³. Trillium, is a Tailored Plan who will deliver and oversee Tailored Care Management.</p>	<p>Tailored Care Management⁹ (TCM) is a part of the Tailored Plan which is administered by LME/MCOs but different than the Tailored Plan. TCM is a <u>service</u> that provides integrated care for the “whole person” to help meet all aspects of a person’s needs from behavioral health, physical health, pharmacy, traumatic brain injuries (TBIs), long-term services and supports (LTSS), and unmet health-related needs. People who receive TCM have a designated Tailored Care Manager who can help develop a care plan, coordinate support with a multi-disciplinary care team, support members during a transition, and provide ongoing support, engagement, and follow-up.⁹</p>

Who is it for?

The Tailored Plan	Tailored Care Management
<p>The Tailored Plan serves Medicaid Members¹ with complex needs who experience significant behavioral health disorders such as serious mental illness (SMI), serious emotional disturbance (SED), severe substance use disorders (SUDs), I/DDs, and traumatic brain injuries (TBI’s).⁴ The Tailored Plans offer an extensive set of services serving state-funded recipients,⁵ individuals who are uninsured, regardless of their diagnosis⁶, and individuals in Medicaid Direct⁷ as well as individuals receiving Innovations Waiver.⁸</p>	<p>Medicaid beneficiaries who are eligible for TCM are experience significant behavioral health disorders such as serious mental illness (SMI), serious emotional disturbance (SED), severe substance use disorders (SUDs), I/DDs, and traumatic brain injuries (TBI’s). All Tailored Plan members will be eligible for TCM unless they are receiving a duplicative service.⁵ State-Funded Recipients can also receive TCM through a Trillium Care-Management Coordinator. Trillium maintains a waitlist for state-funded recipients who are waiting to receive Care Management.</p>



Where is it provided?

The Tailored Plan	Tailored Care Management
<p>The Tailored Plans in North Carolina are Trillium Health Resources, Alliance Health, Eastpointe, Partners Health Management, Sandhills Center, and Vaya Health.¹ Trillium partners with providers across eastern North Carolina who offer services at locations in Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, and Washington counties.¹³ More information on where services are provided can be referenced in Trillium’s Benefit Plans and Service Definitions¹⁴ NC Medicaid’s Behavioral Health Clinical Coverage Policies.¹⁵</p>	<p>Trillium and other LME/MCOs,⁹ in addition to provider-based agencies (Care Management Agencies (CMAs) and Advanced Medical Home Plus (AMH+practices)¹⁰ all provide Tailored Care Management support. Trillium and other Tailored Plans have always provided coordinated and managed care like TCM as health plan-based care managers. CMA provider organizations are experienced in serving the eligible populations in different types of Behavioral Health/IDD services and specialties. AMH+ practices are primary care practices who are knowledgeable in providing integrated health services for physical, developmental, and behavioral needs.¹⁰</p>

Where can it be accessed?

The Tailored Plan	Tailored Care Management
<p>Medicaid members who use certain services for their developmental disability, mental illness, traumatic brain injury, or substance use disorder (for example, need access to State-funded or B3 services/1915(i) option, are on Innovations Waiver, OR are on the Innovations waiting list) will continue to get services the way they do today. These individuals will receive a letter where they can follow directions to choose to be served through the Tailored plan and continue receiving services to meet their needs. Members who have been placed on the Standard Plan can also choose to be served by the Tailored Plan if it meets their needs by contacting the Medicaid Enrollment Broker online or by calling 1-833-870-5500.³ Members who are choosing a health plan¹⁶ for the first time or changing their health</p>	<p>All Trillium Tailored Plan members are auto-enrolled in Tailored Care Management except for those who receive a duplicative service. NC-DHHS reviews claims and other data regularly to identify eligibility for Tailored Plan. ⁵ Trillium mailed letters to eligible members that auto-assigned TCM’s and offered the option for members to decide whether they want to receive TCM through Trillium, a Provider-Based Care Manager at a CMA or an AMH+ by changing their assigned TCM, and also the choice to opt-out of TCM.¹¹To download, read, or print the “Tailored Care Management Providers List,” view the counties of service, and service locations, please visit Trillium’s TCM For Providers Webpage.¹² This list will be updated</p>

plan should think about their needs and discuss with their natural supports, PCPs and other service providers.

as new TCM Providers continue to include this service in additional counties. 1-877-685-2415

Tailored Plan and Tailored Care Management Resources

1. [Behavioral Health I/DD Tailored Plans](#)
2. [NC Medicaid Plans](#)
3. [Medicaid Transformation- Tailored Plans](#)
4. [Tailored Plans for Medicaid Members](#)
5. [Tailored Care Management Provider Manual](#)
6. [Tailored Plans for State-Funded Members](#)
7. [Medicaid Direct Services](#)
8. [NC Innovations Waiver](#)
9. [Tailored Care Management](#)
10. [Tailored Care Management for Individuals and Families](#)
11. [Tailored Care Management Medicaid Direct Beneficiaries](#)
12. [Tailored Care Management for Providers](#)
13. [About Trillium Health Resources](#)
14. [Trillium Benefit Plans and Service Definitions](#)
15. [Behavioral Health Clinical Coverage Policies](#)
16. [Tips for Choosing a Health Plan](#)