

Tailored Care Management Learning Collaborative

LIVE WEBINAR SERIES

24 Free Sessions in 2023-2024
FOR APPROVED AMH+/CMA PROVIDERS



DESCRIPTION

This TCM learning collaborative includes 1-hour live webinar sessions that occur twice a month.

The North Carolina Department of Health and Human Services (NC DHHS), Department of Health Benefits (DHB) has developed a partnership with North Carolina Area Health Education Center (NC AHEC) to provide practice support, technical assistance, and continuing professional development to help Tailored Care Management (TCM) providers who have applied and passed the desk review to transition into the TCM service.

The TCM Learning Collaborative is designed to assist TCM candidates in developing the administrative tools to implement best practices within all treatment settings and among all providers. These sessions will be led by NC AHEC Practice Support to facilitate a coordinated learning experience with access to subject matter experts across the state. The Year 3 Learning Collaborative is focused on Round 3 and future rounds of TCM implementation on the first week of each month, and then NC DHHS, DHB TCM Office Hours on the third week of each month.

PLEASE NOTE: Participants must attend the entire session to receive credit. No credit is provided for DHB Office Hours sessions.

All TCM courses are for TCM certified AMH+/CMA employees only; contracted CINs and other agencies contracted to provide care management do not receive these courses for free. A discount code to allow free access will be provided to your agency administrator by your NC AHEC practice support coach. Please input your agency information at checkout. By registering for this program, participants understand that their contact information may be shared with NC DHHS and the BH/IDD Tailored Plans (LME/MCOs).

All sessions will be recorded and posted for future access on the TCM Web Portal. By attending this event, participants agree to audio and video recording of the session, and posting of the recordings in an LMS.

AUDIENCE

Administrators and supervisors from advanced medical home+ (AMH+) and care management agencies (CMA) candidates who have applied and passed the desk review for Tailored Care Management, including physicians, nurses, and various behavioral health substance use professionals.

This course is for TCM certified AMH+/CMA employees only. Contracted CINs and other agencies contracted to provide care management should not register for this course.

OBJECTIVES

Upon completion, participants will be able to:

- Implement best practices for TCM start-up
- Identify fundamentals of the TCM services, including the 1915i and HCBS, comprehensive care assessments, and patient panels/risk lists
- Address TCM staff recruitment and retention
- Identify best practices from members with complex diagnoses and how to incorporate community inclusion
- Develop best practices in health equity in TCM
- Improve communication through feedback sessions with DHB during TCM Office Hours
(no credit provided for these sessions)

FREE FOR APPROVED AMH+/CMA PROVIDERS

This course is not intended for sale. This series is for approved AMH+/CMA candidates only. A discount code for free access will be provided to you by your agency administrator. Participants must use their AMH+/CMA agency email to register. Please [register online](#) to attend.

Location Live via Webinar

Check-in 12:00–12:30 pm EST

Program 12:30–1:30 pm EST

**REGISTER
ONLINE**

HAVE A QUESTION?



Special Services

828-579-3737

Program Planner

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Registration Phone

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Email

registration@mahec.net

Registration Fax

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Mail

MAHEC Registration
121 Hendersonville Road
Asheville, NC 28803

Online Registration

www.mahec.net/cpd

SESSION DATES & TOPICS

Wednesday, July 5, 2023

Community Inclusion of Individuals with a Serious Mental Illness as a Medical Necessity — Dr. Mark Salzer

Wednesday, July 19, 2023

DHB Office Hours (*no credit*)

Wednesday, August 2, 2023

Walk-in and 24-hour Crises Services

Wednesday, August 16, 2023

DHB Office Hours (*no credit*)

Wednesday, September 6, 2023

Providing TCM for Members with Complex Health Needs

Wednesday, September 20, 2023

DHB Office Hours (*no credit*)

Wednesday, October 4, 2023

TCM Roles and Responsibilities: Strategies for Recruitment and Staff Retention

Wednesday, October 18, 2023

DHB Office Hours (*no credit*)

Wednesday, November 15, 2023

DHB Office Hours (*no credit*)

Wednesday, November 29, 2023

1915(i) Updates for TCM Providers

Wednesday, December 6, 2023

NCTracks and NC HIE:
Tips and Tricks for TCM Outreach

Wednesday, December 20, 2023

DHB Office Hours (*no credit*)

Wednesday, January 3, 2024

TCM Focus Groups (*by invitation only*)

Wednesday, January 17, 2024

DHB Office Hours (*no credit*)

Wednesday, February 7, 2024

TCM Focus Groups (*by invitation only*)

Wednesday, February 21, 2024

DHB Office Hours (*no credit*)

Wednesday, March 6, 2024

TCM Focus Groups (*by invitation only*)

Wednesday, March 20, 2024

DHB Office Hours (*no credit*)

Wednesday, April 3, 2024

TCM Focus Groups (*by invitation only*)

Wednesday, April 17, 2024

DHB Office Hours (*no credit*)

Wednesday, May 1, 2024

TCM Focus Groups (*by invitation only*)

Wednesday, May 15, 2024

DHB Office Hours (*no credit*)

Wednesday, June 5, 2024

TCM Focus Groups (*by invitation only*)

PROVIDED BY

MAHEC

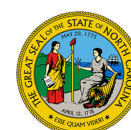
PART OF NC AHEC

A PROGRAM OF

NC AHEC

RECRUIT
TRAIN
RETAIN

AN APPROVED
PROGRAM OF



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

CREDITS

Continuing Medical Education

Accreditation: MAHEC is accredited by the North Carolina Medical Society (NCMS) to provide continuing medical education for physicians.

Credit Designation: MAHEC designates this live activity for a maximum of **1.0 per session (12.0 total)** AMA PRA Category 1 Credit(s)[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Disclosure Statement: MAHEC adheres to the ACCME Standards regarding industry support to continuing medical education. Disclosure of faculty and commercial support relationships, if any, will be made known at the time of the activity.

Physician Assistants: AAPA accepts certificate of participation for educational activities certified for AMA PRA Category 1 Credits[™] from organizations accredited by ACCME or a recognized state medical society. Physician Assistants may receive a maximum of **1.0 per session (12.0 total)** hours of Category 1 credit for completing this program.

1.0 per session (12.0 total) Nursing Contact Hours

MAHEC is approved as a provider of nursing continuing professional development by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.



NAADAC: This course has been approved by MAHEC, as a NAADAC Approved Education Provider, for educational credits. NAADAC Provider #165445.

MAHEC is responsible for all aspects of their programming. Approved for **1.0 per session (12.0 total)** hours.



NBCC: No credit. The North Carolina Board for Certified Counselors indicates in their rules (21 NCAC 53 .0603) that continuing education training provided by an Area Health Education Center shall

be approved for no more than 15 contact hours for any given renewal period.

Psychologists: MAHEC is recognized by the North Carolina Psychology Board as an approved Provider of Category A Continuing Education for North Carolina Licensed Psychologists. Approved for **1.0 per session (12.0 total)** hours Category A.

CEUs: MAHEC designates this live continuing education activity as meeting the criteria for **0.1 per session (1.2 total)** CEUs as established by the National Task Force on the Continuing Education Unit.

Contact Hours: MAHEC designates this live continuing education activity as meeting the criteria for **1.0 per session (12.0 total)** contact hours.

MAHEC assumes permission to use audio, video, and still images from this program for promotional and educational purposes. Please speak with a staff member if you have any concerns.

MEDICAL COURSE DIRECTOR

Rebecca Bernstein, MD

Mountain Area Health Education Center, Asheville, NC

TCM PRACTICE SUPPORT TEAM

This live webinar series is facilitated by:

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