

**Launching the BH/IDD Tailored Plan: The Essentials
Pre-Conference Symposium
December 6, 2022**

10:00 a.m. – 4:00 p.m.



10:00 a.m. Welcome and Introductions
*Ann Rodriquez Executive Director
i2i Center for Integrative Health*

10:10 a.m. Setting the Stage
Overview of Tailored Plan Launch
*David Richard, Deputy Secretary
NC Medicaid*

10:30 a.m. Tailored Care Management – What to Expect
DHHS update on Tailored Care Management Launch and the key metrics they will be tracking in the first 6 months after launch.

Kelly Crosbie, Chief Quality Officer, DHB
Loul Alvarez, Associate Director, Population Health, DHB

11:00 a.m. Medical Homes – Why they Matter
All TP members are enrolled in a Medical Home. What does that mean? Why does it matter? How TCM providers can help make critical connections with the medical home.

Kelly Crosbie, Chief Quality Officer, DHB
Loul Alvarez, Associate Director, Population Health, DHB

12:00 p.m. Lunch Buffet/Visit with Exhibitor

Cardinal Ballroom

1:30 p.m. Quality Measures and Quality Projects– How we will know the Tailored Plan is Working

DHHS will discuss how they will measure outcomes in Tailored Plans and what mechanism are in place to improve quality of care.

Jaimica Wilkins, Deputy Director, Quality and Evaluation, DHB

Beth McDermott, Associate Director of Quality Management, DHB

Jessica Kuhn, Quality Measurement Evaluator, DHB

2:30 p.m. Reimbursement – What to do if you are not Getting Paid

DHHS will discuss key resources at the plans and the value of the provider ombudsman for issue resolution. Additionally, DHHS will discuss updates that have been made to prepare the field for Tailored Plan go-live and assure continuity of services.

Jay Ludlam, Assistant Secretary for Medicaid

3:00 p.m. Break/Visit with Exhibitors

3:15 p.m. Network Adequacy

DHHS will discuss how they will measure: network adequacy, access, and provider experience in Tailored Plans

Sarah Gregosky, Chief Managed Care, DHB

Sam Thompson, Associate Director of Program Evaluation, DHB

3:45 p.m. Open Floor for Final Questions

4:00 p.m. Adjourn/Visit with Exhibitors