



LME/MCO Presentation to the Joint Legislative Oversight Committee on Medicaid

April 2, 2024



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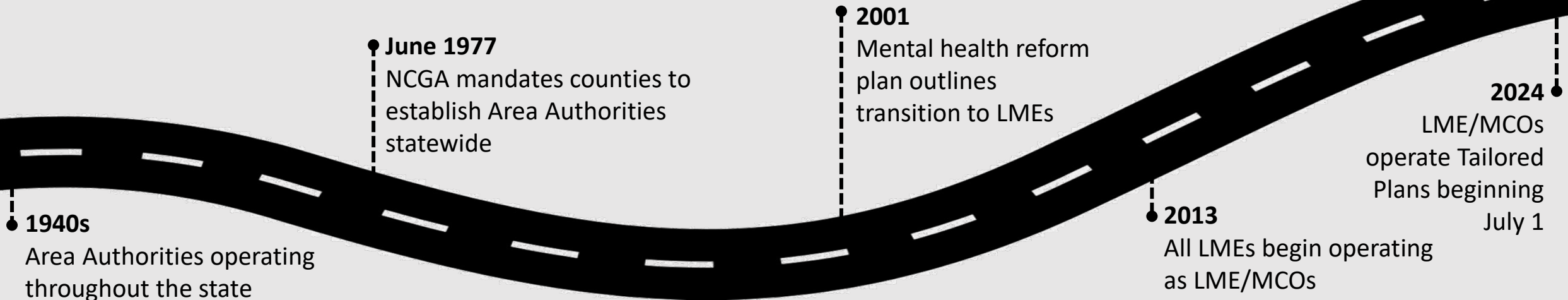
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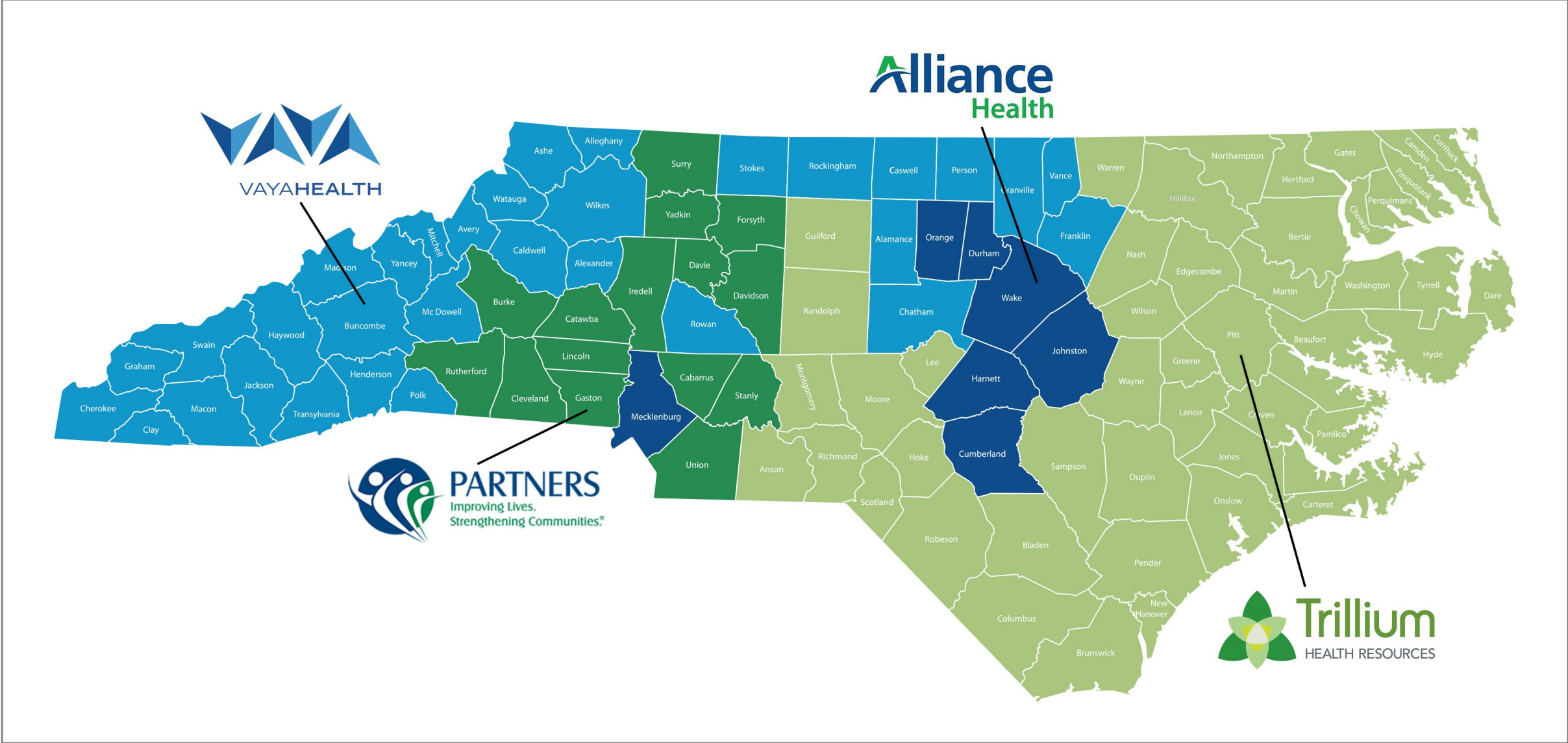
Local Management Entities/ Managed Care Organizations (LME/MCOs)

- Presently, the four LME/MCOs manage mental health, intellectual/ developmental disabilities, substance use disorder, and traumatic brain injury services for the state's Medicaid and uninsured populations.
- Public entities that operate like private insurance for public purpose.
- Mix of Medicaid, state, federal block grant, and county dollars.

EFFECTIVELY OPERATING THROUGHOUT THE 20TH CENTURY & BEYOND



LME/MCO counties served (as of February 1, 2024)



We Believe

- The unique North Carolina public system of care for people with behavioral health, I/DD, and TBI needs should be preserved.
- LME/MCOs are best suited to manage care for this complex population
LME/MCO governance should include county representation to ensure local accountability.
- Communities are best served by local staff who understand the needs and distinctive characteristics of each county.

Nothing About Us, Without Us = consumer voice and perspective is vital

LME/MCO Future State – Tailored Plans

Tailored Plans go-live on July 1, 2024

Designed for individuals with:

- Complex behavioral health diagnoses, including serious mental illness & substance use disorders
- Intellectual and developmental disabilities (I/DD)
- Traumatic brain injury (TBI)

By the numbers

On July 1:

- The four LME/MCOs will serve over 540,000 Medicaid-eligible and approximately 86,000 state or county-funded individuals annually.
- Members will continue to receive their services and providers will be paid.
- Collectively responsible for managing over \$7.3 billion in taxpayer funds.

Tailored Plan Readiness

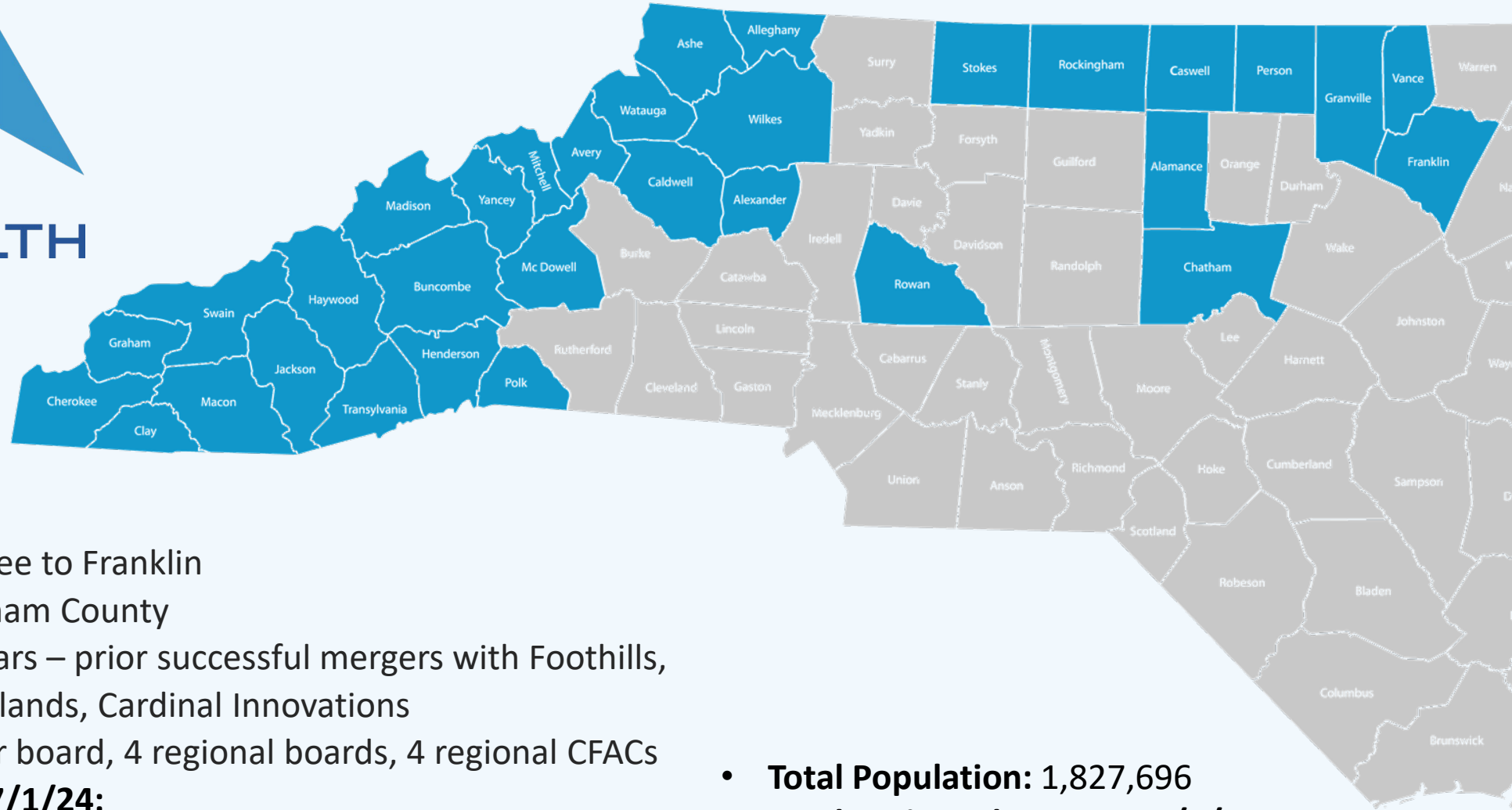
All four LME/MCOs are:

- ✓ Meeting or exceeding the expectations to maintain continuity of care
- ✓ Meeting network adequacy standards
- ✓ Financially solvent
- ✓ Prepared to continue to pay claims timely
- ✓ Hiring and have hired staff for Tailored Plan operations

Working Together

- Our goal is to make the system accountable and easy to use for members and providers.
- Each LME/MCO serves a unique region and is focused on community needs.
- We know the system needs more standardization to minimize provider burden and align what's working well statewide.
- We are currently and will continue to coordinate with local, regional and state systems, and stakeholder organizations and associations.
- It is vital for us to speak with one voice to the legislature and NCDHHS.

**Together, we formed the
North Carolina Association for Public Community Health Plans**



- 32 counties from Cherokee to Franklin
- Recently added Rockingham County
- Operating for over 50 years – prior successful mergers with Foothills, New River, Western Highlands, Cardinal Innovations
- **Governance:** 21-member board, 4 regional boards, 4 regional CFACs
- **Projected Membership 7/1/24:**
 - TP Medicaid enrollment – **36,500**
 - Medicaid Direct enrollment – **73,030**
 - State-funded recipients – **16,316**

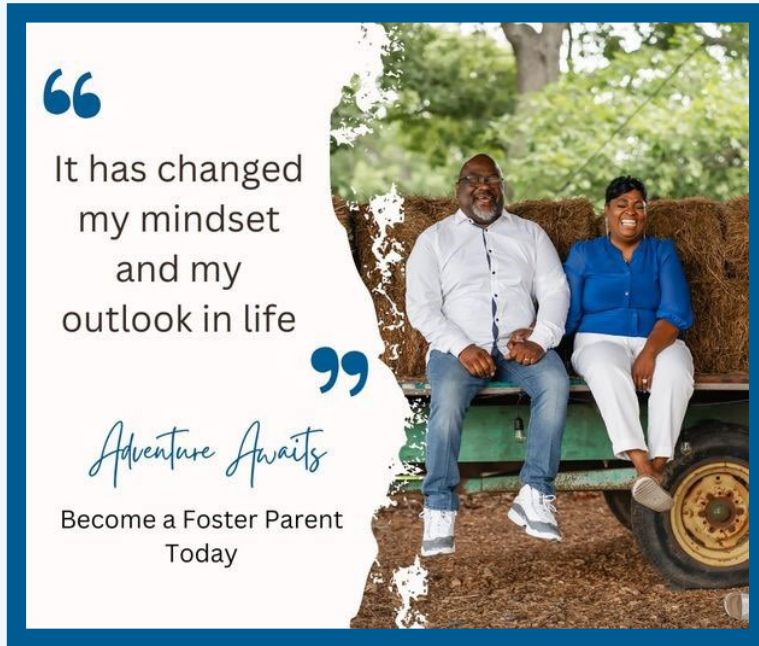
- **Total Population:** 1,827,696
- **Total Projected Revenue 7/1/24:** \$1.35B
- **Medical Loss Ratio:** 92%
- **Medicaid Treatment Ratio:** 87.4%

Building a Statewide Network



- **Community reinvestment (FY23) = \$32.8M**
- **Contracted providers as of 3/27/24:**
 - **74** hospital/health systems that provide care in **158** locations
 - Primary care practices: **15,672**
 - Specialists: **10,950**
 - Behavioral health: **1,442** provider entities that translate to **9,395** sites of care
 - Innovations/IDD/TBI: **328**
- **Expanding access to crisis care**

Strengthening our Communities



Pathways to Permanency Project (collaboration with Benchmarks)

- Improve outcomes for child welfare-involved youth and provide a clear, supportive path on their journey to permanency
- Reps from Vaya, local DSS offices, BH providers, and families met regularly to create feasible, sustainable solutions to real issues
- Co-developed peer-to-peer (P2P) materials available for anyone through Vaya's website

Adventure Awaits campaign (Jan. 16 – Feb. 29, 2024)

- [WLOS coverage](#)
- 932 social media posts with a reach of 533,268 people

Community Transition Programs

- Vaya is the statewide leader for the Transitions to Community Living (TCL) program, recognized by the Independent Reviewer in the 2023 annual report

129 MFP* transitions • **1,111** TCL transitions • **12** DAC* referrals



*MFP: Money Follows the Person project / *DAC: Department of Adult Corrections community re-entry



PARTNERS

Improving Lives.
Strengthening Communities.

**15 counties from Rutherford to Forsyth
and from Surry to Union.**

Total population: 2,246,820

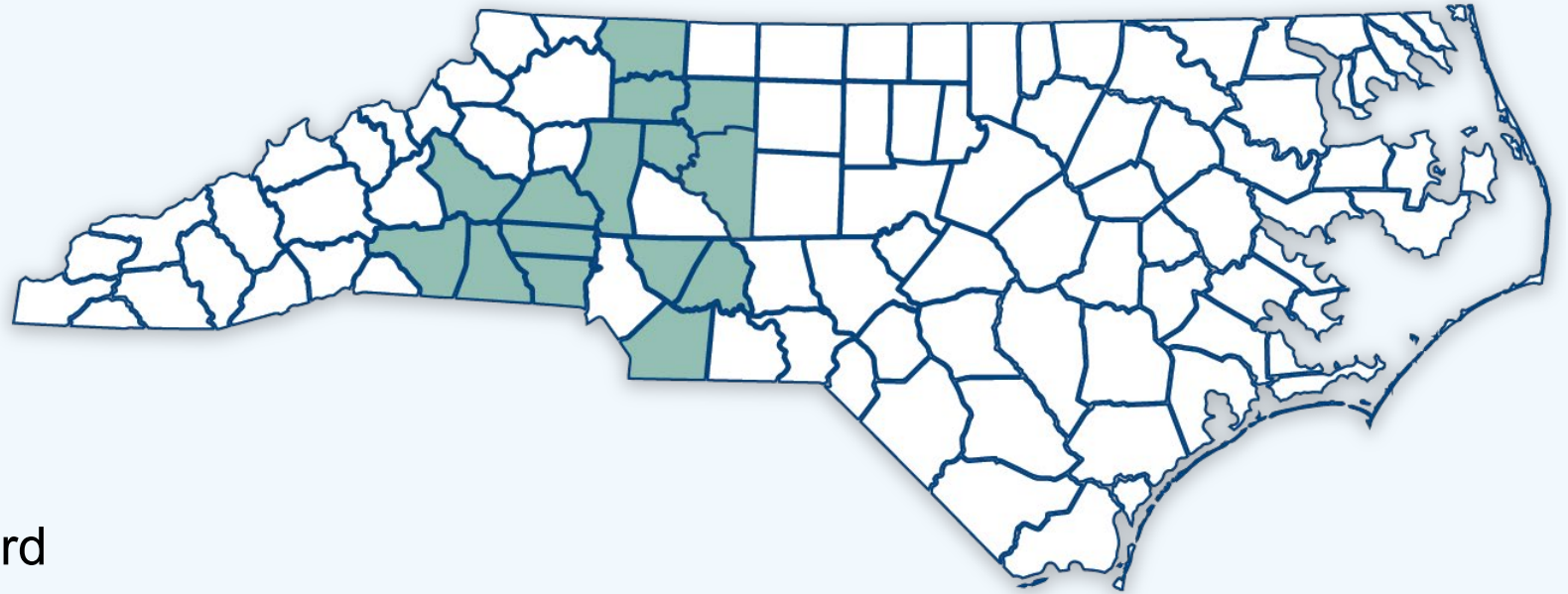
Medicaid lives: 102,812

**State funded/county funded
served:** 15,450

Total budget: \$1.52 billion

Number of providers: 4,300

Governance: 25-member board



Recent significant accomplishments

Expansion of technology to aid Member education/information and healthy outcomes.

- Have launched a comprehensive member portal and expanded technology connection to members.
- One such application is Pyx health, an interactive phone app providing connection support and contact with members.
- Evidence suggests a direct correlation between the members engaged with Pyx Health and those with more timely connecting post inpatient hospitalization and a reduced rate of recidivism.



Recent significant accomplishments

Deliberate workforce development focus on continued Partners Culture.

- Stay interviews.
- Focus on core values.
- Power of Positive Leadership (POPL) training for all staff in 2024.
- Culture “exemplars” core group.
- Direct translation to Partners success in our mission of members and community.

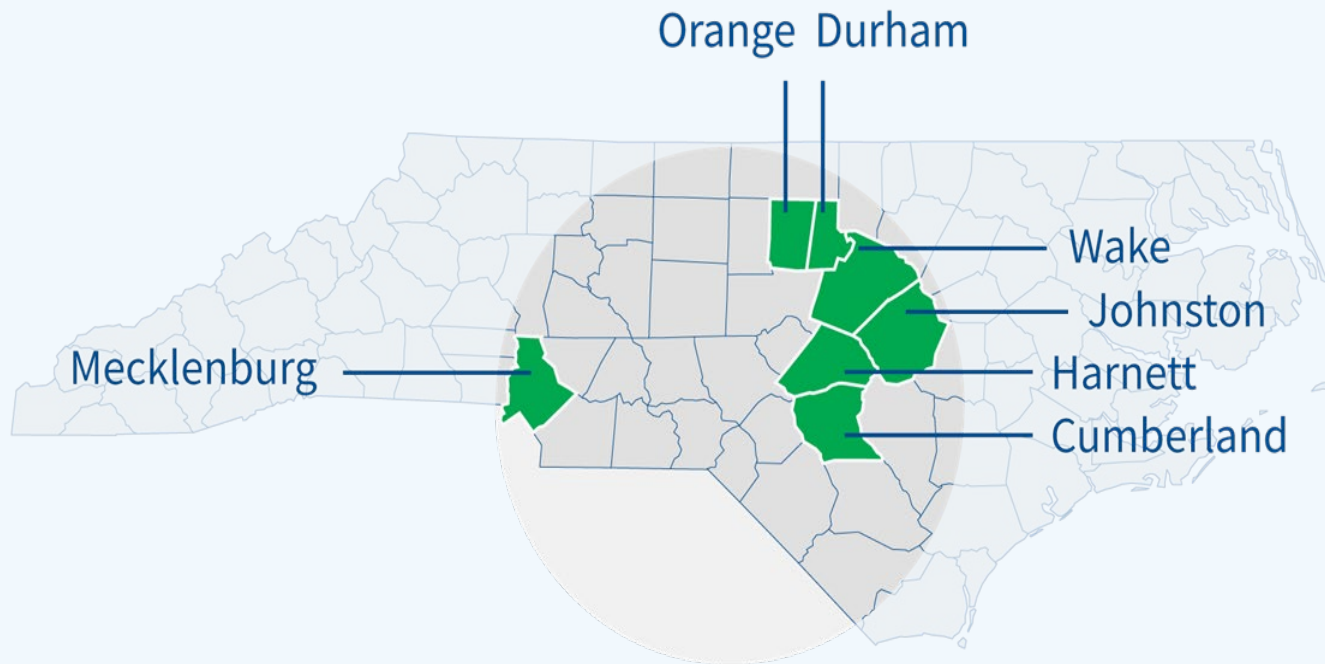
Significant success in provider network development. Hospital contracting has been very successful over the past six months, and we now have strong numbers for go-live continuity of care for members.

- Unique challenge of large suburban footprint around one system in a major metropolitan area.
- Well-positioned for continuation of care for members for existing relationships with caregivers.



Seven-county region in central NC.

Home office in Morrisville, community offices in Fayetteville, Smithfield and Charlotte.



Total population: 3.5 million

Medicaid lives: 137,803

State funded/county funded served: 18,729

Total budget: \$2.1 billion

Number of providers: 4,000+

Governance: 20-member Board of Directors

Recent significant accomplishments

Reducing inappropriate placements for youth through expansion of youth crisis services (\$21.9 million):

- ✓ **Opened New Crisis Stabilization Transitional programs** – short-term stabilization and assessment services in licensed group home settings.
- ✓ **Opened The Hope Center for Youth and Family Crisis in Fuquay-Varina** – Combines behavioral health urgent care and facility-based crisis services in one setting.
- ✓ **Opened the Steve Smith Family Foundation Behavioral Health Urgent Care in Charlotte** – Public-nonprofit partnership, 24/7/365 behavioral health urgent care.
- ✓ **Launched Mobile Outreach Response and Engagement Services (MORES) in six counties** – Specialized crisis response service, MORES team dispatch to families.



Trillium

HEALTH RESOURCES

46 counties primarily in the east up to Guilford and others mid-state.

Recently added 18 new counties.

Total population: 3.1 million

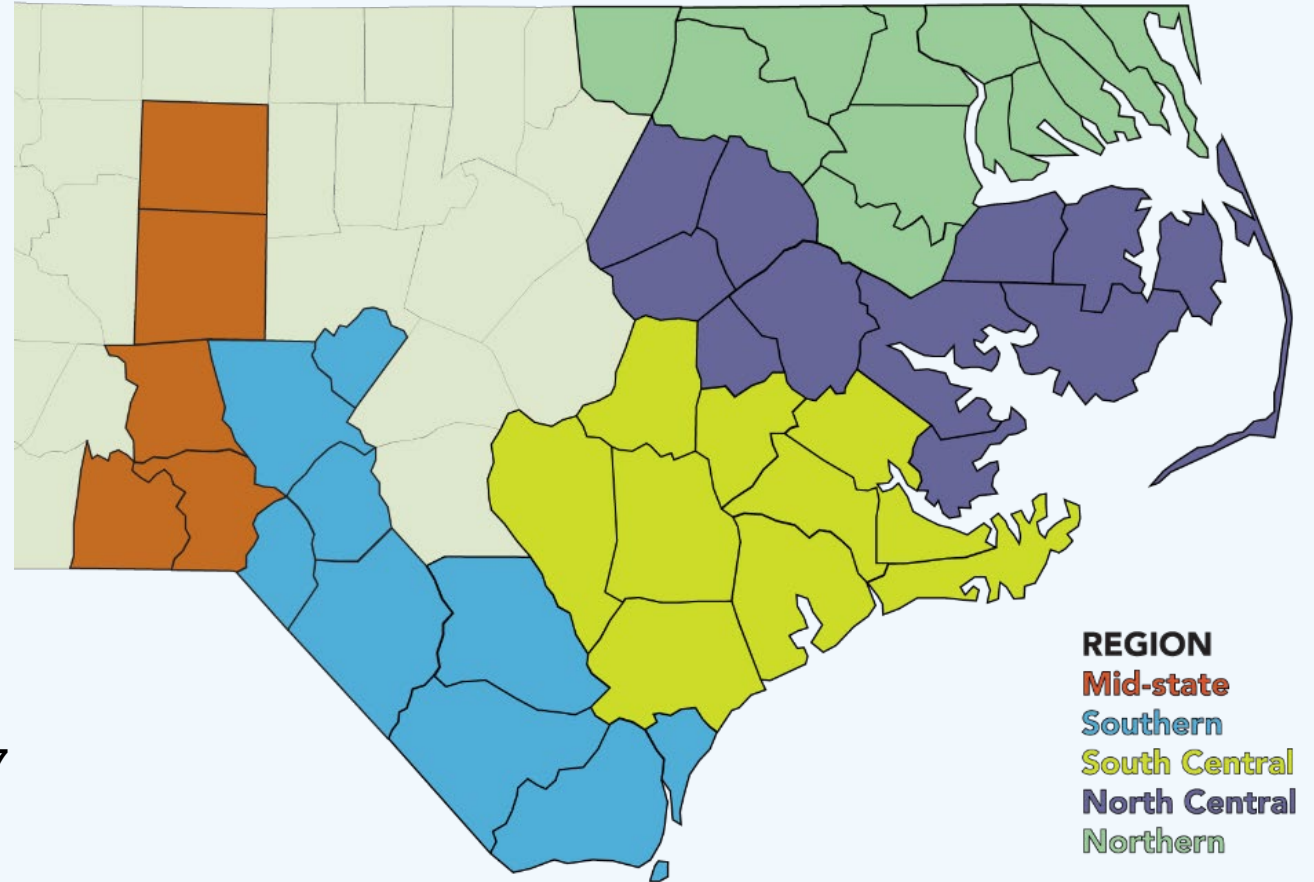
Medicaid lives: 190,592

State funded/county funded served: 35,867

Total annual budget: \$2.453 billion

Number of providers: 5,550+

Governance: 22-member board and five regional boards and CFACs





Strengthening Our Communities

- Additional 200 long term recovery beds and 20 detox beds through The Healing Place of New Hanover County; since opening in spring 2023, they have helped over 2,000 people.
- Increasing healthcare access in rural areas through Mobile Care Clinics which travel to locations in 15 counties, including Ocracoke Island.
- Developing Transitions to Employment programs that teach life skills, encourage independence, and build confidence through career training.

THANK YOU!



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