

**Tailored Care Management Provider Manual Addendum:**  
*Healthy Opportunities Pilot Guidance for Tailored Care Management Teams*  
October 2023

***This document provides guidance to Tailored Care Management teams located in Pilot regions that are participating in the Healthy Opportunities Pilot Program. The Pilot will launch for the Tailored Care Management population on February 1, 2024.***

**Section I: Overview of Pilot**

The Healthy Opportunity Pilot (“the Pilot”) presents an unprecedented opportunity to test the impact of providing evidence-based, non-medical interventions to NC Medicaid enrollees. In October 2018, the Centers for Medicare and Medicaid Services (CMS) authorized up to \$650 million in state and federal Medicaid funding to cover the cost of providing select Pilot services that address non-medical drivers of health in four priority domains: housing, food, transportation, and interpersonal violence/toxic stress. While access to high-quality medical care is critical, research shows that up to 80 percent of a person’s health is determined by social and environmental factors and the behaviors that emerge as a result.<sup>1</sup> A substantial body of research has established that having an unmet resource need – including experiencing housing instability,<sup>2</sup> food insecurity,<sup>3</sup> unmet transportation needs,<sup>4</sup> and interpersonal violence or toxic stress<sup>5,6</sup> – can significantly and negatively impact health and well-being, as well as increase health care utilization and costs.<sup>7,8</sup>

The Pilot allows for North Carolina’s Medicaid health plans (Standard Plan, Tailored Plans, and Local Management Entity/Managed Care Organization (LME/MCOs)), providers, and community-based organizations to have the tools, infrastructure, and financing to integrate non-medical services, such as medically tailored home delivered meals or short-term post hospitalization housing, that are directly linked to health outcomes into the delivery of care. The Department has developed the Healthy Opportunities Pilot Fee Schedule (Appendix B) to define and price these non-medical interventions. The Pilot tests whether Pilot services, which are delivered by local community-based organizations and social services agencies called human service organizations (HSOs), can improve health outcomes and/or reduce health care costs for Medicaid enrollees experiencing certain health needs and social risk factors.

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<sup>1</sup> Booske, B.C., Athens, J.K., Kindig, D. A., et al. Different Perspectives for Assigning Weights to Determinants of Health. University of Wisconsin Population Health Institute. February 2010

<sup>2</sup> A. Simon, et al. “HUD Housing Assistance Associated with Lower Uninsurance Rates and Unmet Medical Need.” Health Affairs, June 2017

<sup>3</sup> A.Coleman-Jensen, et al., Household Food Security in the United States in 2012, Economic Research Report No. 155 (Sept. 2013); Food Res. & Action Ctr., Food Hardship in America 2012 (Feb. 2013).

<sup>4</sup> S. Syed, B. Gerber, L. Sharp. “Traveling Towards Disease: Transportation Barriers to Health Care Access.” Journal of Community Health. October, 2013.

<sup>5</sup> H. Resnick, R. Acierno, D. Kilpatrick. "Health Impact of Interpersonal Violence: Medical and Mental Health Outcomes." Journal of Behavioral Medicine, 1997.

<sup>6</sup> V. Felitti, et al. “Relationship of Childhood Abuse and Household Dysfunction to Many of the Leading Causes of Death in Adults—The Adverse Childhood Experiences Study.” American Journal of Preventive Medicine. May 1998.

<sup>7</sup> B. C. Booske, J. K. Athens, D. A. Kindig et al., Different Perspectives for Assigning Weights to Determinants of Health (University of Wisconsin Population Health Institute, Feb. 2010).

<sup>8</sup> L. M. Gottlieb, A. Quiñones-Rivera, R. Manchanda et al., “States’ Influences on Medicaid Investments to Address Patients’ Social Needs,” American Journal of Preventive Medicine, Jan. 2017 52(1):31–37.

Most HSOs that deliver Pilot services are participating in the health care system for the first time through the Pilot. While many HSOs traditionally rely on grant funding, in the Pilot they operate as Medicaid providers by invoicing for delivered services based on a fee schedule. To operationalize the fundamental shift in business processes for these organizations, infrastructure and procedures have been put in place to assist HSOs in invoicing and paying for Pilot services. These processes seek to build HSO capacity while minimizing burden and ensuring that HSOs are able to effectively participate in the Pilot.

Recognizing that North Carolina is breaking new ground with the Pilot, the Department of Health and Human Services (“the Department”) is rigorously evaluating the Pilot to assess its effectiveness and identify key elements, including successful services, that could be continued on an ongoing basis and extended statewide in the Medicaid program.

The Pilot operates in three regions of the state – two in eastern North Carolina and one in western North Carolina. See Appendix A for a map of the Pilot regions. An organization in each region – called the “Healthy Opportunities Network Lead” – builds and oversees networks of HSOs that deliver Pilot services. Pilot regions are served by four Tailored Plans / LME/MCOs: Vaya, Trillium, Eastpointe, and Partners.

The sections below detail the specific roles and responsibilities for AMH+s/CMAs as it relates to Pilot care management. Participation in the Pilot program is optional for AMH+s/CMAs. An AMH+/CMA that opts into the Pilot will be known as a Designated Pilot Care Management Entity<sup>9</sup> and must contract with Tailored Plans / LME/MCOs for the provision of Pilot-related care management to Pilot enrollees (see AMH+/CMA Pilot Standard Terms and Conditions). As this is a pilot program, the Department will continually review, and update entity requirements based on the on-the-ground experience of Designated Pilot Care Management Entity. To the extent an AMH+ practice or CMA contracts with a CIN or Other Partner, the AMH+ practice or CMA must ensure that the CIN or Other Partner meets all of the applicable Tailored Care Management and Pilot requirements for the functions and capabilities that the AMH+ practice or CMA has delegated to the CIN or Other Partner. Applicable Tailored Care Management and Pilot requirements are outlined below and in the DHHS-Tailored Plan / LME/MCO Contract.

## **Section II: Summary of Roles and Responsibilities for Pilot**

Individuals enrolled in the Pilot will receive “Pilot care management” which is in addition to and complementary to Tailored Care Management. Pilot care management refers to the activities required to identify and assess member eligibility for Pilot services, connect eligible members with recommend services that meet their needs, and coordinate services, including assessing that members remain Pilot eligible and obtain continued/additional Pilot services, as needed (see Figure 2). Tailored Care Management already includes responsibilities related to addressing unmet health-related resource needs (e.g., referrals to needed social services). The Pilot provides additional structure and resources to support care management teams in addressing the social needs of members, further contributing to the delivery of whole person care. Participation in the Pilot program is optional for AMH+s/CMAs:

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<sup>9</sup> A Designated Pilot Care Management Entity is a Designated Care Management Entity that is also assuming care management responsibilities related to the Healthy Opportunities Pilot.

- **For individuals engaged in Tailored Care Management through an AMH+/CMA that opts into the Pilot:** the member’s assigned care management team will concurrently provide Tailored Care Management and Pilot care management..
- **For individuals engaged in Tailored Care Management through an AMH+/CMA that does not opt into the Pilot:** the member’s Tailored Care Management care management team will provide Tailored Care Management and the member’s assigned Tailored Plan / LME/MCO will provide Pilot care management.

In the event that an AMH+/CMA does not opt into the Pilots, a Pilot enrollee’s Tailored Plan / LME-MCO care management/coordination staff will conduct the Pilot care management responsibilities described in this document and must coordinate with the enrollee’s Tailored Care Management care team as needed. In the scenario where an AMH+/CMA in a Pilot region opts out of the Pilot and identifies a member who may be eligible for the Pilot, the AMH+/CMA should notify the member’s TP / LME/MCO. The TP / LME/MCO will then assess for Pilot eligibility and if the member is eligible, will enroll the member in the Pilots. LME/MCOs must ensure that all members who participate in the Pilot obtain Pilot care management, regardless of whether they engage in Tailored Care Management. Members who do not engage in Tailored Care Management can receive Pilot Care management through their assigned Tailored Plan/ LME/MCO.

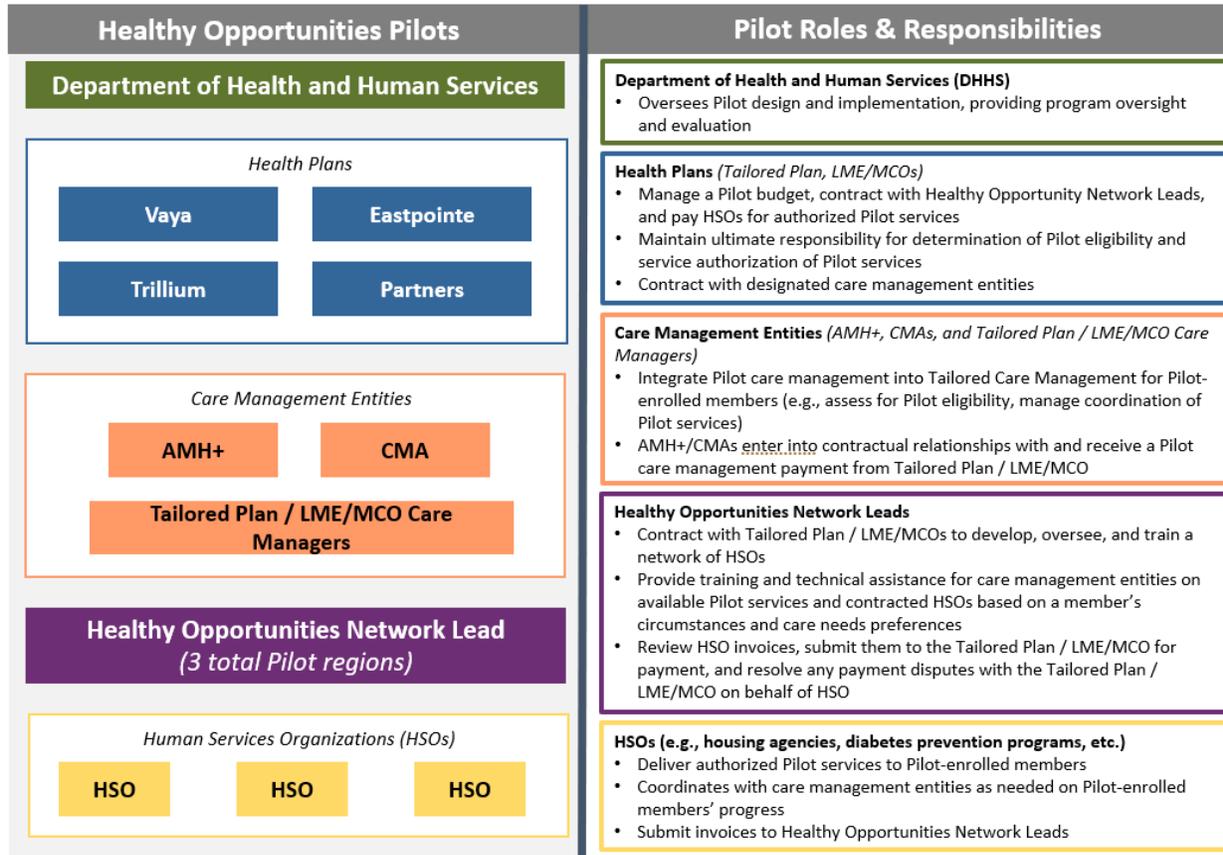
Pilot care management, which builds on existing Tailored Care Management requirements, include assessing patients’ Pilot eligibility and specific non-medical needs, and connecting them to appropriate Pilot services. Recognizing the added responsibilities that come with Pilot participation, AMH+s/CMAs serving as a Designated Pilot Care Management Entity will receive an additional DHHS-standardized, Pilot Care Management add-on payment on top of existing Tailored Care Management payments, for each month there is Tailored Care Management engagement with a Pilot enrollee (discussed more in Section V: AMH+/CMA Payment for Pilot Responsibilities).

The Department has developed the following overarching goals for Pilot processes:

- Place Medicaid members at the center of the Pilot program, prioritizing the member’s seamless and timely experience;
- Utilize a “no wrong door” policy to streamline enrollment into the Pilot program regardless of where a member initially seeks care;
- Encourage that care management for the Pilot program occur at the local community level;
- Standardize information collected regarding members’ Pilot eligibility and recommended Pilot services using a standard documentation tool called the Pilot Eligibility and Service Assessment (PESA);
- Seek to ensure services are available and provided to all Pilot-eligible populations;
- Minimize the number of member handoffs between Tailored Plans / LME/MCOs and care management entities;
- Standardize the processes and systems as much as possible across Tailored Plans / LME/MCOs to eliminate Designated Pilot Care Management Entity and HSO burden; and
- Maintain accountability and integrity for the Pilot program.

Figure 1 describes the key roles and responsibilities for each Pilot entity and provides an overview of how the entities interact with one another.

**Figure 1: Key Roles and Responsibilities for Pilot Entities**



For some members, Tailored Plans / LME/MCOs will serve as a Designated Pilot Care Management Entity. In these instances, the Tailored Plan / LME/MCO must provide the same core Pilot functions as other Designated Pilot Care Management Entities and will be compensated through Tailored Plans / LME/MCOs' Pilot administrative payments.

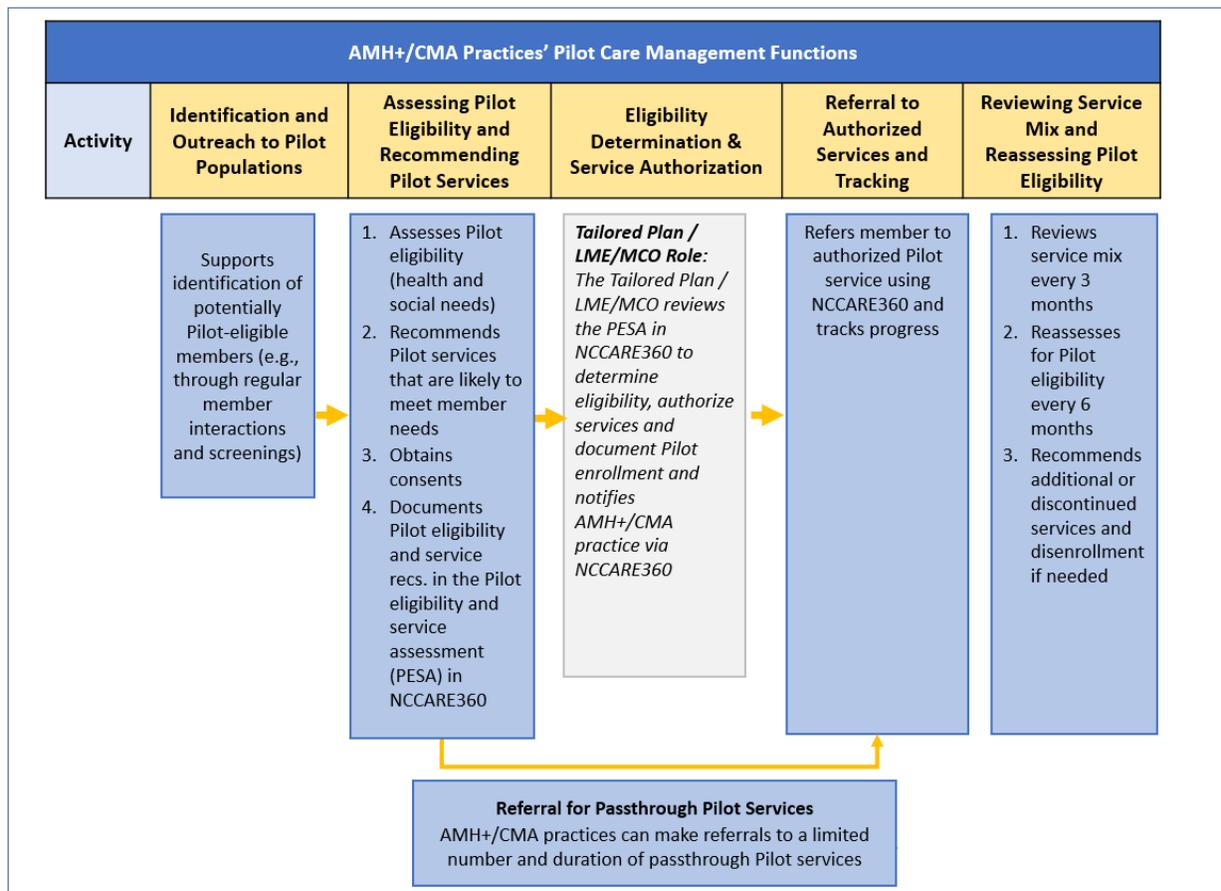
Section III, below, further defines Pilot care management responsibilities.

### Section III: Pilot Care Management Responsibilities for AMH+s/CMAs Serving as a Designated Pilot Care Management Entity

Participating in the Pilot gives AMH+/CMAs the opportunity to be part of an innovative and nationally recognized initiative. Participating AMH+s/CMAs will integrate their Pilot responsibilities into Tailored Care Management workflows, further supporting the vision of whole-person care. Tailored Care Management was designed with the idea that care management should be delivered to members by local community providers, to the maximum extent possible, and the same is true for the Pilot. While the Department strongly encourages AMH+s/CMAs to participate in the Pilot, participation is not required. AMH+s/CMAs that choose to participate in the Pilot are responsible for ensuring Pilot care management is provided to their members along with Tailored Care Management. In alignment with current AMH+/CMA contracting for care management with Tailored Plans / LME/MCOs, each AMH+/CMA must have a contract with the Tailored Plan / LME/MCO for pilot-related care management activities using the Department-standardized contracting terms and conditions.

Figure 2 outlines the critical Pilot care management functions that AMH+s/CMAs will perform to participate in the Pilot and receive Pilot care management payments.

**Figure 2: AMH+s/CMAs' Pilot Care Management Functions**

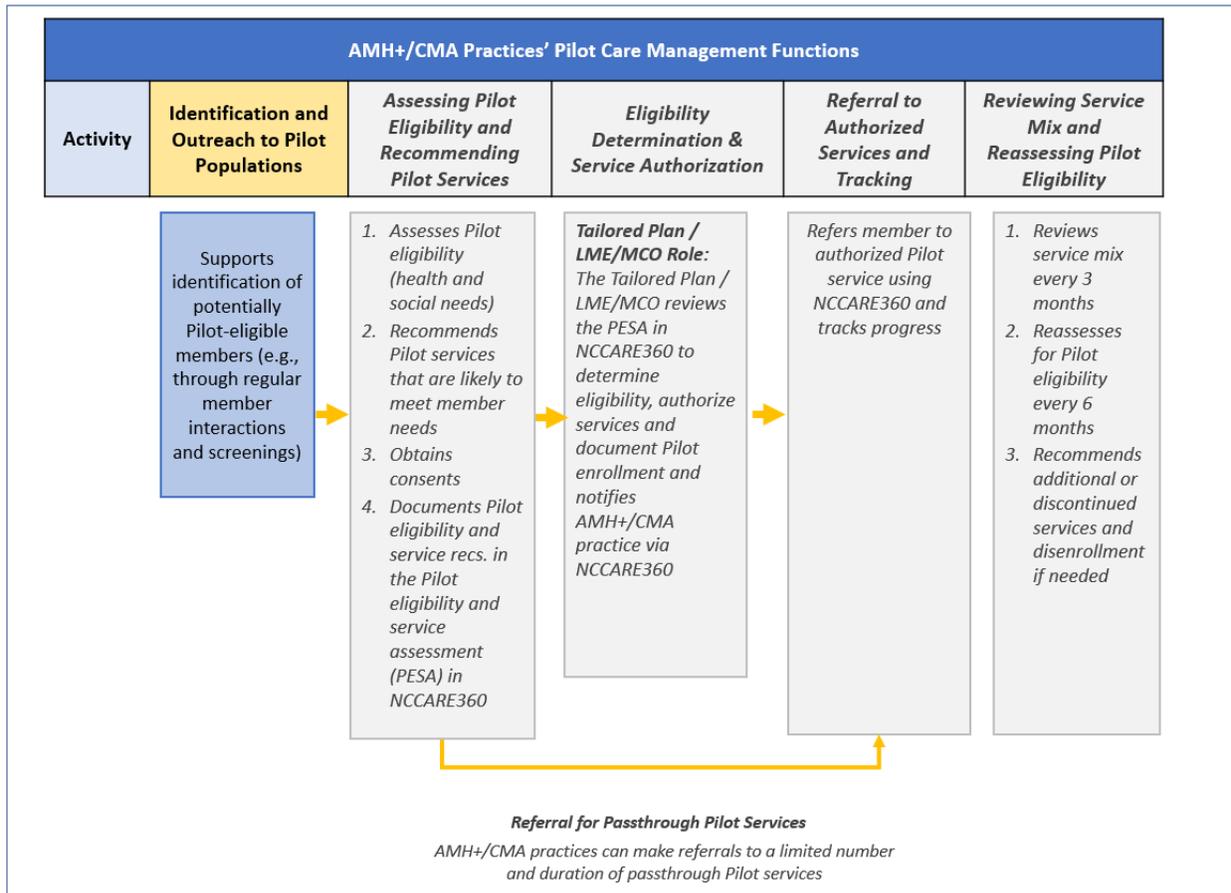


Getting members initially enrolled in the Pilot and connected to Pilot services will require additional effort and activities for AMH+s/CMAs, beyond regular Tailored Care Management delivery. Once members are enrolled in the Pilot, AMH+s/CMAs will engage with their Pilot-enrolled members to review their Pilot services as part of ongoing Tailored Care Management (*see Section E. Reviewing Pilot Service Mix and Reassessing Pilot Eligibility below*).

AMH+s/CMAs should also be aware that members participating in the Pilot or that may benefit from Pilot services may have certain highly sensitive needs, such as those related to interpersonal violence (IPV). To protect the safety and security of members who may be eligible for or may receive (or who are receiving) IPV-related services, and to safeguard the privacy and security IPV-related data, AMH+s/CMAs participating in the Healthy Opportunities Pilot must comply with the terms of *Interpersonal Violence-Related Healthy Opportunities Pilot (IPV)-Related Services: Conditions, Requirements, and Standards* attachment in the DHHS-Tailored Plan / LME/MCO contracts.

The below sub-sections provide details on each care management activity shown in Figure 2.

## A. Identification and Outreach to Pilot Populations



### AMH+s/CMA's may identify potentially Pilot-eligible members:

- **During engagement into Tailored Care Management (e.g., when completing the initial care management comprehensive assessment) and/or in the course of delivering ongoing Tailored Care Management (e.g., while on the phone or meeting in-person with a member).** During these existing touchpoints, AMH+s/CMA's can utilize the [DHHS standardized Healthy Opportunities screening questions](#) or other SDOH screening tools approved by the Department, the annual Care Management Comprehensive Assessment, and any data analytics used by the AMH+/CMA as part of existing care management to help identify members that may potentially be eligible for the Pilot (eligibility criteria for the Pilot is outlined in the next section).
- **Through a referral from Tailored Plans / LME/MCOs.** At least quarterly, Tailored Plans / LME/MCOs will identify members they think may be eligible for the Pilot based on Tailored Plan / LME/MCO data. Once identified, the Tailored Plan / LME/MCO will notify each member's AMH+/CMA as part of the Patient Risk List (PRL) transfer if the member already has an assigned AMH+/CMA. Upon being notified by the Tailored Plan / LME/MCO, AMH+s/CMA's should conduct outreach – including at least two documented follow-up attempts if the first is unsuccessful - to the member within three business days to assess for Pilot eligibility.
- **Through a referral from providers, HSOs, or member self-referral.** Providers and HSOs may also flag members they think may be eligible for the Pilot, and members (or their family members) may identify themselves as possibly Pilot eligible. If the provider, HSO, or member knows who the

member's assigned AMH+/CMA is, they may notify the AMH+/CMA, and upon being notified, the AMH+/CMA should conduct outreach, including two follow-up attempts, to the member within three business days to assess for Pilot eligibility. If the member's assigned AMH+/CMA is not known to the provider, HSO, or member, they may notify the member's Tailored Plan / LME/MCO in order to flag a potentially Pilot eligible member has been identified and should be assessed for Pilot eligibility and recommended services. The Tailored Plan / LME/MCO will notify the AMH+/CMA, if applicable, to conduct an assessment of Pilot eligibility and recommend appropriate services.

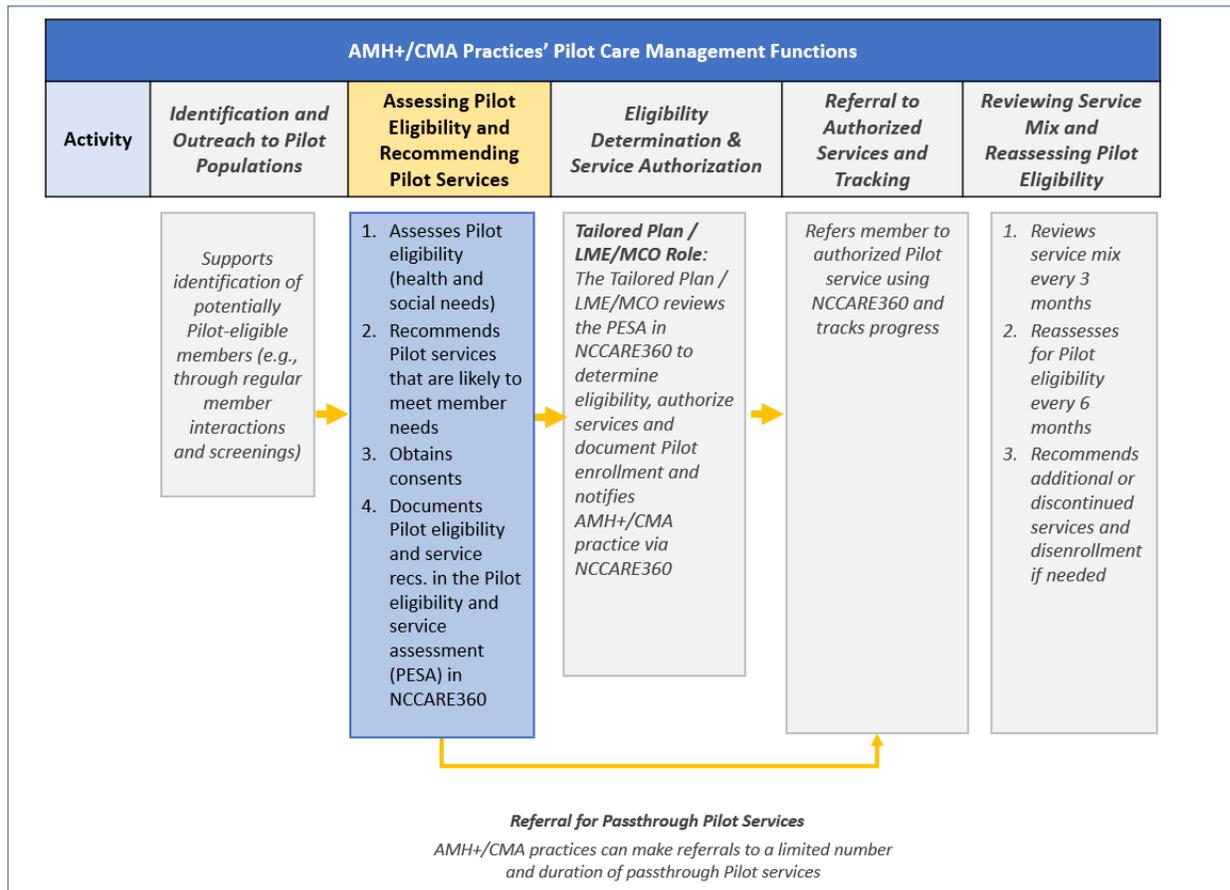
Once an AMH+/CMA has conducted outreach to a member, the AMH+/CMA should document this outreach in the member's Care Plan or Individual Support Plan (ISP) and inform the referring Tailored Plan / LME/MCO, provider, or HSO of the outcome of the outreach. If a member not yet engaged in Tailored Care Management is identified as potentially Pilot-eligible, the AMH+/CMA should attempt to engage the member in both the Pilot and Tailored Care Management.

**To protect the safety and confidentiality of members who may be experiencing IPV, AMH+s/CMAs are required to record during the initial Pilot enrollment, and adhere to in subsequent outreach, instructions from members about how and when to contact them. These instructions should be informed by and specific to each member, and include information about the following:**

- Safe methods to contact (phone, text, email, letter),
- Whether it is safe to leave a voicemail,
- Safe days of the week and times to contact,
- Whose contact information is recorded, if not the Member's (i.e., a parent/guardian for minors, a relative or another individual helping to coordinate services), and
- Additional information on how outreach to the Member can be safely conducted (e.g., "when calling, please say you are from the library," or "Client requested to receive all Pilot communications from their HSO case manager, Mr. Bob Smith. Please contact the HSO case manager at XXX-XXX-XXXX to coordinate communications with the client.")

Since it is not always possible to know if a member is experiencing IPV, AMH+s/CMAs are required to record and apply these contact instructions for all members. This requirement applies regardless of whether a member is referred to IPV-related services or not.

## B. Assessing Pilot Eligibility and Recommending Pilot Services



Once members that are identified as potentially Pilot-eligible (e.g., during initial engagement into Tailored Care Management, in the course of delivering ongoing Tailored Care Management, or through other referral), **AMH+s/CMAs will assess members for Pilot eligibility, including health and social risk factor criteria, as described in Section III.B1 below. After assessing Pilot eligibility, AMH+s/CMAs will recommend Pilot service(s) that best address a member’s identified health and social needs as described in Section III.B2.**

**B1. Assessing Pilot Eligibility:** To assess a member’s eligibility for the Pilot, AMH+s/CMAs need to confirm and document in the Pilot eligibility and service assessment (PESA) in NCCARE360 whether the member:

- Lives in a Pilot region;
- Is enrolled in Medicaid;
- Meets at least one qualified physical/behavioral health criterion; and
- Has at least one qualified social risk factor.

Pilot eligibility is determined based on whether the member lives in a Pilot region, not on the location of the AMH+/CMA where a member receives care. Table 1 outlines the detailed physical/behavioral qualifying conditions for the Pilot program, and Table 2 outlines qualifying social risk factors for the Pilot

program. As indicated in Table 1, members in Tailored Care Management are likely eligible to participate in the Pilot due to the high degree of overlap between Tailored Care Management and Pilot health eligibility criteria.

**Table 1: Pilot Physical/Behavioral Health-Based Criteria**

Population	Age	Physical/Behavioral Health-Based Criteria (must meet at least one criteria)
<b>Adults</b>	21+	<ul style="list-style-type: none"> <li>● 2 or more chronic conditions. Chronic conditions that qualify an individual for pilot enrollment include: BMI over 25, blindness, chronic cardiovascular disease, chronic pulmonary disease, congenital anomalies, chronic disease of the alimentary system, substance use disorder*, chronic endocrine and cognitive conditions*, chronic musculoskeletal conditions, chronic mental illness*, chronic neurological disease, chronic infectious disease, cancer, autoimmune disorders, chronic liver disease and chronic renal failure, intellectual or developmental disability (I/DD), and traumatic brain injury (TBI).</li> <li>● Meets the clinical eligibility criteria for Tailored Care Management, North Carolina’s Health Home benefit (SPA 22-0024)<sup>10</sup></li> <li>● Repeated incidents of emergency department use (defined as more than four visits per year) or hospital admissions.</li> <li>● Former placement in North Carolina’s foster care or kinship placement system.</li> <li>● Previously experienced three or more categories of adverse childhood experiences (ACEs).</li> </ul>
<b>Pregnant Women</b>	N/A	<ul style="list-style-type: none"> <li>● Multifetal gestation</li> <li>● Chronic condition likely to complicate pregnancy, including hypertension and mental illness</li> <li>● Current or recent (month prior to learning of pregnancy) use of drugs or heavy alcohol</li> <li>● Adolescent ≤ 15 years of age</li> <li>● Advanced maternal age, ≥ 40 years of age</li> <li>● Less than one year since last delivery</li> <li>● History of poor birth outcome including: preterm birth, low birth weight, fetal death, neonatal death</li> <li>● Former or current placement in NC’s foster care or kinship placement system</li> <li>● Previously experienced or currently experiencing three or more categories of ACEs</li> <li>● Intellectual or developmental disability (I/DD)</li> <li>● Traumatic brain injury (TBI)</li> <li>● Meets the clinical eligibility criteria for Tailored Care Management, North Carolina’s Health Home benefit (SPA 22-0024)</li> </ul>

<sup>10</sup> Individuals are eligible for Tailored Care Management if they have one serious and persistent mental health condition, I/DD, TBI, or severe substance use disorder, as defined further in North Carolina’s approved SPA.

<b>Children</b>	0-3	<ul style="list-style-type: none"> <li>• Neonatal intensive care unit graduate</li> <li>• Neonatal Abstinence Syndrome</li> <li>• Prematurity, defined by births that occur at or before 36 completed weeks gestation</li> <li>• Low birth weight, defined as weighing less than 2500 grams or 5 pounds 8 ounces upon birth</li> <li>• Positive maternal depression screen at an infant well-visit</li> </ul>
	0-20	<ul style="list-style-type: none"> <li>• One or more significant uncontrolled chronic conditions or one or more controlled chronic conditions that have a high risk of becoming uncontrolled due to unmet social need, including: asthma, diabetes, underweight or overweight/obesity as defined by having a BMI of &lt;5<sup>th</sup> or &gt;85<sup>th</sup> percentile for age and gender, developmental delay, cognitive impairment, substance use disorder, behavioral/mental health diagnosis (including a diagnosis under DC: 0-5), attention-deficit/hyperactivity disorder, cancer, autoimmune diseases, learning disorders, intellectual or developmental disability (I/DD), and traumatic brain injury (TBI)</li> <li>• Meets the clinical eligibility criteria for Tailored Care Management, North Carolina's Health Home benefit (SPA 22-0024)</li> <li>• Experiencing or previously experienced three or more categories of adverse childhood experiences (e.g., Psychological, Physical, or Sexual Abuse, or Household dysfunction related to substance abuse, mental illness, parental violence, criminal behavioral in household)</li> <li>• Enrolled or formerly enrolled in North Carolina's foster care or kinship placement system</li> </ul>

**Table 2: Pilot Social Risk Factors**

Risk Factor	Definition
Homelessness or housing insecurity	Homelessness, as defined in 42 C.F.R. § 254b(h)(5)(A), or housing insecurity, as defined based on the principles in the questions used to establish housing insecurity in the Accountable Health Communities Health Related Screening Tool or based on responses to the North Carolina Social Determinants of Health (SDOH) screening tool. <sup>11,12</sup>
Food insecurity	<p>As defined by the US Department of Agriculture commissioned report on Food Insecurity in America:<sup>13</sup></p> <ul style="list-style-type: none"> <li>• Low Food Security: reports of reduced quality, variety, or desirability of diet. Little or no indication of reduced food intake.</li> <li>• Very low food security: Reports of multiple indications of disrupted eating patterns and reduced food intake</li> </ul> <p>Or food insecure as defined based on the principles in the questions used to establish food insecurity in the North Carolina Social Determinants of Health (SDOH) screening tool.<sup>14</sup></p>
Transportation insecurity	Defined based on the principles in the questions used to establish transportation insecurities in the Accountable Health Communities Health Related Screening Tool or based on responses to the North Carolina SDOH screening tool. <sup>15</sup>
At risk of, witnessing, or experiencing interpersonal violence	Defined based on the principles in the questions used to establish interpersonal violence in the Accountable Health Communities Health Related Screening Tool or the North Carolina SDOH screening tool. <sup>16</sup>

<sup>11</sup> The Accountable Health Communities Health-Related Social Needs Screening Tool. Available <https://innovation.cms.gov/files/worksheets/ahcm-screeningtool.pdf>.

<sup>12</sup> North Carolina’s SDOH Screening Questions. Available: <https://www.ncdhhs.gov/about/department-initiatives/healthy-opportunities/screening-questions>.

<sup>13</sup> USDA Economic Research Service [Internet]. Washington: USDA Economic Research Service; [updated 2017 Nov 27]. Definitions of Food Insecurity; [updated 2017 Oct 4; cited 2017 Nov 27]. Available from: <https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-us/definitions-of-food-security/>

<sup>14</sup> North Carolina SDOH Screening Tool. Available: <https://www.ncdhhs.gov/about/department-initiatives/healthy-opportunities/screening-questions>

<sup>15</sup> *Ibid*

<sup>16</sup> *Ibid*.

To assess whether a member meets the Pilot eligibility criteria, AMH+s/CMA should ask the member questions and review available data/information (e.g., information provided by a Tailored Plan/ LME/MCO on a member’s clinical conditions and/or the member’s results of the [DHHS standardized set of Healthy Opportunities screening questions](#)). Tailored Plans / LME/MCOs have primary responsibility to screen members for unmet health-related resource needs as part of the Care Needs Screening and will share the results of the Care Needs Screenings with a member’s AMH+/CMA. AMH+s/CMA can gather additional information to assess for Pilot eligibility either in the course of conducting the Care Management Comprehensive Assessment or through engaging with the member.

***B2. Recommending Pilot Services:*** After assessing a member’s eligibility for the Pilot, AMH+s/CMA should recommend which specific Pilot service(s) would best address the member’s health and social needs from a list of federally-approved services outlined in Table 3. Pilot services fall into one of four priority domains: housing, food, transportation, and interpersonal safety/toxic stress. In some cases, a member may require more than one service—either in one domain (e.g., a member requires two housing services) or spanning multiple domains (e.g., a member who requires a food and transportation service).

**Table 3: Healthy Opportunities Pilot Services**

Pilot Services
<b><i>Housing</i></b>
Housing Navigation, Support and Sustaining Services
Inspection for Housing Safety and Quality
Housing Move-In Support
Essential Utility Set-Up
Home Remediation Services
Home Accessibility and Safety Modifications
Healthy Home Goods
One-Time Payment for Security Deposit and First Month’s Rent
Short-Term Post Hospitalization Housing
<b><i>Interpersonal Violence / Toxic Stress</i></b>
IPV Case Management Services
Violence Intervention Services
Evidence-Based Parenting Curriculum
Home Visiting Services
Dyadic Therapy
<b><i>Food</i></b>
Food and Nutrition Access Case Management Services
Evidence-Based Group Nutrition Class
Diabetes Prevention Program
Fruit and Vegetable Prescription

Pilot Services
Healthy Food Box (For Pick-Up)
Healthy Food Box (Delivered)
Healthy Meal (For Pick-Up)
Healthy Meal (Home Delivered)
Medically Tailored Home Delivered Meal
<b><i>Transportation</i></b>
Reimbursement for Health-Related Public Transportation
Reimbursement for Health-Related Private Transportation
Transportation PMPM Add-On for Case Management Services
<b><i>Cross-Domain</i></b>
Holistic High Intensity Enhanced Case Management
Medical Respite
Linkages to Health-Related Legal Supports

As outlined in the federally-approved Healthy Opportunities Pilot Service Fee Schedule (see Appendix B), each Pilot service has a specific unit of service, service rate, service description, anticipated frequency, duration, setting of service delivery, and minimum eligibility criteria for receiving the specific service.

AMH+s/CMA's will be able to access the eligibility criteria for the Pilot and specific Pilot services in the state-standardized tool called the "Pilot Eligibility and Service Assessment," or the "PESA" (described in more detail below), available on the NCCARE360 platform.

For example, in order to be considered eligible to receive the Diabetes Prevention Program Pilot service, members must meet the following additional service-specific eligibility criteria:

- Be 18 years of age or older,
- Have a BMI  $\geq$  25,
- Not be pregnant at the time of enrollment
- Not have a previous diagnosis of type 1 or type 2 diabetes prior to enrollment
- Have one of the following:
  - A blood test result in the prediabetes range within the past year, or
  - A previous clinical diagnosis of gestational diabetes, or,
  - A screening result of high risk for type 2 diabetes through the "Prediabetes Risk Test"<sup>16</sup>

**To determine if a member meets the service-specific eligibility criteria for the particular Pilot service they are recommending for the member (see Appendix B), AMH+s/CMA's will need to ask the member questions and gather and review available data/information to evaluate whether the member is qualified to receive the service, and document that service in the Pilot eligibility and services assessment (PESA).**

<sup>16</sup> Available at: <https://www.cdc.gov/prediabetes/takethetest/>

AMH+s/CMAs should also talk to the member about where and how they would like to receive a Pilot service. For example, the member might already have a relationship with an HSO that offers the service, may prefer an HSO closer to their home/employment, or only be able to use an HSO that offers evening hours. AMH+s/CMAs will be able to see all Pilot-participating HSOs in the NCCARE360 platform.

Care managers may encounter enrollees who require multiple Pilot services to adequately meet their needs. If an enrollee needs to access multiple Pilot services, it is best practice for care managers to refer the enrollee to an HSO that can provide the multiple different Pilots services, when such an HSO is available. For example, if a care manager is considering referring an enrollee to Holistic High Intensity Enhanced Care Management and another IPV/housing service, the care manager might refer the enrollee to an HSO that actively offers both services, if available.

***B3. Obtaining Pilot Consents:*** Members must give consent to participate in the Pilot. **AMH+s/CMAs will be responsible for obtaining member consent** using the DHHS-standardized ‘Consent Form for NC Medicaid Coverage of Healthy Opportunities Pilot Services’ **for the following activities:**

- **Participation in the Pilot and receipt of Pilot services**, including an understanding that Pilot services are not an entitlement and may be revoked at any time;
- **Sharing of personal data, including personal health information**, that will be used to **evaluate the Pilot** as part of North Carolina’s 1115 waiver evaluation; and
- **Sharing of personal data, including personal health information, with organizations in the NCCARE360 network, including health plans, Network Leads, and HSOs**, that will be stored and exchanged on NCCARE360.

Member consent should be recorded in NCCARE360. AMH+s/CMAs are permitted to accept electronic or written consent from a member. Written consents should be stored by attaching them to the member’s PESA in NCCARE360 (described in more detail below). AMH+s/CMAs must also give an electronic or hard copy of the consent to the member, if requested by the member. Consent must be obtained before a Tailored Plan / LME/MCO authorizes Pilot services or referrals are made to HSOs.

If a member does not give consent, AMH+s/CMAs should explain to the member that he or she will not have Pilot services reimbursed by Medicaid. However, the member will continue to receive Tailored Care Management to find other non-medical services that meet the member’s need. If a member revokes consent, consent is revoked going forward, and the member must be disenrolled from Pilot services (see Section [F2. Disenrollment from the Pilot](#)).

***B4. Documentation Requirements:*** **AMH+s/CMAs must document the results of the Pilot eligibility assessment, the specific Pilot service recommendations, the results of the Pilot service-specific eligibility assessment, and the member’s Pilot consents in NCCARE360 for the member’s Tailored Plan / LME/MCO.** Ultimately, it is the Tailored Plan / LME/MCO – rather than the AMH+/CMA – that determines whether a member is eligible for the Pilot and authorized to receive specific Pilot services. A member will be considered “enrolled” in the Pilot if they have been authorized for at least one Pilot service.

AMH+s/CMAs will document this information for the Tailored Plan / LME/MCO in the PESA on the NCCARE360 platform. All Pilot-enrolled members receiving services must have a completed and up-to-

date PESA documenting their Pilot eligibility criteria as well as eligibility criteria for each Pilot service being requested.

AMH+s/CMA's will utilize NCCARE360 to transmit the completed PESA including the enrollment and authorization request to the member's Tailored Plan / LME/MCO that documents the following for service authorization:

- Member contact information (including address to ensure they live in a Pilot region);
- Care manager of record;
- Physical and social risk factors supporting Pilot eligibility;
- Recommended Pilot services;
- Service-specific eligibility criteria for recommended services;
- Indication of consent for 1) Pilot participation, 2) Pilot evaluation and 3) validation of consent to share personal information using NCCARE360; and
- Additional rationale or documentation for specific services (as needed).

AMH+s/CMA's are responsible for completing the PESA during the initial Pilot assessment and updating it any time there is a change to a member's service needs or Pilot eligibility. If the Tailored Plan / LME/MCO requires additional eligibility information (e.g., if information in the PESA is missing or incomplete), the Tailored Plan / LME/MCO may contact the AMH+/CMA directly or through NCCARE360 to obtain it. AMH+s/CMA's should work collaboratively with Tailored Plans / LME/MCO's to fill out any incomplete information. Tailored Plans / LME/MCO's will not be permitted to require AMH+s/CMA's to submit anything beyond what is required to determine Pilot eligibility and authorize appropriate services, and only Tailored Plans / LME/MCO's and AMH+s/CMA's will be able to view and make changes to a member's PESA.

Tailored Plans / LME/MCO's will be subject to standardized turnaround times for authorizing Pilot services (that vary by service). Tailored Plans / LME/MCO's will document their decision and rationale on Pilot eligibility and service authorization in a member's PESA and notify the AMH+/CMA of its decision. For a limited number of low-cost, high-value services, AMH+s/CMA's will be permitted to refer members to 30 days' worth of Pilot services without prior approval from Tailored Plans / LME/MCO's (see Section D: Referrals for Passthrough Pilot Services)

### **B.5 Members Receiving Care in Congregate Care Settings**

Pilot services are generally duplicative of services provided by congregate care and institutional settings (e.g., housing and food). **Members residing or receiving care in a congregate or institutional setting do not meet Pilot eligibility criteria based on their access to services within the congregate or institutional setting.**

**Upon five (5) days of being notified that a Pilot-enrolled member has entered a stay in a congregate care or institutional setting,** Tailored Plans / LME/MCO's must ensure the member's care manager (either at an AMH+/CMA or Tailored Plan/ LME/MCO) assesses the need to continue, suspend, or terminate Pilot services.

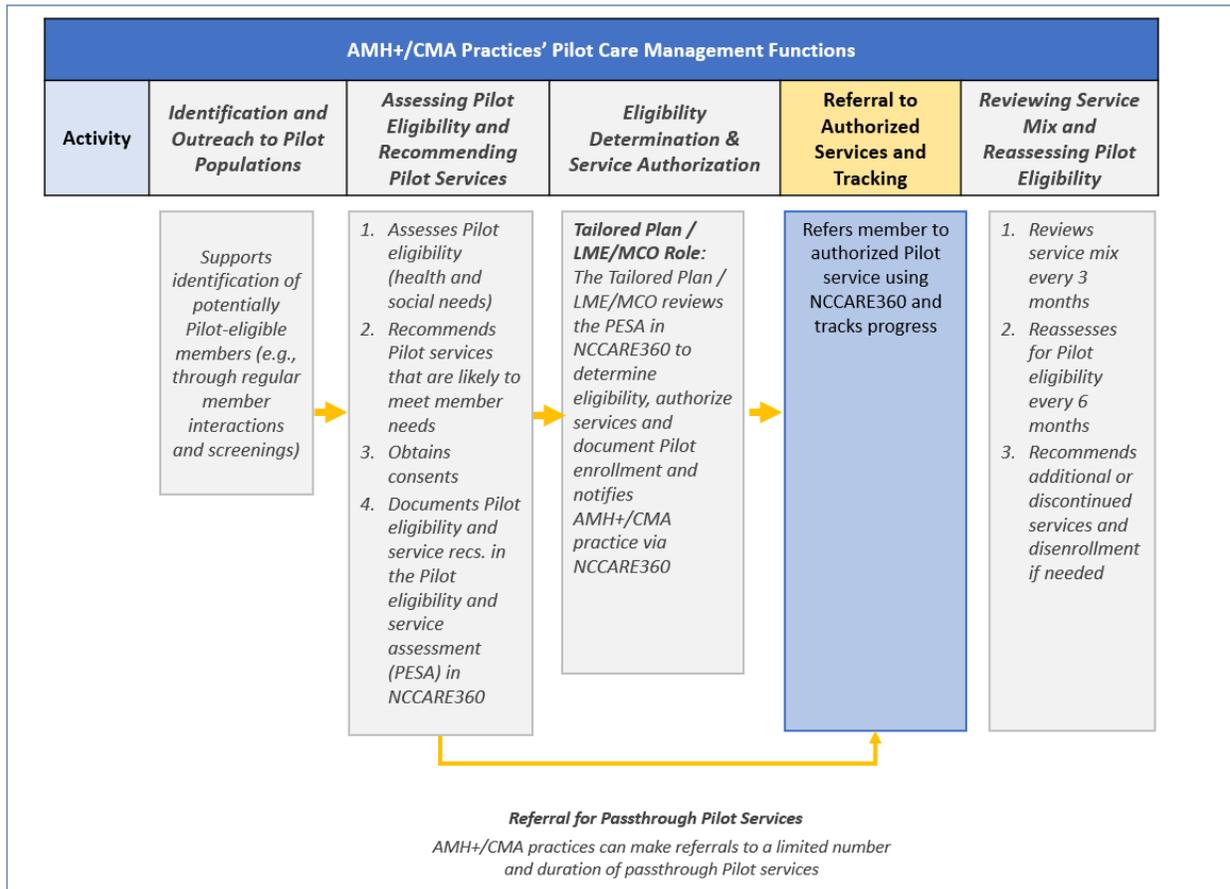
- If the stay is projected to be longer than 30 days, the member's care manager should terminate Pilot services, and prior to discharge, reassess the member for Pilot eligibility and service needs.
- For stays projected to be shorter than 30 days, the member's care manager should determine which referrals should be closed out in NCCARE360 for the length of the stay. The member's care manager should send new referrals using NCCARE360 to restart the services post-discharge (e.g., delivery of a healthy food box would no longer be needed and should be closed out for the duration of the stay, whereas telephonic-based housing case management may continue to benefit enrollee health, depending on the member's circumstances).

The Tailored Plan / LME/MCO in its role as Pilot administrator should provide oversight and ensure services are terminated and referrals closed out as appropriate

**For those currently residing in congregate care or institutional settings,** the AMH+/CMA or health plan may assess Pilot eligibility and service needs prior to discharge/transition so long as service delivery starts upon the return to the community. Congregate/Institutional settings include:

- Residential Treatment Facility Services (including ASAM 3.3 and above and services under [Clinical Coverage Policy 8D-2](#))
- Psychiatric Residential Treatment Facilities (PRTFs)
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID)
- Inpatient Psychiatric Hospitals
- Inpatient/Acute Care Hospitals
- Nursing Facilities
- Long-term Care Hospitals
- Group Homes
- Halfway House
- Adult Care Homes
- Family Care Homes
- Alternative Family Living Arrangements

## C. Referral to Authorized Pilot Services and Tracking



**C1. Making Referrals to Pilot Services:** AMH+s/CMAs are responsible for referring eligible members to an appropriate HSO through the NCCARE360 platform. Once a Tailored Plan / LME/MCO has authorized a Pilot service for a member, the AMH+/CMA must submit an electronic referral for the service in NCCARE360 within two business days of receiving Tailored Plan / LME/MCO authorization. Tailored Plans / LME/MCOs will monitor receipt of invoices from HSOs to ensure that referrals are occurring, and services are being delivered in a timely manner. NCCARE360 will clearly indicate which HSOs are participating in the Pilot. Upon Tailored Plan / LME/MCO notification of service authorization, the AMH+/CMA must communicate to the member the authorized Pilot services and that an HSO will soon be reaching out to them.

AMH+s/CMAs may target a referral to a particular HSO (for example, if a member has an existing relationship with that HSO) or send the referral to all relevant HSOs that are available to provide the Pilot service. NCCARE360 will have a profile of the HSO including but not limited to: contact information, hours of operation, services offered, and languages spoken. AMH+s/CMAs may also consult with the Healthy Opportunities Network Lead as needed to assist in identifying appropriate HSOs.

Referrals for services that require simultaneous case management will be noted in the PESA, in NCCARE360 (e.g., in order to receive the “one-time payment for security deposit and first month’s rent” service, a member must also receive ongoing housing case management) and will include a separate

referral to an HSO case management service if the member does not already have an established HSO case management service. For a list of Pilot services that require simultaneous case management, see Healthy Opportunities Pilot Service Fee Schedule in Appendix B.

***C2. Tracking Referral Status and Outcomes:*** Once a referral is sent, AMH+s/CMA should follow-up with the HSO if the referral is not accepted within two business days of the referral being sent via NCCARE360 and elevate the issue to the appropriate Network Lead as necessary to ensure the individual can access services. AMH+s/CMA should reasonably expect HSOs to accept all appropriate service referrals. In limited circumstances, HSOs may reach capacity for how many individuals they can serve. In such circumstances, HSOs are responsible for proactively notifying their Healthy Opportunity Network Lead of limited capacity and indicating that they are not currently accepting referrals in NCCARE360 in order to prevent further referrals that cannot be acted upon. While AMH+s/CMA must ensure HSOs accept individual referrals submitted for their members in a timely manner, Network Leads will hold primary responsibility for monitoring referral acceptance from HSOs across their network.

**If a referral was sent to a particular HSO and is not accepted within two business days, the AMH+/CMA should contact the HSO to confirm whether it can provide the service. If the HSO does not respond or indicates it does not have capacity, AMH+s/CMA should escalate the issue to both the Tailored Plan / LME/MCO and the NL, as appropriate, and send the referral to another HSO.**

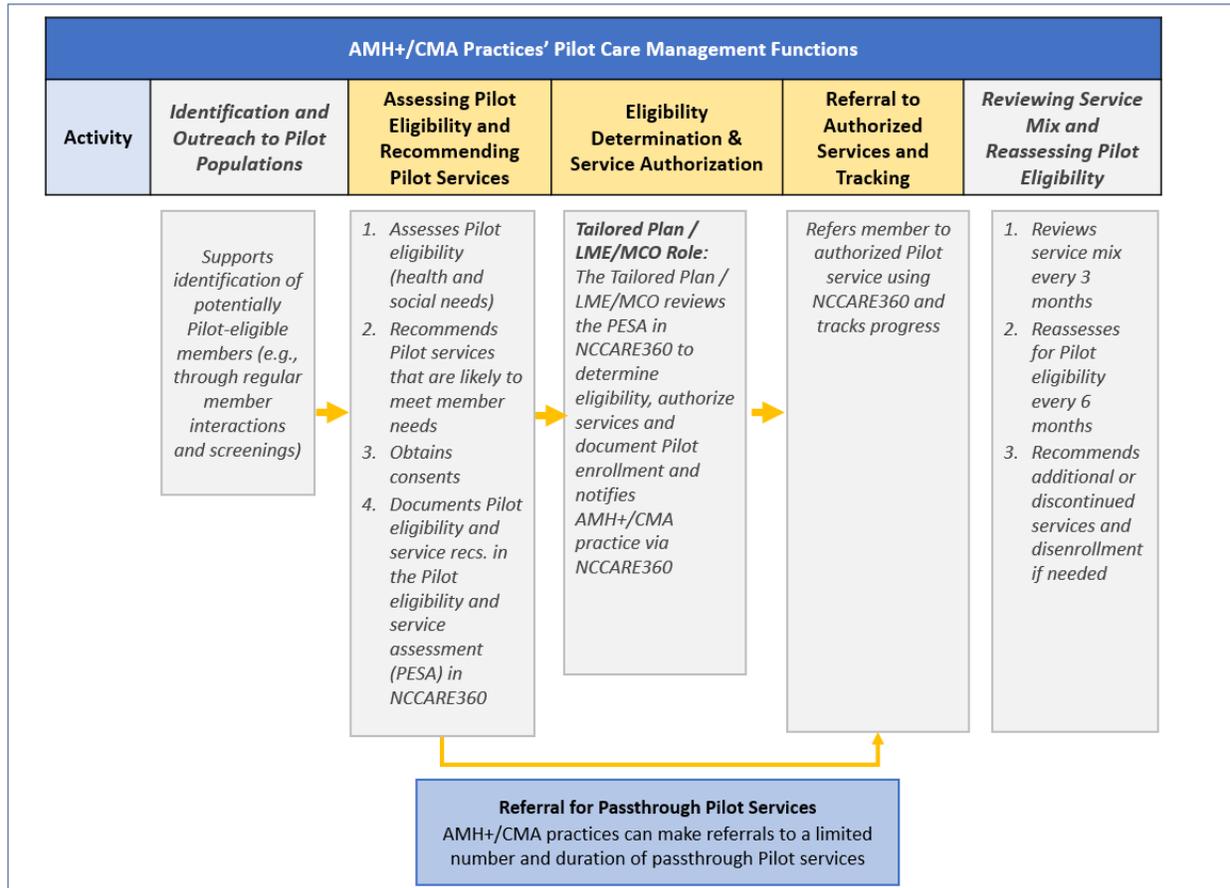
**Similarly, if a referral was sent to all relevant HSOs and is not accepted within two business days, AMH+s/CMA should escalate the issue to both the Tailored Plan / LME/MCO and the NL, as appropriate.** AMH+s/CMA then need to monitor and track the Pilot services delivered and coordinate with the HSO to help assess to what extent the Pilot service(s) are meeting their needs.

***C3. Documenting Pilot Enrollment Status and Authorized Pilot Services in Member's Care Plan/ISP:***

Upon Pilot enrollment, AMH+s/CMA must integrate Pilot care management activities into Tailored Care Management, as described in this document. For members who were not previously engaged in Tailored Care Management prior to Pilot enrollment, the AMH+/CMA will provide both Pilot care management and Tailored Care Management moving forward. Members who do not wish to engage in Tailored Care Management can receive Pilot Care management through their assigned Tailored Plan/ LME/MCO.

**For Pilot-enrolled members, AMH+s/CMA must include in the member's Care Plan/ISP information on the member's Pilot-related goals, Pilot enrollment status, authorized Pilot services and Pilot-related needs.** AMH+s/CMA will regularly update the member's Care Plan/ISP when an HSO accepts a referral for an authorized Pilot service, throughout the time the member is receiving Pilot services, and after a member's three-month Pilot service mix review and six-month Pilot eligibility reassessment (discussed more below).

## D. Referrals for Passthrough Pilot Services



In order to facilitate service delivery and reduce touchpoints with the member, Tailored Plans / LME/MCOs are required to permit AMH+s/CMA to refer members to passthrough services, a select number of high-value, low-cost Pilot services for a 30-day passthrough period without prior Tailored Plan / LME/MCO approval. Tailored Plans / LME/MCOs are required to treat these select Pilot services as “pre-approved” for up to 30 days. Passthrough Pilot services will be standardized across all Tailored Plans / LME/MCOs and include:

- Fruit and Vegetable Prescription
- Healthy Food Box (For Pick-Up)
- Healthy Food Box (Delivered)
- Healthy Meal (For Pick-Up)
- Healthy Meal (Home Delivered)
- Reimbursement for Health-Related Public Transportation
- Reimbursement for Health-Related Private Transportation

The Department may expand this list over time.

After an AMH+/CMA identifies a potentially Pilot-eligible member that is currently engaged in Tailored Care Management or who has been referred to the AMH+/CMA for a Pilot assessment, and who would

benefit from one of the passthrough services, the AMH+/CMA obtains required consents, validates Pilot eligibility and service-specific eligibility using the PESA in NCCARE360. **The AMH+/CMA may then refer the member to an HSO that delivers the specific passthrough Pilot service using NCCARE360 for a period of up to 30 days.** The AMH+/CMA monitors via NCCARE360 that the referral is accepted by an HSO within two business days and then creates or updates the member's Care Plan/ISP with the passthrough Pilot service. The AMH+/CMA tracks the passthrough Pilot service delivered to the member and coordinates with the HSO to track member progress.

**At the same time that it submits an electronic referral on NCCARE360 for a passthrough service, the AMH+/CMA must alert the member's Tailored Plan / LME/MCO by sending the completed PESA in NCCARE360. The PESA will include a recommendation for the proposed duration of the service (which may exceed the initial 30-day period) and the member will be provisionally enrolled in the Pilot and pre-authorized to receive a Pilot service for a period of up to 30 days.** The Tailored Plan / LME/MCO will then review the PESA to assess the member's eligibility for the Pilot and the selected service beyond the first 30 days.

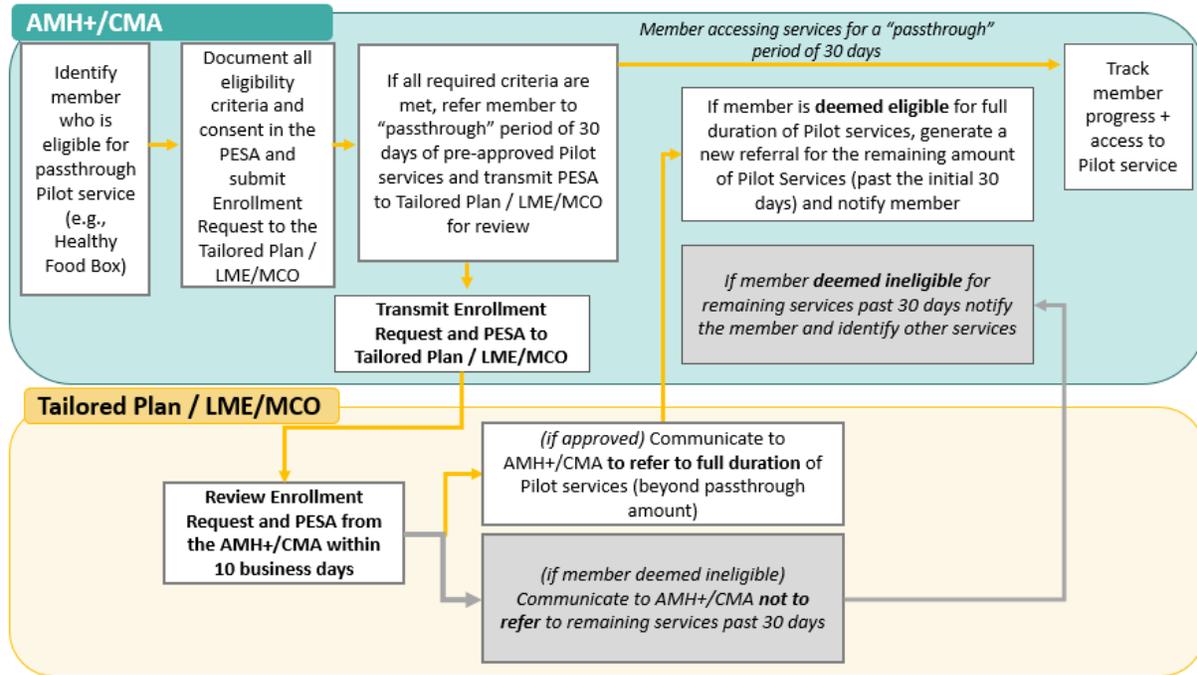
**If the Tailored Plan / LME/MCO deems the member eligible for additional services beyond the 30-day passthrough period, the Tailored Plan / LME/MCO will alert the AMH+/CMA through NCCARE360, which then must generate a new referral to the same HSO to extend the Pilot services beyond the initial 30 days.** The AMH+/CMA must then communicate to the member that they are authorized to receive the full duration of the Pilot service and monitors that the HSO accepts the new referral within two business days. The AMH+/CMA will also update the member's Care Plan/ISP, track the additional Pilot services delivered to the member, and coordinate with the HSO regarding member progress.

If the Tailored Plan / LME/MCO deems the member ineligible for the Pilot or the full duration of the recommended service, the Tailored Plan / LME/MCO will alert the AMH+/CMA of its decision. The AMH+/CMA then may not issue another referral for the member for the recommended Pilot service. The AMH+/CMA must communicate to the member of the Tailored Plan / LME/MCO's decision and direct the member to other non-Pilot services and HSOs to meet their needs.

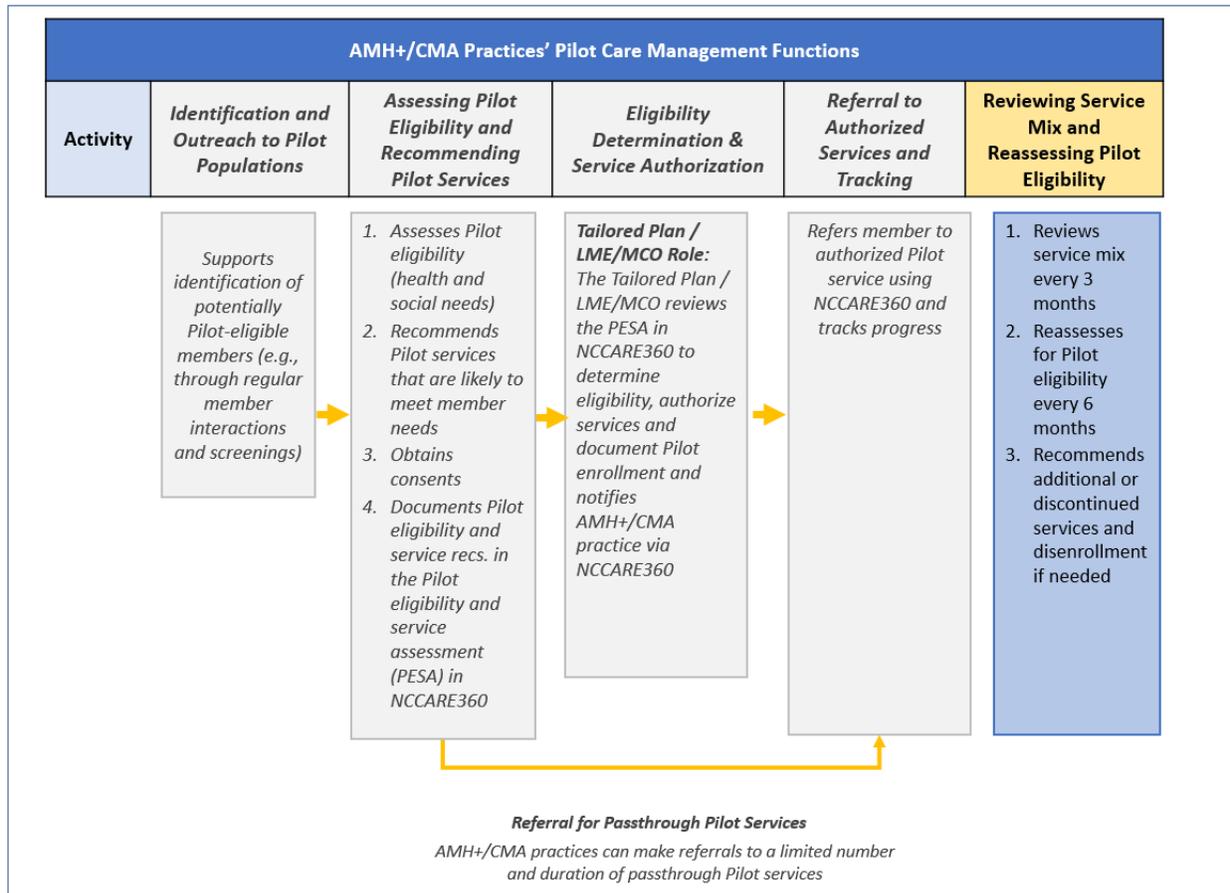
Tailored Plans / LME/MCOs have the ability to discontinue an individual AMH+/CMA's ability to refer members to passthrough services if that practice is found to have a pattern of making referrals for members that are subsequently found to be ineligible for the Pilot or if the Tailored Plan / LME/MCO runs out of Pilot funds.

Note: the AMH+/CMA should receive prior notification that they are outliers in referring ineligible members to the program and given a time period to demonstrate improvement.

**Figure 3: Referrals for Passthrough Pilot Services**



## E. Reviewing Pilot Service Mix and Reassessing Pilot Eligibility



The Pilot program requires AMH+s/CMA to conduct a three-month assessment of a member's "Pilot service mix" to determine if the authorized Pilot services are meeting a member's needs. If existing services are not meeting a member's needs, the AMH+/CMA should recommend to the Tailored Plan / LME/MCO adding new services and/or discontinuing one or more services. **AMH+s/CMA must also conduct a six-month assessment to reassess members for Pilot eligibility (eligibility reassessment) in addition to the service mix review.** Care management teams will conduct the Pilot service mix review and eligibility reassessment as part of ongoing Tailored Care Management. If an AMH+/CMA identifies that a Pilot-enrolled member has met their Pilot-related Care Plan/ISP goals in less than 3 months and no longer requires Pilot services, the AMH+/CMA may recommend discontinuing Pilot services (see Section F1. Discontinuation of Pilot Services).

AMH+s/CMA must identify members that are due for a three- or six-month assessment based on their date of enrollment (i.e., not from when the member accessed the Pilot service to which they were referred). AMH+s/CMA will schedule an in-person, telephonic, or video reassessment with the member (depending on the enrollee preference). AMH+s/CMA should schedule a reassessment meeting with Pilot-enrolled members within 30 days of the date that members are due for their three- or six-month assessment. If the first attempt to conduct a reassessment is unsuccessful, AMH+s/CMA should make reassessment attempts at least monthly following the original due date of a three- or six-month assessment. If the member does not respond by the next six-month interval, AMH+s/CMA must

recommend to the Tailored Plan / LME/MCO that the member be disenrolled from the Pilot (described in detail below).

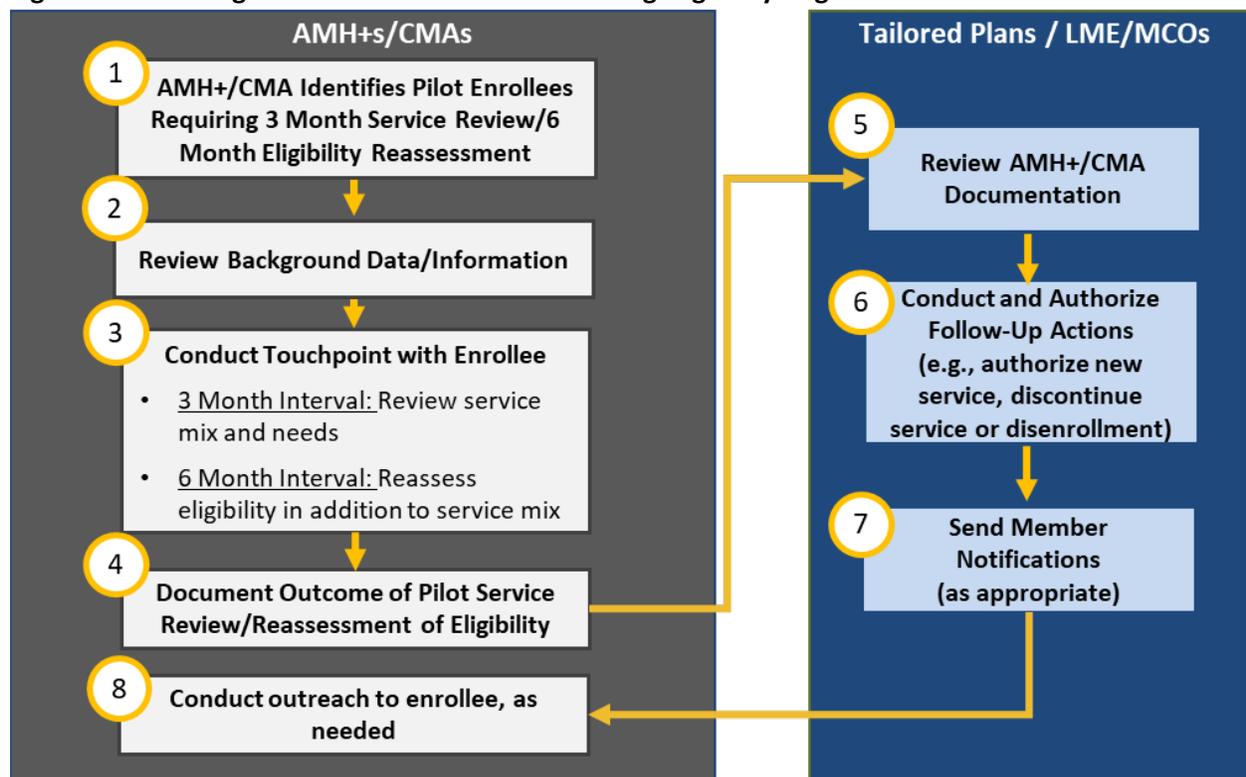
Prior to conducting the three- or six-month assessment, AMH+s/CMA should review all available data on the member in preparation for the assessment, including, for example:

- The member’s Care Plan/ISP, including current and previously authorized Pilot services, status updates and overarching goals;
- Care team notes from prior assessments and ongoing Tailored Care Management contacts;
- Outcomes of referred Pilot services in NCCARE360 and any subsequent information provided by HSO staff to the care team; and,
- Data provided by the Tailored Plan / LME/MCO related to health care activities.

Tailored Plans / LME/MCOs will monitor requirements for Pilot service mix reviews and eligibility reassessment through spot audits of member PESAs but will not require additional reporting of AMH+s/CMAs related to reassessments.

Figure 4 provides a summary of the process AMH+s/CMAs will use to conduct three-and six-month assessments.

**Figure 4: Reviewing Pilot Service Mix and Reassessing Eligibility: High-Level Process Flow**

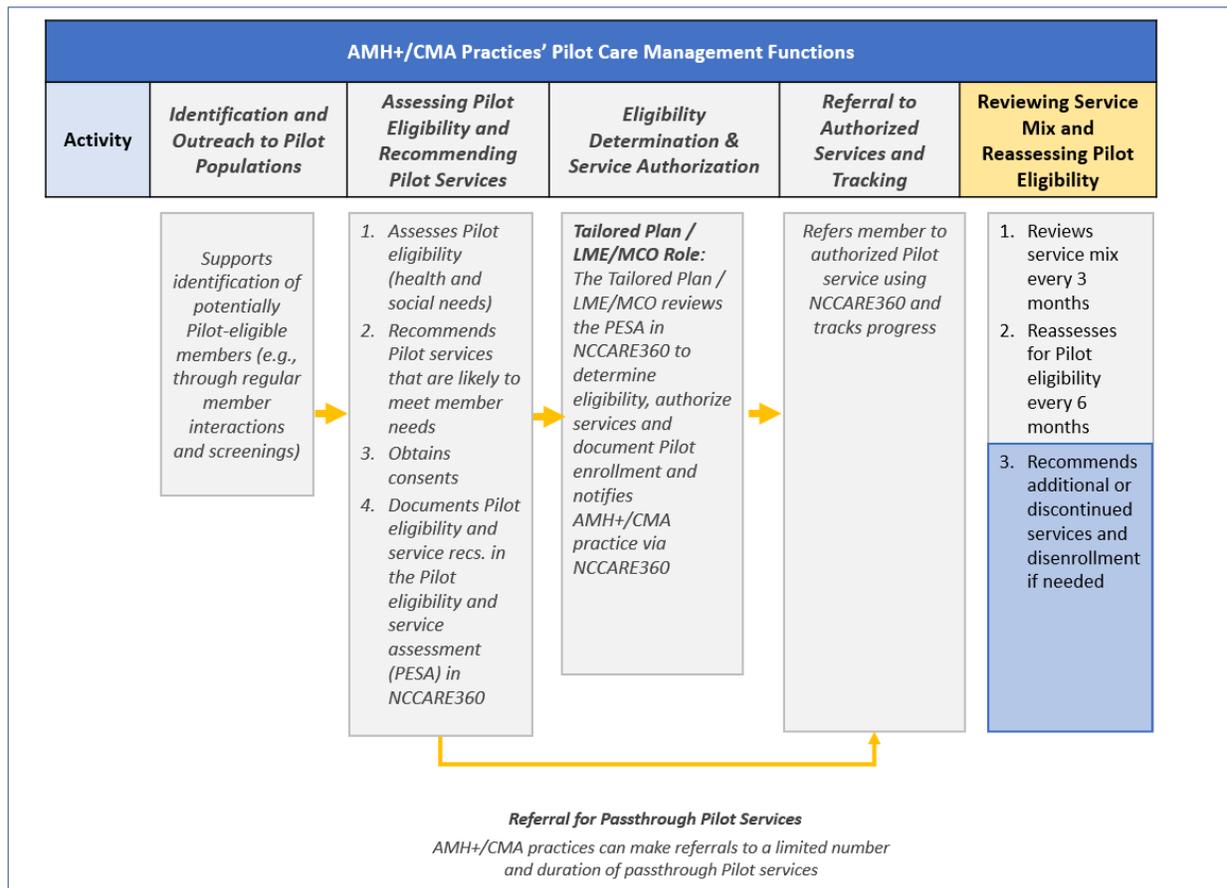


**E1. Three-Month Service Mix Review:** For each Pilot-enrolled member, AMH+s/CMAs must conduct an assessment every three months to discuss the member’s current service mix and assess if it is meeting the member’s needs. AMH+s/CMAs should use the [Department’s standardized Healthy Opportunities screening questions](#) and/or other assessments, including those used to originally recommend Pilot services, to evaluate if the member needs different Pilot services. If a member has no new or changed

needs and requires Pilot services to continue, AMH+s/CMA's will document this in the member's Care Plan/ISP. If new or modified services are required due to new or changed needs, AMH+s/CMA's should use the PESA in NCCARE360 to make recommendations for new or modified services and submit the PESA to the Tailored Plan / LME/MCO for service review and authorization. If AMH+s/CMA's decide that a service is no longer needed, they are permitted to discontinue that particular service (see next *Section III.F1. Discontinuation of Pilot Services* for additional details). AMH+s/CMA's should document the outcome of the three-month assessment in the member's PESA, including any Tailored Plan / LME/MCO action or decision, and update the member's Care Plan/ISP. The service mix review may occur concurrently with a Pilot eligibility reassessment if it is being conducted at the six-month interval (described in *Section III.E2. Six-Month Pilot Eligibility Reassessment* below).

***E2. Six-Month Pilot Eligibility Reassessment:*** In addition to conducting a Pilot service mix review every three months, AMH+s/CMA's must reassess each Pilot-enrolled member for their ongoing Pilot eligibility every six months. To do so, AMH+s/CMA's should ensure that a Pilot-enrolled member still has a qualifying social factor in one of the priority Healthy Opportunities domains and assess the member's underlying health criteria (or new criteria) that makes the member eligible for the Pilot (e.g., the member requires ongoing Pilot services to address the needs that make them eligible for the Pilot in the first place). When conducting a Pilot eligibility reassessment, the AMH+/CMA must also conduct a three-month service mix review. Any changes made to Pilot eligibility should be documented in the PESA and transmitted to the Tailored Plan / LME/MCO for review. AMH+s/CMA's should document the outcome of the six-month Pilot eligibility reassessment in the member's PESA in NCCARE360, including any Tailored Plan / LME/MCO action or decision, and update the member's Care Plan/ISP. Changes to Pilot eligibility status will automatically impact the member's ability to receive Pilot services. If the Tailored Plan / LME/MCO finds the member ineligible for the Pilot, the member's Pilot services will be discontinued, and the AMH+/CMA should find new, non-Pilot services that meet that member's needs.

## F. Discontinuation of Pilot Services and Disenrollment from Pilot



Members' needs and circumstances will change over the course of their Pilot participation. For this reason, there are some circumstances in which a member's Pilot services should be discontinued, and other circumstances where the member should be disenrolled from the Pilot.

**F1. Discontinuation of Pilot Services:** Discontinuation of Pilot services refers to instances when an authorized Pilot service should be stopped. Discontinuation of a service does not necessarily mean that an individual is ineligible to receive other or modified amounts/intensity of existing Pilot services. Examples of potential scenarios for discontinuation of Pilot services include:

- Current Pilot service(s) are not meeting the needs of the member (e.g., the member no longer requires support with their housing needs, but indicates that he hasn't been able to purchase enough food in the past month and may require a Healthy Food Box).
- Member has met their Pilot-related Care Plan/ISP goals and no longer requires the Pilot service (e.g., member has been stably housed for 12 months and no longer requires Housing Navigation, Support and Sustaining Services).
- Member no longer meets the Pilot service-specific qualifying criteria (e.g., the member no longer has pre-diabetes and is ineligible for the diabetes prevention program service).

If AMH+s/CMA's identify that a Pilot service should be discontinued during a three-month assessment, six-month Pilot reassessment, or other regular check-in with a member, AMH+s/CMA's should document that the service is to be discontinued and the rationale (e.g., if the service is no longer meeting the member's need) for doing so in a member's PESA and notify the Tailored Plan / LME/MCO via NCCARE360. AMH+s/CMA's must then close out any open referrals for the discontinued service(s) in NCCARE360, communicate directly with the HSO(s) regarding the change in status, and update the member's Care Plan/ISP. After a Pilot service has been discontinued, AMH+s/CMA's need to communicate the decision to the member and provide transition support by identifying other Pilot or non-Pilot services and programs to meet the member's ongoing needs. If the member requires new or modified Pilot services in lieu of the discontinued service, AMH+s/CMA's must submit a Pilot service authorization request for the new Pilot service to the Tailored Plan / LME/MCO as part of the PESA.

***F2. Disenrollment from the Pilot:*** Pilot disenrollment refers to instances where a member is no longer eligible to participate in the Pilot and should no longer receive Pilot services. Examples of potential scenarios for disenrollment from the Pilot include:

- Member is no longer enrolled in Medicaid
- Member no longer lives in a Pilot region (regardless of the location of the AMH+/CMA where they receive care).
- Member is receiving duplicative services or programs that disqualify them from Pilot
- Member wishes to opt out of the Pilot.
- Member is unreachable after consistent, monthly outreach efforts by the AMH+/CMA for a period of 6 months.
- The enrollee transitions to another delivery system that has yet to launch the Pilot (i.e., transitions to the Tribal Option).

**Upon identifying a trigger for Pilot disenrollment, AMH+s/CMA's must document information and rationale for Pilot disenrollment in a member's PESA and transmit to the Tailored Plan / LME/MCO for verification.** If the Tailored Plan / LME/MCO agrees with the AMH+/CMA recommendation, the Tailored Plan / LME/MCO disenrolls the member from the Pilot. AMH+s/CMA's must close out any open referrals for Pilot services in NCCARE360, communicate directly with the HSO(s) regarding the change in status and ensure they do not submit invoices for further Pilot services, and update the member's Care Plan/ISP. In the event a member has Pilot services that were authorized and started at the time of Pilot enrollment (e.g., home modifications) or passthrough services, the AMH+/CMA must coordinate with the HSO to ensure the Pilot service is delivered even if the member has since been disenrolled from the Pilot. After a member has been disenrolled from the Pilot, the AMH+/CMA needs to communicate the decision to the member and continue to deliver Tailored Care Management, including providing transition supports by identifying non-Pilot services, programs and HSOs to meet the needs of the member.

## **G. Use of NCCARE360 for Pilot Responsibilities**

**To participate in the Pilot, AMH+s/CMA's must be registered and trained on NCCARE360 for core Pilot responsibilities** including:

- Creating the member's profile in NCCARE360 if it does not already exist.

- Obtaining consent for capturing the member’s data on NCCARE360, which includes personal health information, and sharing it with organizations in the NCCARE360 network.
- Completing the PESA form, and transmitting it with an Enrollment Request to the Tailored Plan / LME/MCO to review the member’s Pilot eligibility.
- Generating Authorization Requests for Pilot services and selecting HSOs to deliver the Pilot services upon the Authorization Request’s approval by the Tailored Plan / LME/MCO.
- Monitoring referrals to HSOs for authorized Pilot services to ensure they are accepted by the HSO and communicating with the HSO on member progress as needed.
- Using the PESA to conduct the 3-month service mix review and 6-month eligibility reassessment.
- Instructing HSOs to close out referrals for services that are no longer needed/authorized
- Prompting disenrollment from the Pilot if the member is no longer eligible to participate.

**AMH+s/CMAs contracted with the Tailored Plan / LME/MCO to provide Pilot care management must be registered, trained, and actively use NCCARE360 to promote whole-person care.**

#### H. Pilot Staffing for AMH+s/CMAs

The Pilot does not have any additional staffing or licensure requirements separate from Tailored Care Management requirements. For members in Tailored Care Management and the Pilot, care management teams include:

- **Supervising Care Manager:** Responsible for overseeing care managers
- **Care Manager:** Leads delivery of integrated, whole person Tailored Care Management to members as well as Pilot care management
- **Care Manager Extender:** Can support care managers in delivering Tailored Care Management and various Pilot activities

Care managers should directly supervise care manager extenders that participate in a Pilot enrollee’s care team and ensure that they are only performing functions within their training, scope, and abilities.<sup>17</sup> Care manager staff serving Pilot enrollees, including care manager extenders, must complete required Pilot trainings (see *Section III.I. Participation in Pilot Convenings/Trainings* below). Care manager extenders can support the following Pilot activities, as deemed appropriate by the care manager:

- Perform outreach to, engagement with, as well as follow-up with members
- Assess members for Pilot eligibility by using the PESA and recommend Pilot services
- Coordinate referrals to Pilot services
- Help track that HSOs accept a referral to deliver Pilot services, that HSOs initiate that service, and ongoing coordination with HSOs to help assess to what extent Pilot services are meeting a member’s needs
- Review the service(s) a Pilot enrollee is receiving and reassess for Pilot eligibility

#### I. Participation in Pilot Convenings/Trainings

##### ***Pilot-Related Convenings***

There will be regular telephonic or web-based convenings with Pilot-participating entities, including AMH+s/CMAs serving as a Designated Pilot Care Management Entity, to share learnings and best

<sup>17</sup> For more information on qualifications and functions for care manager extenders, see the Department’s [“Guidance on the Use of Care Manager Extenders in Tailored Care Management.”](#)

practices as well as at least two in-person convenings per year that include all Pilot participating entities (HSOs, NLS, Tailored Plans / LME/MCOs, etc.). Specifically, the Healthy Opportunities convenings may:

- Solicit information about implementation barriers and best practices and identify areas where training and/or technical assistance would support effective Pilot implementation;
- Review Pilot-related policies and procedures; and
- Strengthen relationships between Pilot-participating entities.

The Department will also hold learning collaboratives designed to share best practices across Pilot regions.

AMH+s/CMA's must participate in Pilot-related convenings; where applicable, the convening entity will specify the intended audiences for each convening so AMH+s/CMA's can determine who from the practice is best suited to attend.

### ***Training and Technical Assistance***

The Department provides Pilot-related technical assistance for frontline care managers via its partnership with the [Area Health Education Centers \(AHEC\)](#). Training materials and forums may include office hours, webinars, training modules, written materials, and targeted, one-on-one training. Trainings cover topics including:

- Assessing eligibility for Pilot services
- Choosing appropriate Pilot Food, Housing, Transportation, Health Related Legal Supports, Interpersonal Violence Services/Toxic Stress services and understanding the Medical Respite Cross Domain Service
- Tracking enrollee progress over time, Reviewing Service Mix, and Reassessing Pilot Eligibility
- Obtaining Pilot consent

Prior to making HOP referrals, all AMH+/CMA care managers must complete the following Department-identified training related to IPV topics including the provision of IPV-related services, working with IPV survivors, trauma informed care delivery, and protecting privacy and confidentiality:

- [Healthy Opportunities Pilots: How Care Managers Can Choose Appropriate Interpersonal Violence Services](#)
- [Healthy Opportunities Pilots: How Care Managers Can Choose Appropriate Interpersonal Violence Services – Part Two](#)

Additionally, general staff (i.e., non-care managers) at all Pilot entities, including AMH+/CMA's, who handle sensitive service data must complete the following training on the importance of privacy, safety, and confidentiality when working with Pilot enrollees and their data:

- Healthy Opportunities: Sensitive Services for HSOs and Pilot Staff; Privacy and Confidentiality for Survivors

The Department may require or recommend additional IPV-related training in the future.

In addition, the Healthy Opportunities Network Leads also provide technical assistance for care management entities, including AMH+s/CMA's, on available Pilot services and appropriate contracted HSOs based on a member's circumstances and care needs preferences.

The Healthy Opportunities Network Leads will also provide ongoing technical assistance for AMH+s/CMAs, to:

- Address issues related to Pilot services and HSO availability/accessibility;
- Support AMH+s/CMAs ability to refer members to contracted HSOs and adhere to Pilot responsibilities; and
- Support AMH+s/CMAs' understanding of and familiarity with contracted HSOs and Pilot services.

AMH+s/CMAs must participate in both the Healthy Opportunities Network Leads and the Department-led trainings as well as the Healthy Opportunities Networks Leads technical assistance; where applicable, the Healthy Opportunities Network Leads and the Department will specify the intended audiences for each training and technical assistance session so AMH+s/CMAs can determine who from the practice is best suited to attend.

## J. Supporting Pilot-Enrolled Members Transitioning between Designated Pilot Care Management Entities and/or Health Plans

A transition between care management entities, health plans, or service delivery systems entities can pose unique challenges to ensuring service continuity and coordination for members.

Pilot-enrolled members enrolled in a Tailored Plan / LME/MCO may experience the transition of care scenarios described below.

- Scenarios where a member remains Pilot-eligible:
  - Member transitions to a different health plan in a Pilot region,
  - Member transitions to a different Designated Pilot Care Management Entity participating in the Pilot, and
  - Member transitions to a different care management organization not participating in the Pilot<sup>18</sup>.
- Scenarios where a member is no longer Pilot eligible:
  - Member transitions to a non-Pilot region (i.e., a county within the same health plan or across health plans that is not participating in the Pilot), and
  - Member transitions to another delivery system that has yet to launch the Pilot (i.e., transitions to the Tribal Option).

**Building off the existing requirements for supporting transitions of care, AMH+s/CMAs and Tailored Plans / LME/MCOs will collaborate to facilitate transitions of care for members when needed.**

**AMH+s/CMAs will be required to do the following for Pilot-enrolled members in a transition of care scenario where a member remains Pilot-eligible:**

- **Coordinate a timely warm handoff, or a transfer of care between Designated Pilot Care Management Entities** for effective knowledge transfer or to ensure member continuity of care with regards to Pilot services;
- **Promote proactive communication** regarding the member's Pilot participation/services with the receiving entity (e.g., the Tailored Plan / LME/MCO, a new AMH+/CMA, etc.) prior to transition to coordinate the transfer of care;

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<sup>18</sup> In this scenario, where a member is engaged in Tailored Care Management through an AMH+/CMA that does not opt into the Pilot, the member's assigned care management team will provide Tailored Care Management and the member's assigned Tailored Plan / LME/MCO will provide Pilot care management.

- **Establish a follow-up protocol** to communicate with the receiving entity (e.g., the Tailored Plan / LME/MCO, a new AMH+/CMA, etc.) after the member’s transition to confirm receipt of the transferred information and to troubleshoot dynamics related to the Pilot that may have resulted from the transition;
- **Work with the HSO and former Tailored Plan / LME/MCO** to ensure the continued delivery of any current Pilot services authorized while the member was still enrolled with the former Tailored Plan / LME/MCO;
- **Use the NCCARE360 functionality** to send the new Designated Pilot Care Management Entity or Tailored Plan / LME/MCO a summary of services using a Transition of Care Referral Request [See Transition of Care Policy for more detail].
- **For AMH+s/CMAs acting as the receiving entity in a transition of care, ensure that members are reassessed** for ongoing Pilot eligibility and service mix within 90-days of transfer following a transition of care.
- **In the case that a referral for services has not yet been accepted by the HSO**, the AMH+/CMA must close the case.
- **For services that were accepted by the HSO and not yet started**, the AMH+/CMA must contact the HSO outside of NCCARE360 to inform the HSO to close the case for the Pilot service. The primary worker assigned to the member’s open case at the HSO will also receive an email from NCCARE360, notifying the primary worker that the member has been disenrolled from their health plan.

In a transition of care scenario where a member is no longer Pilot-eligible, the AMH+/CMA must disenroll the member from the Pilot, work with the HSO to close the case for the service(s), and coordinate with the HSO to ensure any pending Pilot services that were authorized and started at the time of Pilot enrollment are delivered (see *Section III.F2. Disenrollment from the Pilot*).

#### K. Pilot-Related Member and Provider Grievances

Pilot services have been approved as part of the State’s 1115 waiver and are separate from North Carolina’s Medicaid benefit package available statewide to Medicaid members. For this reason, Medicaid members are not entitled to receive Pilot services, and traditional Medicaid “appeals and grievances” processes do not apply to adverse determinations made about Pilot services/eligibility. However, to keep the member at the center of the Pilot experience, AMH+s/CMAs will support the tracking and resolution of Pilot-related grievances submitted by members. AMH+s/CMAs must submit any Pilot-related member grievances to the Tailored Plan / LME/MCO. Further, for any member grievances that involve the AMH+/CMA, AMH+s/CMAs will be required to resolve those issues in a timely manner.

In addition, AMH+s/CMAs will be permitted to submit Pilot-related provider grievances directly to the Tailored Plan / LME/MCO.

#### Section IV: AMH+/CMA Eligibility Criteria to Participate in the Pilot

##### AMH+/CMA Eligibility Criteria to Participate in the Pilot

To participate in the Pilot, providers must:

- **Be certified with the Department as an AMH+/CMA,**
- **Be contracted with at least one Tailored Plan / LME/MCO as an AMH+/CMA**
- **Provide Tailored Care Management to Medicaid -enrolled members in a Pilot region, and**

- **Contract with the Tailored Plan / LME/MCO to assume Pilot-related responsibilities using Department-standardized contracting terms and conditions.**

If an AMH+/CMA does not participate in the Pilot, there is no effect on their AMH+/CMA status.

#### **Section V: AMH+/CMA Payment for Pilot Responsibilities**

**Pilot-participating AMH+s/CMAs will receive a Pilot Care Management add-on payment on top of their Tailored Care Management payment.** For every month that a Pilot enrollee receives Tailored Care Management engagement, Tailored Plans / LME/MCOs must pay AMH+s/CMAs the Pilot Care Management “add-on” payment. Pilot design seeks to maintain (and not disrupt) current contracting and payment practices. The “add-on” payment will be applied to the regular Tailored Care Management payment for members enrolled in Pilot during the billing month. Tailored Plans / LME/MCOs must use the Pilot Care Management add-on payment rate and payment approach outlined in the Healthy Opportunities Pilot Payment Protocol to pay AMH+s/CMAs for Pilot-related care management and are not permitted to negotiate the rate. The Department reserves the right to modify this payment approach in the future, as needed.

#### **Section VI: Tailored Plan / LME/MCO Oversight of AMH+s/CMAs for Pilot Responsibilities**

**Tailored Plans / LME/MCOs will be responsible for overseeing and monitoring AMH+/CMA compliance with Pilot responsibilities but may not put additional requirements on AMH+s/CMAs above and beyond what the Department requires.**

Tailored Plans / LME/MCOs are responsible for overseeing and monitoring compliance of each AMH+/CMA contracted to participate in the Pilot. Tailored Plans / LME/MCOs are not permitted to hold AMH+s/CMAs accountable for requirements that go above and beyond AMH+/CMA Pilot requirements described in this document.

Tailored Plans / LME/MCOs have the ability to put an individual AMH+/CMA on a corrective action plan (CAP) if the practice is found to have a pattern of making referrals to Pilot passthrough services for members that are subsequently found to be ineligible for the Pilot (note: the process for Pilot-related CAPs is different from Tailored Care Management CAPs). The Tailored Plan / LME/MCO will have the ability to discontinue an individual AMH+/CMA’s ability to refer members to passthrough services if that practice continues to have a pattern of making referrals for members that are subsequently found to be ineligible for the Pilot. Tailored Plans / LME/MCOs should give prior notification to AMH+s/CMAs if they are outliers in referring ineligible members to the program and given a time period to demonstrate improvement.

#### **Section VII: Changes to Pilot Participation and Contract Terminations**

If a provider loses its certification as an AMH+/CMA, it will also lose its designation as a Designated Pilot Care Management Entity. Additionally, a Tailored Plan / LME/MCO may terminate a Pilot-related contract with an AMH+/CMA, with cause related to Pilot performance.

As discussed above in Section VI: Tailored Plan / LME/MCO Oversight of AMH+s/CMAs for Pilot Responsibilities, **if a Tailored Plan / LME/MCO determines that an AMH+/CMA is not adequately meeting Pilot requirements, it may lose its designation as a Designated Pilot Care Management Entity and ability to earn Pilot care management add-on payment for providing Pilot care management to**

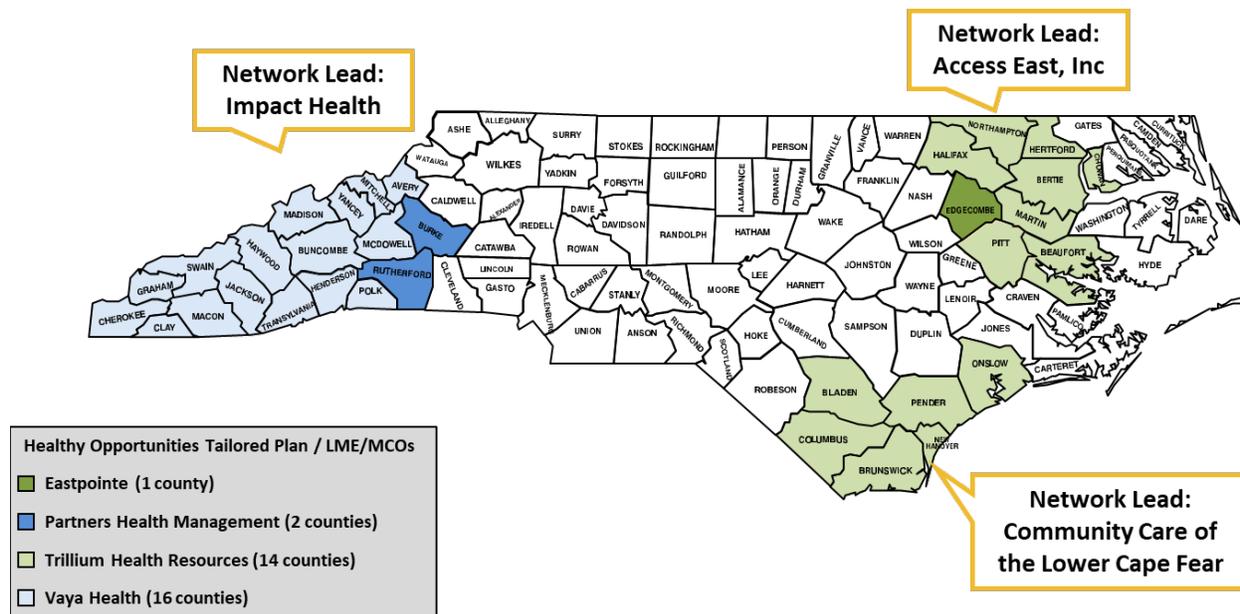
**Pilot enrollees.** Prior to Pilot contract termination with cause related to Pilot performance, the Tailored Plan / LME/MCO must notify the AMH+/CMA of the underperformance issues and give the AMH+/CMA 90 business days to remedy any Pilot-related underperformance. Once notified, the AMH+/CMA must acknowledge receipt of the notice within three business days and develop and submit a corrective action plan (CAP) to the Tailored Plan / LME/MCO within 15 business days of receiving notice of underperformance. The AMH+/CMA must include in their CAP a “performance improvement plan” that clearly states the steps being taken to rectify underperformance. Tailored Plans / LME/MCOs are required to notify the Department of any Pilot-related underperformance and/or CAPs. If the Tailored Plan / LME/MCO moves forward with the termination of a Pilot contract because the AMH+/CMA does not remedy its underperformance after 90 business days, the Tailored Plan / LME/MCO will provide written notice to the AMH+/CMA. Upon receiving notice of termination, the Tailored Plan / LME/MCO must notify Unite Us of the terminated contract in order to be removed from the Pilot-related components of the NCCARE360 platform (unless contracts with other Tailored Plans / LME/MCOs for Pilot care management are still active).

In addition, AMH+s/CMAs are permitted to discontinue Pilot-related contracts with Tailored Plans / LME/MCOs at any time. AMH+s/CMAs must notify the Department and the Tailored Plan / LME/MCO of its intent to terminate the Pilot-related contract, 45 business days before doing so. In addition, AMH+s/CMAs must notify Unite Us of the terminated contract in order to be removed from the Pilot-related components of the NCCARE360 platform, unless contracts with other Tailored Plans / LME/MCOs for Pilot care management are still active. AMH+s/CMAs must notify the Tailored Plan / LME/MCO of the end date of the Pilot-portion of its contract and meet data storage and reporting requirements for one calendar year.

For any terminated contracts, the Tailored Plan / LME/MCO must follow all requirements in the Pilot Transition of Care Protocol to ensure continuity of care for members, including providing Pilot care management to Pilot enrollees from AMH+/CMAs who lose their designation as a Designated Pilot Care Management Entity.

## Appendix A: Awarded Healthy Opportunities Network Leads

The Pilot operates in three geographic regions of the state led by Network Leads. Pilot regions are served by four Tailored Plans / LME/MCOs: Eastpointe, Partners, Trillium, and Vaya.



## Appendix B: Healthy Opportunities Pilot Fee Schedule

### Pilot Service Rates

Healthy Opportunities Pilot Fee Schedule		
Service Name	Unit Of Service/Payment	Rate or Cap
<b>Housing</b>		
Housing Navigation, Support and Sustaining Services	PMPM	\$400.26
Inspection for Housing Safety and Quality	Cost-Based Reimbursement Up to A Cap	Up to \$250 per inspection
Housing Move-In Support	Cost-Based Reimbursement Up to A Cap	<ul style="list-style-type: none"> <li>• 1 BR: Up to \$900 per month</li> <li>• 2 BR: Up to \$1,050 per month</li> <li>• 3 BR: Up to \$1,150 per month</li> <li>• 4 BR: Up to \$1,200 per month</li> <li>• 5+ BR: Up to \$1,250 per month</li> </ul>
Essential Utility Set-Up	Cost-Based Reimbursement Up to A Cap	<ul style="list-style-type: none"> <li>• Up to \$500 for utility deposits</li> <li>• Up to \$500 for reinstatement utility payment</li> <li>• Up to \$500 for utility arrears</li> </ul>
Home Remediation Services	Cost-Based Reimbursement Up to A Cap	Up to \$5,000 per year <sup>19</sup>
Home Accessibility and Safety Modifications	Cost-Based Reimbursement Up to A Cap	Up to \$10,000 per lifetime of waiver demonstration <sup>20</sup>
Healthy Home Goods	Cost-Based Reimbursement Up to A Cap	Up to \$2,500 per year
One-Time Payment for Security Deposit and First Month's Rent	Cost-Based Reimbursement Up to A Cap	<ul style="list-style-type: none"> <li>• First month's rent: Up to 110% FMR<sup>21</sup> (based on home size)</li> <li>• Security deposit: Up to 110% FMR (based on home size) x2</li> </ul>
Short-Term Post Hospitalization Housing	Cost-Based Reimbursement Up to A Cap	<ul style="list-style-type: none"> <li>• First month's rent: Up to 110% FMR (based on home size)</li> </ul>

<sup>19</sup> The HSO that coordinates the contractors to deliver the Home Remediation Service will receive \$125 per Home Remediation Service project that costs no more than \$1,250 and will receive \$250 per Home Remediation Service project that costs between \$1,250 and \$5,000.

<sup>20</sup> The HSO that coordinates the contractors to deliver the Home Accessibility and Safety Modification will receive \$250 per Home Accessibility Modification project that costs no more than \$2,500 and will receive \$500 per Home Accessibility and Safety Modification project that costs between \$2,500 and \$10,000.

<sup>21</sup> Fair Market Rent (FMR) standards as established by the U.S. Department of Housing and Urban Development, available here: <https://www.huduser.gov/portal/datasets/fmr.html#2022>

Healthy Opportunities Pilot Fee Schedule		
Service Name	Unit Of Service/Payment	Rate or Cap
		<ul style="list-style-type: none"> <li>Security deposit: Up to 110% FMR (based on home size) x2</li> </ul>
<b>Interpersonal Violence / Toxic Stress</b>		
IPV Case Management Services	PMPM	\$221.96
Violence Intervention Services	PMPM	\$168.94
Evidence-Based Parenting Curriculum	One class	\$22.60
Home Visiting Services	One home visit	\$67.89
Dyadic Therapy	Per occurrence	\$68.25
<b>Food</b>		
Food and Nutrition Access Case Management Services	15 minute interaction	\$13.27
Evidence-Based Group Nutrition Class	One class	\$22.80
Diabetes Prevention Program	<ul style="list-style-type: none"> <li>Four classes (first phase)</li> <li>Three classes (second phase)<sup>22</sup></li> </ul>	<ul style="list-style-type: none"> <li><b>Phase 1: \$275.83</b> <ul style="list-style-type: none"> <li>Completion of 4 classes: \$27.38</li> <li>Completion of 4 additional classes (8 total): \$54.77</li> <li>Completion of 4 additional classes (12 total): \$68.46</li> <li>Completion of 4 additional classes (16 total): \$125.22</li> </ul> </li> <li><b>Phase 2: \$103.44</b> <ul style="list-style-type: none"> <li>Completion of 3 classes: \$31.02</li> <li>Completion of 3 additional classes (6 total): \$72.42</li> </ul> </li> </ul>
Fruit and Vegetable Prescription	Cost-Based Reimbursement Up to A Cap	Up to \$210 per month <sup>23</sup>
Healthy Food Box (For Pick-Up)	One food box	<ul style="list-style-type: none"> <li>Small box: \$89.29</li> <li>Large box: \$142.86</li> </ul>

<sup>22</sup> The Centers for Disease Control and Prevention recognized Diabetes Prevention Program is offered in two phases, including a minimum of 16 classes in Phase 1 and 6 classes in Phase 2. The DPP program is paid for in allocations so HSOs that participate in the Pilot are able to receive pro-rated payments as enrollees complete four classes.

<sup>23</sup> The HSO that coordinates the Fruit and Vegetable Prescription service will receive \$5.25 per person served in a given month.

Healthy Opportunities Pilot Fee Schedule		
Service Name	Unit Of Service/Payment	Rate or Cap
Healthy Food Box (Delivered)	One food box	<ul style="list-style-type: none"> <li>• Small box: \$96.79</li> <li>• Large box: \$150.36</li> </ul>
Healthy Meal (For Pick-Up)	One meal	\$7.00
Healthy Meal (Home Delivered)	One meal	\$7.60
Medically Tailored Home Delivered Meal	One meal	\$7.80
<b>Transportation</b>		
Reimbursement for Health-Related Public Transportation	Cost-Based Reimbursement Up to A Cap	Up to \$102 per month
Reimbursement for Health-Related Private Transportation	Cost-Based Reimbursement Up to A Cap	Up to \$267 per month <sup>24</sup>
Transportation PMPM Add-On for Case Management Services	PMPM	\$71.30
<b>Cross-Domain</b>		
Holistic High Intensity Enhanced Case Management	PMPM	\$501.41
Medical Respite	Per diem	\$206.98
Linkages to Health-Related Legal Supports	15 minute interaction	\$25.30

<sup>24</sup> Repairs to a Pilot Enrollee's car may be deemed an allowable, cost-effective alternative to private transportation by the Enrollee's Prepaid Health Plan. Reimbursement for this service may not exceed six months of capped private transportation services.

## Housing Services

### Housing Navigation, Support and Sustaining Services

Category	Information
Service Name	Housing Navigation, Support and Sustaining Services
Service Description	<p>Provision of one-to-one case management and/or educational services to prepare an enrollee for stable, long-term housing (e.g., identifying housing preferences and developing a housing support plan), and to support an enrollee in maintaining stable, long-term housing (e.g., development of independent living skills, ongoing monitoring and updating of housing support plan). Activities may include:</p> <p><b>Housing Navigation and Support</b></p> <ul style="list-style-type: none"> <li>• Assisting the enrollee to identify housing preferences and needs.</li> <li>• Connecting the enrollee to social services to help with finding housing necessary to support meeting medical care needs.</li> <li>• Assisting the enrollee to select adequate housing and complete a housing application, including by: <ul style="list-style-type: none"> <li>○ Obtaining necessary personal documentation required for housing applications or programs;</li> <li>○ Supporting with background checks and other required paperwork associated with a housing application</li> </ul> </li> <li>• Assisting the enrollee to develop a housing support and crisis plan to support living independently in their own home.</li> <li>• Assisting the enrollee to develop a housing stability plan and support the follow through and achievement of the goals defined in the plan.</li> <li>• Assisting to complete reasonable accommodation requests.</li> <li>• Identifying vendor(s) for and coordinating housing inspection, housing move-in, remediation and accessibility services.</li> <li>• Assisting with budgeting and providing financial counseling for housing/living expenses (including coordination of payment for first month's rent and short-term post hospitalization rental payments).</li> <li>• Providing financial literacy education and on budget basics and locating community-based consumer credit counseling bureaus</li> <li>• Coordinating other Pilot housing-related services, including: <ul style="list-style-type: none"> <li>○ Coordinating transportation for enrollees to housing-related services necessary to obtain housing (e.g., apartment/home visits).</li> <li>○ Coordinating the enrollee's move into stable housing including by assisting with the following: <ul style="list-style-type: none"> <li>▪ Logistics of the move (e.g., arranging for moving company or truck rental);</li> <li>▪ Utility set-up and reinstatement;</li> <li>▪ Obtaining furniture/commodities to support stable housing</li> </ul> </li> <li>○ Referral to legal support to address needs related to finding and maintaining stable housing.</li> </ul> </li> </ul> <p><b>Tenancy Sustaining Services</b></p>

	<ul style="list-style-type: none"> <li>• Assisting the enrollee in revising housing support/crisis plan.</li> <li>• Assisting the enrollee to develop a housing stability plan and support the follow through and achievement of the goals defined in the plan, including assistance applying to related programs to ensure safe and stable housing (e.g., Social Security Income and weatherization programs), or assuring assistance is received from the enrollee’s Medicaid care manager.</li> <li>• Assisting the enrollee with completing additional or new reasonable accommodation requests.</li> <li>• Supporting the enrollee in the development of independent living skills.</li> <li>• Connecting the enrollee to education/training on tenants’ and landlords’ role, rights and responsibilities.</li> <li>• Assisting the enrollee in reducing risk of eviction with conflict resolution skills.</li> <li>• Coordinating other Pilot housing-related services, including: <ul style="list-style-type: none"> <li>○ Assisting the enrollee to complete annual or interim housing re-certifications.</li> <li>○ Coordinating transportation for enrollees to housing-related services necessary to sustain housing.</li> <li>○ Referral to legal support to address needs related to finding and maintaining stable housing.</li> </ul> </li> </ul> <p>Activities listed above may occur without the Pilot enrollee present. For homeless enrollees, all services must align with a Housing First approach to increase access to housing, maximize housing stability and prevent returns to homelessness.</p> <p>The HSO has the option to partner with other organizations to ensure it is able to provide all activities described as part of this service. If desired by the HSO, the Lead Pilot Entity can facilitate partnerships of this kind.</p>
Frequency <i>(if applicable)</i>	As needed
Duration <i>(if applicable)</i>	On average, individuals require 6-18 months of case management services to become stably housed but individual needs will vary and may continue beyond the 18 month timeframe. Service duration would persist until services are no longer needed, as determined in an individual’s person-centered care plan, contingent on determination of continued Pilot eligibility.
Setting	<ul style="list-style-type: none"> <li>• The majority of sessions with enrollees should be in-person, in a setting desired by the individual. In-person meetings will, on average occur for the first 3 months of service.</li> <li>• Case managers may only utilize telephonic contacts if appropriate.</li> <li>• Some sessions may be “off-site,” (e.g., at potential housing locations).</li> </ul>
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee is assessed to be currently experiencing homelessness, are at risk of homelessness and those whose quality/safety of housing are adversely affecting their health. Services are authorized in accordance with Tailored Plan /</li> </ul>

	<p>LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</p> <ul style="list-style-type: none"> <li>• Enrollee is not currently receiving duplicative support through other Pilot services.</li> <li>• Enrollees may not simultaneously receive the Housing Navigation, Support and Sustaining Services and the IPV Case Management Services. Individuals with co-occurring housing and IPV-related needs should receive the Holistic High Intensity Case Management service.</li> <li>• This service is not covered as a Pilot service if the receiving individual would be eligible for substantially the same service as a Medicaid covered service.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>
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### Inspection for Housing Safety and Quality

Category	Information
Service Name	Inspection for Housing Safety and Quality
Service Description	<p>A housing safety and quality inspection by a certified professional includes assessment of potential home-based health and safety risks to ensure the living environment is not adversely affecting occupants' health and safety. Inspections may assess the habitability and/or environmental safety of an enrollee's current or future dwelling. Inspections may include:</p> <ul style="list-style-type: none"> <li>• Inspection of building interior and living spaces for the following: <ul style="list-style-type: none"> <li>○ Adequate space for individual/family moving in;</li> <li>○ Suitable indoor air quality and ventilation;</li> <li>○ Adequate and safe water supply;</li> <li>○ Sanitary facilities, including kitchen, bathroom and living spaces</li> <li>○ Adequate electricity and thermal environment (e.g., window condition) and absence of electrical hazards;</li> <li>○ Potential lead exposure;</li> <li>○ Conditions that may affect health (e.g., presence of chemical irritants, dust, mold, pests);</li> <li>○ Conditions that may affect safety.</li> </ul> </li> <li>• Inspection of building exterior and neighborhood for the following: <ul style="list-style-type: none"> <li>○ Suitable neighborhood safety and building security;</li> <li>○ Condition of building foundation and exterior, including building accessibility; and,</li> <li>○ Condition of equipment for heating, cooling/ventilation and plumbing.</li> </ul> </li> </ul> <p>Inspector must communicate inspection findings to the care or case manager working with the enrollee to ensure referrals to appropriate organizations for additional home remediation and/or modifications, if necessary.</p>

	<p>This service can cover Housing Quality Standards (HQS) inspections upon move-in to a new residence, or other inspections to identify sub-standard housing that impacts an enrollee’s health and safety.</p> <p>This service covers failed inspections and re-inspections.</p> <p>Each housing inspection does not need to include all activities listed in this service description. Service providers should only execute the necessary components of a housing safety and quality inspection as required based on an enrollee’s circumstances. Costs for services provided must be commensurate with a vendor’s scope of activities.</p>
<p>Frequency <i>(if applicable)</i></p>	<ul style="list-style-type: none"> <li>• Enrollees may receive ad hoc assessments to identify housing quality, accessibility and safety issues at time of indication as needed when that current housing may be adversely affecting health or safety.</li> <li>• Housing Quality Standards (HQS) inspections must occur at enrollee move-in to new place of residence if enrollee will receive “One-Time Payment for Security Deposit” and First Month’s Rent or “Short Term Post Hospitalization Housing” services.</li> </ul>
<p>Duration <i>(if applicable)</i></p>	<p>Approximately one hour.</p>
<p>Setting</p>	<p>Housing inspection should occur in the enrollee’s current place of residence or potential residence.</p>
<p>Minimum Eligibility Criteria</p>	<ul style="list-style-type: none"> <li>• Enrollee must be receiving at least one of the following Pilot services in order to be eligible for this service: <ul style="list-style-type: none"> <li>○ Housing Navigation, Support and Sustaining Services <ul style="list-style-type: none"> <li>▪ Enrollees receiving services substantially similar to Housing Navigation, Supports and Sustaining Services through a different funding source (e.g., Medicaid State Plan, a 1915(c) waiver service, or Housing and Urban Development grant) may still receive this Pilot service if deemed eligible. The provider delivering the substantially similar service must coordinate with the enrollee’s Medicaid care manager (if applicable) to determine the necessity of the Pilot service and ensure appropriate documentation in the enrollee’s care plan.</li> </ul> </li> <li>○ Home Remediation Services</li> <li>○ Home Accessibility and Safety Modifications</li> <li>○ Holistic High Intensity Enhanced Case Management</li> </ul> </li> <li>• Inspections may be conducted for individuals who are moving into new housing units (e.g., HQS Inspection) or for individuals who are currently in housing that may be adversely affecting their health or safety.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> </ul>

	<ul style="list-style-type: none"> <li>• This service is not covered as a Pilot service if the receiving individual would be eligible for substantially the same service as a Medicaid covered service.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>
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### Housing Move-In Support

Category	Information
Service Name	Housing Move-In Support
Service Description	<p>Housing move-in support services are non-recurring set-up expenses. Allowable expenses include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>• Moving expenses required to occupy and utilize the housing (e.g., moving service to transport an individual’s belongings from current location to new housing/apartment unit, delivery of furniture, etc.)</li> <li>• Discrete goods to support an enrollee’s transition to stable housing as part of this service. These may include, for example: <ul style="list-style-type: none"> <li>○ Essential furnishings (e.g., mattresses and beds, dressers, dining table and chairs);</li> <li>○ Bedding (e.g., sheets, pillowcases and pillows);</li> <li>○ Basic kitchen utensils and dishes;</li> <li>○ Bathroom supplies (e.g., shower curtains and towels);</li> <li>○ Cribs;</li> <li>○ Cleaning supplies.</li> </ul> </li> </ul> <p>This service shall not cover used mattresses, cloth, upholstered furniture, or other used goods that may pose a health risk to enrollees.</p>
Frequency <i>(if applicable)</i>	Enrollees that meet minimum service eligibility criteria may receive housing move-in support services when they move into a housing/apartment unit for the first time or move from their current place of residence to a new place of residence. This service may be utilized more than once per year, so long as overall spending remains below the annual cap.
Duration <i>(if applicable)</i>	N/A
Setting	Variable. Many housing move-in support services will occur in the enrollee’s current place of residence or potential residence. Some discrete goods may be given to an enrollee in a location outside the home, including an HSO site or clinical setting.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee must be receiving Housing Navigation, Support and Sustaining Services or Holistic High Intensity Enhanced Case Management. <ul style="list-style-type: none"> <li>○ Enrollees receiving services substantially similar to Housing Navigation, Supports and Sustaining Services through a different funding source (e.g., Medicaid State Plan, a 1915(c) waiver service, or Housing and Urban Development grant) may still receive this Pilot service if deemed eligible. The provider delivering the substantially similar service must coordinate with the enrollee’s Medicaid care manager (if applicable) to determine the</li> </ul> </li> </ul>

	<p>necessity of the Pilot service and ensure appropriate documentation in the enrollee’s care plan.</p> <ul style="list-style-type: none"> <li>• Housing move-in support services are available for individuals who are moving into housing from homelessness<sup>25</sup> or shelter, or for individuals who are moving from their current housing to a new place of residence due to one or more of the reasons listed under “Minimum Eligibility Criteria.”</li> <li>• Enrollee is moving into housing/apartment unit due to one or more of the following reasons: <ul style="list-style-type: none"> <li>○ Transitioning from homelessness or shelter to stable housing;</li> <li>○ Addressing the sequelae of an abusive relationship</li> <li>○ Evicted or at risk of eviction from current housing;</li> <li>○ Current housing is deemed unhealthy, unsafe or uninhabitable by a certified inspector;</li> <li>○ Displaced from prior residence due to occurrence of a natural disaster.</li> </ul> </li> <li>• This Pilot service is furnished only to the extent that the enrollee is unable to meet such expense or when the services cannot be reasonably obtained from other sources.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• This service is not covered as a Pilot service if the receiving individual would be eligible for substantially the same service as a Medicaid covered service.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>
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### Essential Utility Set-Up

Category	Information
Service Name	Essential Utility Set-Up
Service Description	<p>The Essential Utility Set Up service is a non-recurring payment to:</p> <ul style="list-style-type: none"> <li>• Provide non-refundable, utility set-up costs for utilities essential for habitable housing.</li> <li>• Resolve arrears related to unpaid utility bills and cover non-refundable utility set-up costs to restart the service if it has been discontinued in a Pilot enrollee’s home, putting the individual at risk of homelessness or otherwise adversely impacting their health (e.g., in cases when medication must be stored in a refrigerator).</li> </ul> <p>This service may be used in association with essential home utilities that have been discontinued (e.g., initial payments to activate heating, electricity, water, and gas).</p>

<sup>25</sup> The Healthy Opportunities Pilots define homelessness by the U.S. Department of Health and Human Services (HHS) definition from Section 330 of the Public Health Service Act (42 U.S.C., 254b) and HRSA/Bureau of Primary Health Care Program Assistance Letter 88-12, Health Care for the Homeless Principles of Practice, available at: <https://www.nhchc.org/faq/official-definition-homelessness/>.

Frequency <i>(if applicable)</i>	Enrollees may receive this service at any point at which they meet service minimum eligibility criteria and have not reached the cap.
Duration <i>(if applicable)</i>	N/A
Setting	<ul style="list-style-type: none"> <li>• An enrollee’s home</li> <li>• Utility vendor’s office</li> </ul>
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee must require service either when moving into a new residence or because essential home utilities have been discontinued or were never activated at move-in and will adversely impact occupants’ health if not restored.</li> <li>• Enrollee demonstrates a reasonable plan, created in coordination with care manager or case manager, to cover future, ongoing payments for utilities.</li> <li>• This Pilot service is furnished only to the extent that the enrollee is unable to meet such expense or when the services cannot be obtained from other sources.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• This service is not covered as a Pilot service if the receiving individual would be eligible for substantially the same service as a Medicaid covered service.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

### Home Remediation Services

Category	Information
Service Name	Home Remediation Services
Service Description	Evidence-based home remediation services are coordinated and furnished to eliminate known home-based health and safety risks to ensure living environment is not adversely affecting occupants' health and safety. Home remediation services may include for example pest eradication, carpet or mold removal, installation of washable curtains or synthetic blinds to prevent allergens, or lead abatement.
Frequency <i>(if applicable)</i>	Enrollees may receive home remediation services at any point at which they meet minimum service eligibility criteria and have not reached the cap.
Duration <i>(if applicable)</i>	N/A
Setting	Home remediation services occur in the enrollee’s current place of residence or potential residence.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee must be moving into a new housing unit or must reside in a housing unit that is adversely affecting his/her health or safety. <ul style="list-style-type: none"> <li>○ The housing unit may be owned by the enrollee (so long as it is their primary place of residence) or rented.</li> </ul> </li> <li>• The enrollee’s landlord has provided written confirmation that they consent to have the approved home remediation service provided on behalf of the enrollee prior to service delivery. An enrollee who lives in a home where they do not pay rent (e.g.,</li> </ul>

	<p>home owned by the enrollee or enrollee’s family member) would not be required to provide such written consent.</p> <ul style="list-style-type: none"> <li>• Prior to service delivery, landlord or enrollee has provided written confirmation that the enrollee can reasonably be expected to remain in the residence for at least 6 months after the authorized home remediation service. An enrollee who lives in a home where they do not pay rent (e.g., home owned by the enrollee or enrollee’s family member) would not be subject to this requirement.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>
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### Home Accessibility and Safety Modifications

Category	Information
Service Name	Home Accessibility and Safety Modifications
Service Description	Evidence-based home accessibility and safety modifications are coordinated and furnished to eliminate known home-based health and safety risks to ensure living environment is not adversely affecting occupants' health and safety. Home accessibility modifications are adjustments to homes that need to be made in order to allow for enrollee mobility, enable independent and safe living and accommodate medical equipment and supplies. Home modifications should improve the accessibility and safety of housing (e.g., installation of entrance ramps, hand-held shower controls, non-slip surfaces, grab bars in bathtubs, installation of locks and/or other security measures, and reparation of cracks in floor).
Frequency <i>(if applicable)</i>	Enrollees may receive home accessibility modifications at any point at which they meet minimum eligibility criteria and have not reached the cap.
Duration <i>(if applicable)</i>	N/A
Setting	Home accessibility and safety services will occur in the enrollee’s current place of residence or potential residence.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee must be moving into a new housing unit or must reside in a housing unit that is adversely affecting his/her health or safety. <ul style="list-style-type: none"> <li>○ The housing unit may be owned by the enrollee (so long as it is their primary place of residence) or rented.</li> </ul> </li> <li>• The enrollee’s landlord has provided written confirmation that they consent to have the approved home accessibility or safety modifications provided on behalf of the enrollee prior to service delivery. An enrollee who lives in a home where they do not pay rent (e.g., home owned by the enrollee or enrollee’s family member) would not be required to provide such written consent.</li> <li>• Prior to service delivery, landlord or enrollee has provided written confirmation that the enrollee can reasonably be expected to remain in the residence for at least 12 months after the authorized home accessibility or safety modification service. An</li> </ul>

	<p>enrollee who lives in a home where they do not pay rent (e.g., home owned by the enrollee or enrollee’s family member) would not be subject to this requirement.</p> <ul style="list-style-type: none"> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>
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### Healthy Home Goods

Category	Information
Service Name	Healthy Home Goods
Service Description	Healthy-related home goods are furnished to eliminate known home-based health and safety risks to ensure the living environment is not adversely affecting occupants' health and safety. Home-related goods that may be covered include, for example, discrete items related to reducing environmental triggers in the home (e.g., a “Breathe Easy at Home Kit” with EPA-vacuum, air filter, green cleaning supplies, hypoallergenic mattress or pillow covers and non-toxic pest control supplies). Healthy Home Goods do not alter the physical structure of an enrollee’s housing unit.
Frequency <i>(if applicable)</i>	Enrollees may receive healthy home goods when there are health or safety issues adversely affecting their health or safety.
Duration <i>(if applicable)</i>	N/A
Setting	Variable. Many times, goods will be given to an enrollee inside the home. Some goods (e.g., air filters) may be given to an enrollee in a location outside the home, including an HSO site or a clinical setting.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee must be moving into a new housing unit or must reside in a housing unit that is adversely affecting his/her health or safety.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

### One-Time Payment for Security Deposit and First Month’s Rent

Category	Information
Service Name	One-Time Payment for Security Deposit and First Month’s Rent
Service Description	<p>Provision of a one-time payment for an enrollee’s security deposit and first month’s rent to secure affordable and safe housing that meets the enrollee’s needs. All units that enrollees move into through this Pilot service must:</p> <ul style="list-style-type: none"> <li>• Pass a Housing Quality Standards (HQS) inspection</li> <li>• Meet fair market rent and reasonableness check</li> <li>• Meet a debarment check</li> </ul>

	For homeless enrollees, all services provided must align with a Housing First approach to increase access to housing, maximize housing stability and prevent returns to homelessness.
Frequency <i>(if applicable)</i>	Once per enrollee over the lifetime of the demonstration
Duration <i>(if applicable)</i>	N/A
Setting	N/A
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee must be receiving Housing Navigation, Support and Sustaining Services or Holistic High Intensity Enhanced Case Management. <ul style="list-style-type: none"> <li>○ Enrollees receiving services substantially similar to Housing Navigation, Supports and Sustaining Services through a different funding source (e.g., Medicaid State Plan, a 1915(c) waiver service, or Housing and Urban Development grant) may still receive this Pilot service if deemed eligible. The provider delivering the substantially similar service must coordinate with the enrollee’s Medicaid care manager (if applicable) to determine the necessity of the Pilot service and ensure appropriate documentation in the enrollee’s care plan.</li> </ul> </li> <li>• Enrollee must receive assistance with developing a reasonable plan to address future ability to pay rent through a housing stability plan.</li> <li>• Housing unit must pass a Housing Quality Standards (HQS) inspection prior to move-in or, in certain circumstances, a habitability inspection performed by the case manager or other staff. If a habitability inspection is performed, an HQS inspection must be scheduled immediately following move-in.</li> <li>• Landlord must be willing to enter into a lease agreement that maintains a satisfactory dwelling for the enrollee throughout the duration of the lease, unless there are appropriate and fair grounds for eviction.</li> <li>• This pilot service is provided only to the extent that the enrollee is unable to meet such expense or when the services cannot be obtained from other sources.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Short-Term Post Hospitalization Housing**

Category	Information
Service Name	Short-Term Post Hospitalization Housing
Service Description	Post-hospitalization housing for short-term period, not to exceed six [6] months, due to individual’s imminent homelessness at discharge from inpatient hospitalization. Housing should provide enrollees with a safe space to recuperate and perform activities of daily living while receiving ongoing medical care as needed and will be limited to housing in a private or shared housing unit. Short-Term Post Hospitalization Housing

	<p>setting should promote independent living and transition to a permanent housing solution. Services may not be provided in a congregate setting, as defined by the Department.</p> <p>Allowable units for short-term post-hospitalization housing must provide the following for enrollees:</p> <ul style="list-style-type: none"> <li>• Access to a clean, healthy environment that allows enrollees to perform activities of daily living;</li> <li>• Access to a private or semi-private, independent room with a personal bed for the entire day;</li> <li>• Ability to receive onsite or easily accessible medical and case management services, as needed.</li> </ul> <p>Coordination of this service should begin prior to hospital discharge by a medical professional or AMH+/CMA. The referral to Short-Term Post Hospitalization Housing should come from a member of the individual’s care team.</p> <p>For homeless enrollees, all services provided must align with a Housing First approach to increase access to housing, maximize housing stability and prevent returns to homelessness.</p>
<p>Frequency <i>(if applicable)</i></p>	<p>N/A</p>
<p>Duration <i>(if applicable)</i></p>	<p>Up to six months, contingent on determination of continued Pilot eligibility</p>
<p>Setting</p>	<p>Coordination should begin prior to hospital discharge. Services may not be provided in a congregate setting.</p>
<p>Minimum Eligibility Criteria</p>	<ul style="list-style-type: none"> <li>• Enrollee must receive Housing Navigation, Support and Sustaining Services or Holistic High Intensity Enhanced Case Management in tandem with this service. <ul style="list-style-type: none"> <li>○ Enrollees receiving services substantially similar to Housing Navigation, Supports and Sustaining Services through a different funding source (e.g., Medicaid State Plan, a 1915(c) waiver service, or Housing and Urban Development grant) may still receive this Pilot service if deemed eligible. The provider delivering the substantially similar service must coordinate with the enrollee’s Medicaid care manager (if applicable) to determine the necessity of the Pilot service and ensure appropriate documentation in the enrollee’s care plan.</li> </ul> </li> <li>• Enrollee is imminently homeless post-inpatient hospitalization.</li> <li>• Enrollee must receive assistance with developing a reasonable plan to address future ability to pay rent through a housing stability plan.</li> <li>• Housing unit must pass a Housing Quality Standards (HQS) inspection prior to move-in or, in certain circumstances, a habitability inspection performed by the case manager or other staff. If a habitability inspection is performed, an HQS inspection must be scheduled immediately following move-in.</li> </ul>

	<ul style="list-style-type: none"> <li>• Landlord or appropriate dwelling owner or administrator must be willing to enter into an agreement that maintains a satisfactory dwelling and access to needed medical services for the enrollee throughout the duration of the agreement, unless there are appropriate and fair grounds for termination of the agreement.</li> <li>• This Pilot service is provided only to the extent that the enrollee is unable to meet such expense or when the services cannot be obtained from other sources.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other Pilot services.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>
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**Interpersonal Violence / Toxic Stress Services**

**IPV Case Management Services**

Category	Information
Service Name	IPV Case Management Services
Service Description	<p>This service covers a set of activities that aim to support an individual in addressing sequelae of an abusive relationship. These activities may include:</p> <ul style="list-style-type: none"> <li>• Ongoing safety planning/management</li> <li>• Assistance with transition-related needs, including activities such as obtaining a new phone number, updating mailing addresses, school arrangements to minimize disruption of school schedule</li> <li>• Linkages to child care and after-school programs and community engagement activities</li> <li>• Linkages to community-based social service and mental health agencies with IPV experience, including trauma-informed mental health services for family members affected by domestic violence, including witnessing domestic violence</li> <li>• Referral to legal support to address needs such as obtaining orders of protection, negotiating child custody agreements, or removing legal barriers to obtaining new housing (excluding legal representation)</li> <li>• Referral to and provision of domestic violence shelter or emergency shelter, if safe and appropriate permanent housing is not immediately available, or, in lieu of shelter, activities to ensure safety in own home</li> <li>• Coordination with a housing service provider if additional expertise is required</li> <li>• Coordination of transportation for the enrollee that is necessary to meet the goals of the IPV Case Management service</li> <li>• Informal or peer counseling and advocacy related to enrollees’ needs and concerns. These may include accompanying the recipient to appointments, providing support during periods of anxiety or emotional distress, or encouraging constructive parenting activities and self-care.</li> </ul>

	Activities listed above may occur without the Pilot enrollee present. The HSO has the option to partner with other organizations to ensure it is able to provide all activities described as part of this service. If desired by the HSO, the Lead Pilot Entity can facilitate partnerships of this kind.
Frequency <i>(if applicable)</i>	As needed
Duration <i>(if applicable)</i>	Service duration would persist until services are no longer needed as determined in an individual's person-centered care plan, contingent on determination of continued Pilot eligibility.
Setting	Various settings are appropriate, including at a shelter, home of the enrollee or home of friend or relative, supportive housing, clinical or hospital setting, enrollee's residence, HSO site, or other community setting deemed safe and sufficiently private but accessible to the enrollee.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee requires ongoing engagement.<sup>26</sup></li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other Pilot services.</li> <li>• Enrollees may not simultaneously receive the Housing Navigation, Support and Sustaining Services and the IPV Case Management Services. Individuals with co-occurring housing and IPV-related needs should receive the Holistic High Intensity Case Management service.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Violence Intervention Services**

Category	Information
Service Name	Violence Intervention Services
Service Description	<p>This service covers the delivery of services to support individuals who are at risk for being involved in community violence (i.e., violence that does not occur in a family context). Individuals may be identified based on being the victim of a previous act of crime, membership in a group of peers who are at risk, or based on other criteria. Once identified, Peer Support Specialists and case managers provide:</p> <ul style="list-style-type: none"> <li>• Individualized psychosocial education related to de-escalation skills and alternative approaches to conflict resolution</li> <li>• Linkages to housing, food, education, employment opportunities, and after-school programs and community engagement activities.</li> </ul>

<sup>26</sup> This service is not intended for single or highly intermittent cases often handled through crisis hotlines. The pre-authorized three month interval is designed to address the unpredictable needs and engagement level for those with a sustained relationship with a human services organization.

	<p>Peer Support Specialists are expected to conduct regular outreach to their mentees, to maintain situational awareness of their mentees’ milieu, and to travel to conflict scenes where their mentees may be involved in order to provide in-person de-escalation support. Activities listed above may occur without the Pilot enrollee present.</p> <p>The service should be informed by an evidence-based program such as (but not limited to) Cure Violence.</p>
Frequency <i>(if applicable)</i>	As needed
Duration <i>(if applicable)</i>	Service duration would persist until services are no longer needed as determined in an individual’s person-centered care plan, contingent on determination of continued Pilot eligibility.
Setting	Various settings are appropriate, including at an individual’s home, school, HSO site, or other community setting deemed safe and sufficiently private but accessible to the enrollee.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Individual must have experienced violent injury or be determined as at risk for experiencing significant violence by a case manager or by violence intervention prevention program staff members (with case manager concurrence)</li> <li>• Individual must be community-dwelling (i.e., not incarcerated).</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Evidence-Based Parenting Curriculum**

*Note: North Carolina has priced one approved curriculum, and will finalize a full list of allowable curricula and associated prices after selection of Pilot regions.*

Category	Information
Service Name	Evidence-Based Parenting Classes
Service Description	<p>Evidence-based parenting curricula are meant to provide:</p> <ul style="list-style-type: none"> <li>• Group and one-on-one instruction from a trained facilitator</li> <li>• Written and audiovisual materials to support learning</li> <li>• Additional services to promote attendance and focus during classes</li> </ul> <p>Evidence-based parenting classes are offered to families that may be at risk of disruption due to parental stress or difficulty coping with parenting challenges, or child behavioral or health issues. These services are also appropriate for newly reunited families following foster care/out of home placement or parental incarceration. This service description outlines one approved curriculum: Incredible Years (Parent) – Preschool/School.</p> <p>This service should be delivered in a trauma-informed, developmentally appropriate, and culturally relevant manner.</p>

Frequency <i>(if applicable)</i>	N/A
Duration <i>(if applicable)</i>	18-20 sessions, typically lasting 2-2.5 hours each.
Setting	Services may be provided in a classroom setting or may involve limited visits to recipients' homes.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

### Home Visiting Services

*Note: North Carolina has priced one approved curriculum, and will finalize a full list of allowable curricula and associated prices after selection of Pilot regions.*

Category	Information
Service Name	Home Visiting Services
Service Description	<p>Home Visiting services are meant to provide:</p> <ul style="list-style-type: none"> <li>• One-one observation, instruction and support from a trained case manager who may be a licensed clinician</li> <li>• Written and/or audiovisual materials to support learning</li> </ul> <p>Evidence-based home visiting services are offered to families that may be at risk of disruption due to parental stress or difficulty coping with parenting challenges, or child behavioral or health issues. These services are also appropriate for newly reunited families following foster care/out of home placement or parental incarceration. This service description outlines one approved curriculum: Parents As Teachers.</p> <p>This service should be delivered in a trauma-informed, developmentally appropriate, and culturally relevant manner.</p>
Frequency <i>(if applicable)</i>	N/A
Duration <i>(if applicable)</i>	<ul style="list-style-type: none"> <li>• Families with one or no high-needs characteristics should get at least 12 home visits annually</li> <li>• Families with two or more high-needs characteristics should receive at least 24 home visits annually</li> <li>• Home visits last approximately 60 minutes</li> <li>• Home visits provided beyond 6 months are contingent on determination of continued Pilot eligibility</li> </ul>

Setting	Various settings are appropriate, including at an individual's home, school, HSO site, or other community setting deemed safe and sufficiently private but accessible to the enrollee.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

### Dyadic Therapy Services

Category	Information
Service Name	Dyadic Therapy Services
Service Description	<p>This service covers the delivery of dyadic therapy to benefit a child/adolescent at risk for or with an attachment disorder, a behavioral or conduct disorder, a mood disorder, an obsessive-compulsive disorder, post-traumatic stress disorder, or as a diagnostic tool to assess for the presence of these disorders. This service only covers therapy provided to the parent or caregiver of a Pilot enrolled child to address the parent's or caregiver's behavioral health challenges that are negatively contributing to the child's well-being. This is not a group-based therapy. Sessions are limited to the parent(s) or caregiver(s) of the child/adolescent. Treatments are based on evidence-based therapeutic principles (for example, trauma-focused cognitive-behavioral therapy). When appropriate, the Pilot enrolled child should but is not required to receive Medicaid-covered behavioral health or dyadic therapy services as a complement to this Pilot service.</p> <p>This service aims to support families in addressing the sequelae of adverse childhood experiences and toxic stress that may contribute to adverse health outcomes.</p>
Frequency <i>(if applicable)</i>	As needed
Duration <i>(if applicable)</i>	As needed, contingent on determination of continued Pilot eligibility
Setting	Services may be delivered in a range of locations, including but not limited to at a provider's location or in the recipient's home.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• The covered individual is 21 years old or younger</li> <li>• The parent or caregiver recipient of this service cannot be eligible to receive this service as a Medicaid covered service.</li> <li>• The covered individual is at risk for or has a disorder listed above that can be addressed through dyadic therapy directed at the covered individual's parent or caregiver, delivered together or separately, that is not otherwise covered under Medicaid.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> </ul>

	<ul style="list-style-type: none"> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded program.</li> </ul>
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## Food Services

### Food and Nutrition Access Case Management Services

Category	Information
Service Name	Food and Nutrition Access Case Management Services
Service Description	<p>Provision of one-on-one case management and/or educational services to assist an enrollee in addressing food insecurity. Activities may include:</p> <ul style="list-style-type: none"> <li>• Assisting an individual in accessing school meals or summer lunch programs, including but not limited to: <ul style="list-style-type: none"> <li>○ Helping to identify programs for which the individual is eligible</li> <li>○ Helping to fill out and track applications</li> <li>○ Working with child’s school guidance counselor or other staff to arrange services</li> </ul> </li> <li>• Assisting an individual in accessing other community-based food and nutrition resources, such as food pantries, farmers market voucher programs, cooking classes, Child and Adult Care Food programs, or other, including but not limited to: <ul style="list-style-type: none"> <li>○ Helping to identify resources that are accessible and appropriate for the individual</li> <li>○ Accompanying individual to community sites to ensure resources are accessed</li> </ul> </li> <li>• Advising enrollee on transportation-related barriers to accessing community food resources</li> </ul> <p>It is the Department’s expectation that Medicaid care managers will assist all eligible individuals to enroll in SNAP and WIC and secure their enrollment through existing SNAP and WIC assistance resources. Food and Nutrition Access Case Managers will address more complex and specialized needs. However, if under exceptional circumstances a Food and Nutrition Access Case Manager identifies an individual for whom all other forms of assistance have been ineffective, they are permitted to assist the individual with completing enrollment, including activities such as addressing documentation challenges or contacting staff at a local SNAP or WIC agency to resolve issues, or otherwise.</p>
Frequency <i>(if applicable)</i>	Ad hoc sessions as needed. It is estimated that on average individuals will not receive more than two to three sessions with a case manager.
Duration <i>(if applicable)</i>	N/A

Setting	<ul style="list-style-type: none"> <li>• May be offered: <ul style="list-style-type: none"> <li>○ At a community setting (e.g., community center, health care clinic, Federally Qualified Health Center (FQHC), food pantry, food bank)</li> <li>○ At an enrollee’s home (for home-bound individuals)</li> <li>○ Via telephone or other modes of direct communication</li> </ul> </li> </ul>
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other Pilot services.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

### Evidence-Based Group Nutrition Class

Category	Information
Service Name	Evidence-Based Group Nutrition Class
Service Description	<p>This service covers the provision of an evidence-based or evidence-informed nutrition related course to a group of individuals. The purpose of the course is to provide hands-on, interactive lessons to enrollees, on topics including but not limited to:</p> <ul style="list-style-type: none"> <li>• Increasing fruit and vegetable consumption</li> <li>• Preparing healthy, balanced meals</li> <li>• Growing food in a garden</li> <li>• Stretching food dollars and maximizing food resources</li> </ul> <p>Facilitators may choose from evidence-based curricula, such as:</p> <ul style="list-style-type: none"> <li>• Cooking Matters (for Kids, Teens, Adults)<sup>27</sup></li> <li>• A Taste of African Heritage (for Kids, Adults)<sup>28</sup></li> </ul> <p>For curricula not outlined above, an organization must follow an evidence-based curricula that is approved by DHHS, in consultation with the Lead Pilot Entity and Tailored Plan / LME/MCOs.</p>
Frequency <i>(if applicable)</i>	Typically weekly
Duration <i>(if applicable)</i>	Typically six weeks
Setting	Classes may be offered in a variety of community settings, including but not limited to health clinics, schools, YMCAs, Head Start centers, community gardens, or community kitchens.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee has a diet or nutrition-related chronic illness, including but not limited to underweight, overweight/obesity, nutritional deficiencies, prediabetes/diabetes, hypertension, cardiovascular disease, gestational diabetes or history of gestational diabetes, history of low birth weight, or high risk pregnancy.</li> </ul>

<sup>27</sup> More information on Cooking Matters available at: <http://cookingmatters.org/node/2215>

<sup>28</sup> More information on A Taste Of African Heritage available at: <https://oldwayspt.org/programs/african-heritage-health/atoah-community-cooking-classes>

	<ul style="list-style-type: none"><li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li><li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li></ul>
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## Diabetes Prevention Program

Category	Information
Service Name	Diabetes Prevention Program
Service Description	<p>Provision of the CDC-recognized “Diabetes Prevention Program” (DPP), which is a healthy living course delivered to a group of individuals by a trained lifestyle coach designed to prevent or delay type 2 diabetes. The program focuses on healthy eating and physical activity for those with prediabetes.</p> <p>The program must comply with CDC Diabetes Prevention Program Standards and Operating Procedures.<sup>29</sup></p>
Frequency (if applicable)	Minimum of 16 sessions in Phase I; Minimum of 6 sessions in Phase II, according to CDC Standards and Operating Procedures.
Duration (if applicable)	Typically one year, contingent on determination of continued Pilot eligibility
Setting	Intervention is offered at a community setting, clinical setting, or online, as part of the approved DPP curriculum.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee must: <ul style="list-style-type: none"> <li>○ Be 18 years of age or older,</li> <li>○ Have a BMI ≥ 25 (≥23 if Asian),</li> <li>○ Not be pregnant at the time of enrollment</li> <li>○ Not have a previous diagnosis of type 1 or type 2 diabetes prior to enrollment,</li> <li>○ Have one of the following: <ul style="list-style-type: none"> <li>▪ A blood test result in the prediabetes range within the past year, or</li> <li>▪ A previous clinical diagnosis of gestational diabetes, or,</li> <li>▪ A screening result of high risk for type 2 diabetes through the “Prediabetes Risk Test”<sup>30</sup></li> </ul> </li> </ul> </li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

## Fruit and Vegetable Prescription

Category	Information
Service Name	Fruit and Vegetable Prescription
Service Description	Food voucher to be used by an enrollee with a diet or nutrition-related chronic illness to purchase fruits and vegetables from a participating food retailer. Participating food retailers must sell an adequate supply of WIC-eligible fruits and vegetables (i.e., fresh,

<sup>29</sup> CDC Diabetes Prevention Program Standards and Operating Procedures, available at: <https://www.cdc.gov/diabetes/prevention/pdf/dprp-standards.pdf>

<sup>30</sup> Available at: <https://www.cdc.gov/prediabetes/takethetest/>

	<p>frozen, canned without any added fats, salt, or sugar). Food retailers may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Grocery stores</li> <li>• Farmers markets</li> <li>• Mobile markets</li> <li>• Community-supported agriculture (CSA) programs</li> <li>• Corner stores</li> </ul> <p>A voucher transaction may be facilitated manually or electronically, depending on the most appropriate method for a given food retail setting. The cost associated with coordinating service delivery is included in the service rate.</p>
Frequency <i>(if applicable)</i>	One voucher per enrollee. Each voucher will have a duration as defined by the HSO providing it. For example, some HSOs may offer a monthly voucher while others may offer a weekly voucher.
Duration <i>(if applicable)</i>	6 months (on average), contingent on determination of continued Pilot eligibility
Setting	Enrollees spend vouchers at food retailers. Human service organizations administer and coordinate the service in a variety of settings: engaging with enrollees in the community (e.g. health care and community-based settings) to explain the service, administering food retailer reimbursements and other administrative functions from their office, and potentially meeting with food retailers in the field.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee has a diet or nutrition-related chronic illness, including but not limited to underweight, overweight/obesity, nutritional deficiencies, prediabetes/diabetes, hypertension, cardiovascular disease, gestational diabetes or history of gestational diabetes, history of low birth weight, or high-risk pregnancy.</li> <li>• If potentially eligible for SNAP and/or WIC, the enrollee must either: <ul style="list-style-type: none"> <li>○ Be enrolled in SNAP and/or WIC, or</li> <li>○ Have submitted a SNAP and/or WIC application within the last 2 months, or</li> <li>○ Have been determined ineligible for SNAP and/or WIC within the past 12 months</li> </ul> </li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Healthy Food Box (For Pick-Up)**

Category	Information
Service Name	Healthy Food Box (For Pick-Up)
Service Description	A healthy food box for pick-up consists of an assortment of nutritious foods provided to an enrollee in a community setting, aimed at promoting improved nutrition for the service recipient. It is designed to supplement the daily food needs for food-insecure

	<p>individuals with diet or nutrition-related chronic illness. This service does not constitute a full nutritional regimen (three meals per day per person).</p> <p>Healthy food boxes should be furnished using a client choice model when possible and should be provided alongside nutrition education materials related to topics including but not limited to healthy eating and cooking instructions.</p>
Frequency <i>(if applicable)</i>	Typically weekly
Duration <i>(if applicable)</i>	<p>On average, this service is delivered for 3 months.</p> <p>Service would continue until services are no longer needed as indicated in an individual's person-centered care plan.</p>
Setting	<ul style="list-style-type: none"> <li>• Food is sourced and warehoused by a central food bank, and then delivered to community settings by the food bank.</li> <li>• Food is offered for pick-up by the enrollee in a community setting, for example at a food pantry, community center, or a health clinic.</li> </ul>
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee has a diet or nutrition-related chronic illness, including but not limited to underweight, overweight/obesity, nutritional deficiencies, prediabetes/diabetes, hypertension, cardiovascular disease, gestational diabetes or history of gestational diabetes, history of low birth weight, or high-risk pregnancy.</li> <li>• If potentially eligible for SNAP and/or WIC, the enrollee must either: <ul style="list-style-type: none"> <li>○ Be enrolled in SNAP and/or WIC, or</li> <li>○ Have submitted a SNAP and/or WIC application within the last 2 months, or</li> <li>○ Have been determined ineligible for SNAP and/or WIC within the past 12 months</li> </ul> </li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Healthy Food Box (Delivered)**

Category	Information
Service Name	Healthy Food Box (Home Delivered)
Service Description	<p>A healthy food box for delivery consists of an assortment of nutritious foods that is delivered to an enrollee's home, aimed at promoting improved nutrition for the service recipient. It is designed to supplement the daily food needs for food-insecure individuals with diet or nutrition-related chronic illness. This service does not constitute a full nutritional regimen (three meals per day per person).</p> <p>Healthy food boxes should be provided alongside nutrition education materials related to topics including but not limited to healthy eating and cooking instructions.</p>
Frequency <i>(if applicable)</i>	Typically weekly

Duration <i>(if applicable)</i>	On average, this service is delivered for 3 months. Service would continue until services are no longer needed as indicated in an individual's person-centered care plan.
Setting	<ul style="list-style-type: none"> <li>• Food is sourced and warehoused by a central food bank.</li> <li>• Food boxes are delivered to enrollee's home.</li> </ul>
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee does not have capacity to shop for self or get to food distribution site or have adequate social support to meet these needs.</li> <li>• Enrollee has a diet or nutrition-related chronic illness, including but not limited to underweight, overweight/obesity, nutritional deficiencies, prediabetes/diabetes, hypertension, cardiovascular disease, gestational diabetes or history of gestational diabetes, history of low birth weight, or high-risk pregnancy.</li> <li>• If potentially eligible for SNAP and/or WIC, the enrollee must either: <ul style="list-style-type: none"> <li>○ Be enrolled in SNAP and/or WIC, or</li> <li>○ Have submitted a SNAP and/or WIC application within the last 2 months, or</li> <li>○ Have been determined ineligible for SNAP and/or WIC within the past 12 months</li> </ul> </li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> </ul>

### Healthy Meal (For Pick-Up)

Category	Information
Service Name	Healthy Meal (For Pick-Up)
Service Description	<p>A healthy meal for pick-up consists of a frozen or shelf stable meal that is provided to an enrollee in a community setting, aimed at promoting improved nutrition for the service recipient. This service includes preparation and dissemination of the meal.</p> <p>Meals must provide at least one-third of the recommended Dietary Reference Intakes established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences,<sup>31</sup> and adhere to the current Dietary Guidelines for Americans, issued by the Secretaries of the U.S. Department of Health and Human Services and the U.S. Department of Agriculture.<sup>32</sup> Meals may be tailored to meet cultural preferences and specific medical needs. This service does not constitute a full nutritional regimen (three meals per day per person).</p>
Frequency <i>(if applicable)</i>	Frequency of meal services will differ based on the severity of the individual's needs.

<sup>31</sup> Dietary Reference Intakes available at: <https://www.nal.usda.gov/fnic/dietary-reference-intakes>.

<sup>32</sup> Most recent version of the Dietary Guidelines for Americans is available at: <https://health.gov/dietaryguidelines/2015/guidelines/>.

Duration <i>(if applicable)</i>	Service would continue until services are no longer needed as indicated in an individual's person-centered care plan, contingent on determination of continued Pilot eligibility.
Setting	<ul style="list-style-type: none"> <li>Meals are offered for pick-up in a community setting, for example at a food pantry, community center, or a health clinic.</li> </ul>
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>Enrollee does not have capacity to shop and cook for self or have adequate social support to meet these needs.</li> <li>Enrollee has a diet or nutrition-related chronic illness, including but not limited to underweight, overweight/obesity, nutritional deficiencies, prediabetes/diabetes, hypertension, cardiovascular disease, gestational diabetes or history of gestational diabetes, history of low birth weight, or high risk pregnancy.</li> <li>If potentially eligible for SNAP and/or WIC, the enrollee must either: <ul style="list-style-type: none"> <li>Be enrolled in SNAP and/or WIC, or</li> <li>Have submitted a SNAP and/or WIC application within the last 2 months, or</li> <li>Have been determined ineligible for SNAP and/or WIC within the past 12 months</li> </ul> </li> <li>Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Healthy Meal (Home Delivered)**

Category	Information
Service Name	Healthy Meal (Home Delivered)
Service Description	<p>A healthy, home-delivered meal consists of a hot, cold, or frozen meal that is delivered to an enrollee's home, aimed at promoting improved nutrition for the service recipient. This service includes preparation and delivery of the meal.</p> <p>Meals must provide at least one-third of the recommended Dietary Reference Intakes established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences,<sup>33</sup> and adhere to the current Dietary Guidelines for Americans, issued by the Secretaries of the U.S. Department of Health and Human Services and the U.S. Department of Agriculture.<sup>34</sup> Meals may be tailored to meet cultural preferences and specific medical needs. This service does not constitute a full nutritional regimen (three meals per day per person).</p>
Frequency <i>(if applicable)</i>	Meal delivery services for enrollees requiring this service will differ based on the severity of the individual's needs. On average, individuals receive 2 meals per day (or 14 meals per week).

<sup>33</sup> Dietary Reference Intakes available at: <https://www.nal.usda.gov/fnic/dietary-reference-intakes>.

<sup>34</sup> Most recent version of the Dietary Guidelines for Americans is available at: <https://health.gov/dietaryguidelines/2015/guidelines/>.

Duration <i>(if applicable)</i>	Service would continue until services are no longer needed as indicated in an individual's person-centered care plan, contingent on determination of continued Pilot eligibility.
Setting	Meals are delivered to enrollee's home.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee does not have capacity to shop and cook for self or have adequate social support to meet these needs.</li> <li>• Enrollee has a diet or nutrition-related chronic illness, including but not limited to underweight, overweight/obesity, nutritional deficiencies, prediabetes/diabetes, hypertension, cardiovascular disease, gestational diabetes or history of gestational diabetes, history of low birth weight, or high risk pregnancy.</li> <li>• If potentially eligible for SNAP and/or WIC, the enrollee must either: <ul style="list-style-type: none"> <li>○ Be enrolled in SNAP and/or WIC, or</li> <li>○ Have submitted a SNAP and/or WIC application within the last 2 months, or</li> <li>○ Have been determined ineligible for SNAP and/or WIC within the past 12 months</li> </ul> </li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>• This service is not covered as a Pilot service if the receiving individual would be eligible for substantially the same service as a Medicaid covered service.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Medically Tailored Home Delivered Meal**

Category	Information
Service Name	Medically Tailored Home Delivered Meal
Service Description	<p>Home delivered meal which is medically tailored for a specific disease or condition. This service includes an initial evaluation with a Registered Dietitian Nutritionist (RD/RDN) or Licensed Dietitian Nutritionist (LDN) to assess and develop a medically-appropriate nutrition care plan, the preparation and delivery of the prescribed nutrition care regimen, and regular reassessment at least once every 3 months.</p> <p>Meals must be in accordance with nutritional guidelines established by the National Food Is Medicine Coalition (FIMC) <a href="#">or other appropriate guidelines</a>.<sup>35</sup> Meals may be tailored to meet cultural preferences. For health conditions not outlined in the Food Is Medicine Coalition standards above, an organization must follow a widely recognized nutrition guideline approved by the LPE. This service does not constitute a full nutritional regimen (three meals per day per person).</p>

<sup>35</sup> FIMC standards available at:  
<https://static1.squarespace.com/static/580a7cb9e3df2806e84bb687/t/5ca66566e5e5f01ac91a9ab4/1554408806530/FIMC+Nutriton+Standards-Final.pdf>.

Frequency <i>(if applicable)</i>	Meal delivery services for enrollees requiring this service will differ based on the severity of the individual’s needs. On average, individuals receive 2 meals per day (or 14 meals per week).
Duration <i>(if applicable)</i>	Service would continue until services are no longer needed as indicated in an individual’s person-centered care plan, contingent on determination of continued Pilot eligibility.
Setting	<ul style="list-style-type: none"> <li>• Nutrition assessment is conducted in person, in a clinic environment, the enrollee’s home, or telephonically as appropriate.</li> <li>• Meals are delivered to enrollee’s home.</li> </ul>
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee does not have capacity to shop and cook for self or have adequate social support to meet these needs.</li> <li>• Eligible disease states include but are not limited to obesity, failure to thrive, slowed/faltering growth pattern, gestational diabetes, pre-eclampsia, HIV/AIDS, kidney disease, diabetes/pre-diabetes, and heart failure.</li> <li>• If potentially eligible for SNAP and/or WIC, the enrollee must either: <ul style="list-style-type: none"> <li>○ Be enrolled in SNAP and/or WIC, or</li> <li>○ Have submitted a SNAP and/or WIC application within the last 2 months, or</li> <li>○ Have been determined ineligible for SNAP and/or WIC within the past 12 months</li> </ul> </li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other Pilot services.</li> <li>• This service is not covered as a Pilot service if the receiving individual would be eligible for substantially the same service as a Medicaid covered service.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Transportation Services**

**Reimbursement for Health-Related Public Transportation**

Category	Information
Service Name	Reimbursement for Health-Related Public Transportation
Service Description	<p>Provision of health-related transportation for qualifying Pilot enrollees through vouchers for public transportation.</p> <p>This service may be furnished to transport Pilot enrollees to non-medical services that promote community engagement, health and well-being. The service may include transportation to locations indicated in an enrollee’s care plan that may include, for example:</p> <ul style="list-style-type: none"> <li>• Grocery stores/farmer’s markets;</li> <li>• Job interview(s) and/or place of work;</li> <li>• Places for recreation related to health and wellness (e.g., public parks and/or gyms);</li> <li>• Group parenting classes/childcare locations;</li> </ul>

	<ul style="list-style-type: none"> <li>• Health and wellness-related educational events;</li> <li>• Places of worship, services and other meetings for community support;</li> <li>• Locations where other approved Pilot services are delivered.</li> </ul> <p>Pilot transportation services will not replace non-emergency medical transportation as required in Medicaid.</p>
Frequency <i>(if applicable)</i>	As needed
Duration <i>(if applicable)</i>	N/A
Setting	N/A
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Family, neighbors and friends are unable to assist with transportation.</li> <li>• Public transportation is available in the enrollee’s community.</li> <li>• Service is only available for enrollees who do not have access to their own or a family vehicle.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other Pilot services.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Reimbursement for Health-Related Private Transportation**

Category	Information
Service Name	Reimbursement for Health-Related Private Transportation
Service Description	<p>Provision of private health-related transportation for qualifying Pilot enrollees through one or more of the following services:</p> <ul style="list-style-type: none"> <li>• Community transportation options (e.g., local organization that organizes and provides transportation on a volunteer or paid basis)</li> <li>• Direct transportation by a professional, private or semi-private transportation vendor (e.g., shuttle bus company or privately operated wheelchair-accessible transport)<sup>36</sup></li> <li>• Account credits for taxis or ridesharing mobile applications for transportation</li> </ul> <p>Private transportation services may be utilized in areas where public transportation is not an available and/or not an efficient option (e.g., in rural areas).</p>

<sup>36</sup> An organization providing non-emergency medical transportation in North Carolina is permitted to provide this Pilot service. However, the organization will only receive reimbursement when an individual is transported in accordance with the Pilot service requirements, including that the service is furnished to transport Pilot enrollees to non-medical services that promote community engagement, health and well-being.

	<p>The following services may be deemed allowable, cost-effective alternatives to private transportation by a Pilot enrollee’s Tailored Plan / LME/MCO:<sup>37</sup></p> <ul style="list-style-type: none"> <li>• Repairs to an enrollee’s vehicle</li> <li>• Reimbursement for gas mileage, in accordance with North Carolina’s Non-Emergency Medical Transportation clinical policy<sup>38</sup></li> </ul> <p>This service may be furnished to transport Pilot enrollees to non-medical services that promote community engagement, health and well-being. The service may include transportation to locations indicated in an enrollee’s care plan that may include, for example:</p> <ul style="list-style-type: none"> <li>• Grocery stores/farmer’s markets;</li> <li>• Job interview(s) and/or place of work;</li> <li>• Places for recreation related to health and wellness (e.g. public parks and/or gyms);</li> <li>• Group parenting classes/childcare locations;</li> <li>• Health and wellness-related educational events;</li> <li>• Places of worship, services and other meetings for community support;</li> <li>• Locations where other approved Pilot services are delivered.</li> </ul> <p>Pilot transportation services will not replace non-emergency medical transportation as required in Medicaid.</p>
Frequency <i>(if applicable)</i>	As needed
Duration <i>(if applicable)</i>	N/A
Setting	N/A
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other Pilot services.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Transportation PMPM Add-On for Case Management Services**

Category	Information
Service Name	Transportation PMPM Add-On for Case Management Services

<sup>37</sup> Repairs to an enrollee’s vehicle and reimbursement for gas mileage may be particularly likely to be cost-effective alternatives in rural areas of North Carolina but may also be applicable in other areas of the State with limited public transportation.

<sup>38</sup> Reimbursement for gas mileage must be in accordance with North Carolina’s Non-Emergency Medical Transportation (NEMT) Policy, available at: <https://www.medicaid.gov/State-resource-center/Medicaid-State-Plan-Amendments/Downloads/NC/NC-18-011.pdf>.

Service Description	<p>Reimbursement for coordination and provision of transportation for Pilot enrollees provided by an organization delivering one or more of the following case management services:</p> <ul style="list-style-type: none"> <li>• Housing Navigation, Support and Sustaining Services</li> <li>• IPV Case Management</li> <li>• Holistic High Intensity Enhanced Case Management</li> </ul> <p>This service is for transportation needed to meet the goals of each of the case management services listed above. Transportation must be to and from appointments related to identified case management goals. For example, an organization providing Housing Navigation, Support and Sustaining Services may transport an individual to potential housing sites. An organization providing IPV case management may transport an individual to peer support groups and sessions.</p> <p>Transportation will be managed or directly provided by a case manager or other HSO staff member. Allowable forms of transportation include, for example:</p> <ul style="list-style-type: none"> <li>• Use of HSO-owned vehicle or contracted transportation vendor;</li> <li>• Use of personal car by HSO case manager or other staff member;</li> <li>• Vouchers for public transportation;</li> <li>• Account credits for taxis/ridesharing mobile applications for transportation (in areas without access to public transportation).</li> </ul> <p>Organizations that provide case management may elect to either receive this PMPM add-on to cover their costs of providing and managing enrollees’ transportation, or may use the “Reimbursement for Health-Related Transportation” services—public or private—to receive reimbursement for costs related to enrollees’ transportation (e.g., paying for an enrollee’s bus voucher). Organizations will have the opportunity to opt in or out of the PMPM add-on annually. Organizations that have opted in for the PMPM add-on may not separately bill for “Reimbursement for Health-Related Transportation” services.</p>
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**Cross-Domain Services**

**Holistic High Intensity Enhanced Case Management**

Category	Information
Service Name	Holistic High Intensity Enhanced Case Management
Service Description	<p>Provision of one-to-one case management and/or educational services to address co-occurring needs related to housing insecurity and interpersonal violence/toxic stress, and as needed transportation and food insecurities. Activities may include those outlined in the following three service definitions:</p> <ul style="list-style-type: none"> <li>• Housing Navigation, Support and Sustaining Services</li> <li>• Food and Nutrition Access Case Management Services</li> <li>• IPV Case Management Services</li> </ul> <p>Note that case management related to transportation needs are included in the services referenced above.</p>

	<p>Activities listed above may occur without the Pilot enrollee present.</p> <p>The HSO has the option to partner with other organizations to ensure it is able to provide all activities described as part of this service. If desired by the HSO, the Lead Pilot Entity can facilitate partnerships of this kind.</p>
Frequency <i>(if applicable)</i>	As needed
Duration <i>(if applicable)</i>	Service duration would persist until services are no longer needed as determined in an individual’s person-centered care plan, contingent on determination of continued Pilot eligibility.
Setting	<ul style="list-style-type: none"> <li>• Most sessions with enrollees should be in-person, in a setting desired by the individual. In-person meetings will, on average occur for the first 3 months of service.</li> <li>• Case managers may only utilize telephonic contacts if deemed appropriate.</li> <li>• Some sessions may be “off-site,” (e.g., at potential housing locations).</li> </ul>
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Enrollee must concurrently require both Housing Navigation, Support and Sustaining Services and IPV Case Management services.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other Pilot services.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Medical Respite**

Category	Information
Service Name	Medical Respite Care
Service Description	<p>A short-term, specialized program focused on individuals who are homeless or imminently homeless, have recently been discharged from a hospital setting and require continuous access to medical care. Medical respite services include comprehensive residential care that provides the enrollee the opportunity to rest in a stable setting while enabling access to hospital, medical, and social services that assist in completing their recuperation. Medical respite provides a stable setting and certain services for individuals who are too ill or frail to recover from a physical illness/injury while living in a place not suitable for human habitation, but are not ill enough to be in a hospital. Medical respite services should include, at a minimum:</p> <p><b>Short-Term Post-Hospitalization Housing:</b>  Post-hospitalization housing for short-term period, not to exceed six [6] months, due to individual’s imminent homelessness at discharge. Housing should provide enrollees with a safe space to recuperate and perform activities of daily living while receiving ongoing medical care as needed and will be limited to housing in a private or shared housing unit. Short-Term Post Hospitalization Housing setting should promote independent living and</p>

transition to a permanent housing solution. Services may not be provided in a congregate setting, as defined by the Department.

Allowable units for short-term post-hospitalization housing must provide the following for enrollees:

- Access to a clean, healthy environment that allows enrollees to perform activities of daily living;
- Access to a private or semi-private, independent room with a personal bed for the entire day;
- Ability to receive onsite or easily accessible medical and case management services, as needed.

Coordination of this service should begin prior to hospital discharge by a medical professional or team member. The referral to medical respite should come from a member of the individual's care team.

For homeless enrollees, all services provided must align with a Housing First approach to increase access to housing, maximize housing stability and prevent returns to homelessness.

**Medically Tailored Meal (*delivered to residential setting*)**

Home delivered meal which is medically tailored for a specific disease or condition. This service includes an initial evaluation with a Registered Dietitian Nutritionist (RD/RDN) or Licensed Dietitian Nutritionist (LDN) to assess and develop a medically-appropriate nutrition care plan, as well as the preparation and delivery of the prescribed nutrition care regimen.

Meals must be in accordance with nutritional guidelines established by the National Food Is Medicine Coalition (FIMC) [or other appropriate guidelines](#).<sup>39</sup> Meals may be tailored to meet cultural preferences. For health conditions not outlined in the Food Is Medicine Coalition standards above, an organization must follow a widely recognized nutrition guideline approved by the LPE. This service does not constitute a full nutritional regimen (three meals per day per person).

**Transportation Services**

Provision of private/semi-private transportation services, reimbursement for public transportation and reimbursement for private transportation (e.g., taxis and ridesharing apps—only in areas where public transportation is unavailable) for the enrollee receiving medical respite care to social services that promote community engagement, health and well-being. *Refer to service definitions for Reimbursement for Health-Related Public*

<sup>39</sup> FIMC Standards available at:

<https://static1.squarespace.com/static/580a7cb9e3df2806e84bb687/t/5ca66566e5e5f01ac91a9ab4/1554408806530/FIMC+Nutriton+Standards-Final.pdf>.

	<p><i>Transportation and Reimbursement for Health-Related Private Transportation for further service description detail.</i></p> <p>Medical respite program staff are required to check-in regularly with the individual's Medicaid care manager to coordinate physical, behavioral and social needs.</p>
Frequency <i>(if applicable)</i>	N/A
Duration <i>(if applicable)</i>	Up to six months, contingent on determination of continued Pilot eligibility.
Setting	<ul style="list-style-type: none"> <li>• The majority of the services will occur in the allowable short-term post-hospitalization housing settings described in the service description.</li> <li>• Some services will occur outside of the residential setting (e.g., transportation to wellness-related activities/events, site visits to potential housing options).</li> </ul>
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Individuals who are homeless or imminently homeless, have recently been discharged from a hospital setting and require continuous access to medical care.</li> <li>• Enrollee should remain in Medical Respite only as long as it is indicated as necessary by a healthcare professional.</li> <li>• Enrollee requires access to comprehensive medical care post-hospitalization</li> <li>• Enrollee requires intensive, in-person case management to recuperate and heal post-hospitalization.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>• Enrollee is not currently receiving duplicative support through other Pilot services.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>

**Linkages to Health-Related Legal Supports**

Category	Information
Service Name	Linkages to Health-Related Legal Supports
Service Description	<p>This service will assist enrollees with a specific matter with legal implications that influences their ability to secure and/or maintain healthy and safe housing and mitigate or eliminate exposure to interpersonal violence or toxic stress. This service may cover, for example:</p> <ul style="list-style-type: none"> <li>• Assessing an enrollee to identify legal issues that, if addressed, could help to secure or maintain healthy and safe housing and mitigate or eliminate exposure to interpersonal violence or toxic stress, including by reviewing information such as specific facts, documents (e.g., leases, notices, and letters), laws, and programmatic rules relevant to an enrollee's current or potential legal problem;</li> <li>• Helping enrollees understand their legal rights related to maintaining healthy and safe housing and mitigating or eliminating exposure to interpersonal violence or toxic stress (e.g., explaining rights related to landlord/tenant disputes, explaining the purpose of an order of protection and the process for obtaining one);</li> </ul>

	<ul style="list-style-type: none"> <li>• Identifying potential legal options, resources, tools and strategies that may help an enrollee to secure or maintain healthy and safe housing and mitigate or eliminate exposure to interpersonal violence or toxic stress (e.g., providing self-advocacy instructions, removing a former partner’s debts from credit rating);</li> <li>• Providing advice to enrollees about relevant laws and course(s) of action and, as appropriate, helping an enrollee prepare “pro se” (without counsel) documents.</li> </ul> <p>This service is meant to address the needs of an individual who requires legal expertise, as opposed to the more general support that can be offered by a care manager, case manager or peer advocate. The care manager or case manager coordinating this service must clearly identify the scope of the authorized health-related legal support within the enrollee’s care plan.</p> <p>This service is limited to providing advice and counsel to enrollees and does not include “legal representation,” such as making contact with or negotiating with an enrollee’s potential adverse party (e.g., landlord, abuser, creditor, or employer) or representing an enrollee in litigation, administrative proceedings, or alternative dispute proceedings.</p> <p>After issues are identified and potential strategies reviewed with an enrollee, the service provider is expected to connect the enrollee to an organization or individual that can provide legal representation and/or additional legal support with non-Pilot resources.</p>
Frequency <i>(if applicable)</i>	As needed when minimum eligibility criteria are met
Duration <i>(if applicable)</i>	Services are provided in short sessions that generally total no more than 10 hours.
Setting	Various settings are appropriate. Services described above may be provided via telephone or other modes of direct communication (with or without the Pilot enrollee present) or in person, as appropriate, including, for example, the home of the enrollee, another HSO site, or other places convenient to the enrollee.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> <li>• Service does not cover legal representation.</li> <li>• Services are authorized in accordance with Tailored Plan / LME/MCO authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.</li> <li>• The enrollee’s Medicaid care manager or HSO case manager is responsible for clearly defining the scope of the authorized health-related legal support services.</li> <li>• Enrollee is not currently receiving duplicative support through other Pilot services.</li> <li>• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.</li> </ul>