

NC MEDICAID BENEFICIARIES: LEARN ABOUT TAILORED PLANS



NC MEDICAID
OMBUDSMAN

- **Tailored Plans are for NC Medicaid beneficiaries who need enhanced services for a:**

- Mental health disorder
- Substance use disorder
- Intellectual/developmental disability (I/DD)
- Traumatic brain injury (TBI)

- **Tailored Plans include coverage for:**

- Physical health services
- Pharmacy services
- Care coordination and care management
- Behavioral health services
- Added services, such as wellness programs



- **Tailored Plans launch soon. Here's the plan:**

Step 1: NC Medicaid determines who qualifies for a Tailored Plan.

Step 2: Beneficiaries who qualify are enrolled in the Tailored Plan that serves their county. This is the county that manages their Medicaid case.

Step 3: Beneficiaries can choose their primary care provider (PCP) and Tailored Care Management provider with their Tailored Plan. If they do not choose, one will be chosen for them.

Step 4: Beneficiaries will begin receiving services through their Tailored Plan when they launch.

- **Who are the tailored plans?**

There are six Tailored Plans, but only one Tailored Plan serves each county.

- Alliance Health
- Eastpointe
- Partners Health Management
- Sandhills Center
- Trillium Health Resources
- Vaya Health

WANT TO LEARN MORE? NEED HELP? CONTACT US!

The NC Medicaid Ombudsman is an independent advocate for NC Medicaid beneficiaries. We can help you learn more about Tailored Plans and anything else related to NC Medicaid Managed Care.

Visit ncmedicaidombudsman.org/tailored-plans
or call the NC Medicaid Ombudsman at 877-201-3750,
8 a.m. – 5 p.m., Monday through Friday (except for State holidays) for assistance.

BENEFICIARIOS DEL NC MEDICAID: CONOZCA LOS TAILORED PLANS



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- **Tailored Plans son para beneficiarios de NC Medicaid que necesitan servicios mejorados para:**

- Trastorno de salud mental
- Trastorno por consumo de sustancias
- Discapacidad intelectual/del desarrollo (I/DD)
- Lesión cerebral traumática (LCT)

- **Tailored Plans incluyen cobertura para:**

- Servicios de salud física
- Servicios de farmacia
- Coordinación y gestión de la atención
- Servicios de salud del comportamiento
- Servicios adicionales, como programas de bienestar



- **Tailored Plans se lanzan. Este es el plan:**

Paso 1: NC Medicaid determina quién califica para un Tailored Plan.

Paso 2: Los beneficiarios que califican se inscriben en el Tailored Plan que sirve a su condado. Este es el condado el cual administra su caso de Medicaid.

Paso 3: Los beneficiarios pueden elegir su proveedor de atención primaria (PCP) y proveedor de administración de atención personalizada con su Tailored Plan. Si no eligen uno, se elegirá uno por ellos.

Paso 4: Los beneficiarios comenzarán a recibir servicios a través de su Tailored Plan.

- **¿Quiénes son los Tailored Plans?**

Hay seis planes personalizados, pero solo un Tailored Plan sirve a cada condado.

- Alliance Health
- Eastpointe
- Partners Health Management
- Sandhills Center
- Trillium Health Resources
- Vaya Health

¿QUIERES APRENDER MÁS? ¿NECESITAS AYUDA? ¡CONTÁCTANOS!

El NC Medicaid ombudsman es un defensor independiente de los beneficiarios de NC Medicaid. Podemos ayudarlo a obtener más información sobre Tailored Plans y cualquier otra cosa relacionada con el NC Medicaid Managed Care.

Puede visitar ncmedicaidombudsman.org/tailored-plans
Puede llamar al NC Medicaid ombudsman al 877-201-3750,
de 8 a.m. a 5 p.m., de lunes a viernes (excepto los días feriados estatales) para obtener ayuda.