

BH/IDD Tailored Plans and Medicaid: Critical Issues Symposium
June 14, 2023 - 12:30 p.m. – 5:30 p.m.
(Lunch 11:15 a.m. - 12:30 p.m.)

- 12:30 p.m. Welcome and Introductions**
Ann Rodriguez Executive Director, i2i Center for Integrative Health
- 12:40 a.m. Setting the Stage - Overview of Tailored Plan Launch**
Jay Ludlam Deputy Secretary, NC Medicaid, NC DHHS
- 1:00 p.m. Tailored Care Management – What to Expect**
Update on Tailored Care Management Launch and the key metrics DHHS will be tracking in the first 6 months after launch.
Kristen Dubay, Chief Population Health, NC Medicaid, NC DHHS
Loul Alvarez, Associate Director, Population Health, NC Medicaid, NC DHHS
- 2:00 p.m. Mitigating Member Harm: Part I**
Understand the Quality Improvement Tool - Root Cause Analysis (RCA), that DHHS will use to identify, understand, and improve the system and avoid member harm.
Carrie Brown, MD, Chief Psychiatrists and Deputy Medical Officer, NC DHHS
Shannon Dowler, MD, Assistant Secretary for Health Access and Chief Medical Officer, NC Medicaid, NC DHHS
Amanda Steeves, MPH, RN, Quality and Patient Safety Manager, Division of State Operated Healthcare Facilities, NC DHHS
- 3:15 p.m. Break**
- 3:30 p.m. Mitigating Member Harm: Part II**
A walk through of how to use the Root Cause Analysis Tool.
- 4:00 p.m. The Intersection of Continuous Coverage Unwinding and Medicaid Expansion**
Understand how these two processes are being implemented in NC and their impact.
Melanie Bush Chief Operating Officer, NC Medicaid, NC DHHS
- 4:45 p.m. Medicaid Leadership Panel: Ask Your Questions**
- 5:30 p.m. Adjourn**

*Lunch Sponsored by Raleigh Oaks Behavioral Health and
Carolina Dunes Behavioral Health*