



VAYAHEALTH

Ashe County Board of Commissioners

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Community Relations Regional Director

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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)

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

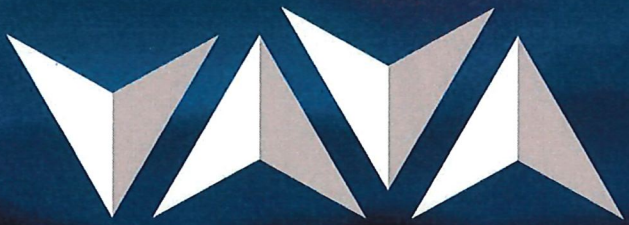
- Vaya Total Care Perks for Plan Members- VTC Perks are designed to support Members with a variety of health and wellbeing outside of services they receive. Perks for eligible Members may include:
 - Wellness Perks: Home delivered meals for Members being discharged from qualifying hospital care, Voucher 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



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**THANK
YOU**