

Tailored Care Management Learning Collaborative

LIVE WEBINAR SERIES

24 Free Sessions in 2021-2022
FOR APPROVED AMH+/CMA PROVIDERS



DESCRIPTION

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

July 1st, 2021, marked the start of NC Medicaid Transformation with the transition to Standard Care Plans. NC DHHS has begun the process of preparing for Tailored Care Management (TCM) to begin on December 1st, 2022. To prepare for this, DHHS has developed a partnership with NC Area Health Education Center (NC AHEC) to provide practice support, technical assistance, and continuing professional development to help Tailored Care Management providers who have applied and passed the desk review in the transition to Tailored Care Management. 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.

DISCLAIMER

PLEASE NOTE: Participants must attend the entire session to receive credit. These sessions will be recorded and posted for future access. By attending this event, participants agree to audio and video recording of the session and posting of the recordings in an LMS for TCM candidates to access.

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.

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 pm–12:30 pm
Program 12:30 pm–1:30 pm

**REGISTER
ONLINE**

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A PROGRAM OF



AN APPROVED PROGRAM OF



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

SESSION DATES & TOPICS

Wednesday, August 18, 2021

Introduction to AHEC Practice Support and TCM Technical Assistance

Wednesday, September 1, 2021

Gap Analysis Tool and Passing Site Review: Goal Setting

Wednesday, September 15, 2021

Selecting Your Organizational Partners

Wednesday, October 6, 2021

Supervising and Tracking Care Management

Wednesday, October 20, 2021

Setting Population Health and CQI Goals

Wednesday, November 3, 2021

Troubleshooting for the Medicaid Site Review (Part 1)

Wednesday, November 17, 2021

Troubleshooting for the Medicaid Site Review (Part 2): NCQA Role and Process

Wednesday, December 1, 2021

Models for Reporting and Tracking Outcomes

Wednesday, December 15, 2021

TCM Data Sharing and Strategy

Wednesday, January 5, 2022

Risk Stratification and Acuity Tiering

Wednesday, January 19, 2022

Sustainability Models

Wednesday, February 2, 2022

Emergency Services and Walk-in Crisis

Wednesday, February 16, 2022

Tailored Plan Billing and Coding

Wednesday, March 2, 2022

Team-Based Care in Integrated Care Settings

Wednesday, March 16, 2022

Serving Co-occurring Diagnoses: Behavioral Health and Substance Use

Wednesday, April 6, 2022

Implementing Tailored Care Management

Wednesday, April 20, 2022

Working with the I/DD/TBI Population

Wednesday, May 4, 2022

Equality, Diversity, Inclusion: Cultural Competencies

Wednesday, May 18, 2022

Ob/Gyn and Substance Use Disorders (SUD)

Wednesday, June 1, 2022

Trauma-Informed Care

Wednesday, June 15, 2022

The Comprehensive Care Management Assessment: Requirements and Reporting

Wednesday, July 6, 2022

Working with Justice Involved Patients/Clients

Wednesday, July 20, 2022

Addressing Unmet Health/Resource Needs

Wednesday, August 3, 2022

Improving Patient Access and Engagement

OBJECTIVES

Upon completion, participants will be able to:

- Utilize the gap analysis tool to meet the requirements for TCM
- Identify strategies to implement best practices in TCM
- Address medical and non-medical drivers of care in the TCM model
- Identify internal and external systems to improve population health management
- Develop best practices in health equity in TCM
- Identify TCM processes for specialty behavioral health

HAVE A QUESTION?



Special Services

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COURSE FACULTY



Liz Griffin, MSW, LCSW, joined Greensboro Area Health Education Center (GAHEC) in 2013 where she has served as a Practice Support and Quality Improvement Consultant and a Behavioral Health Continuing Education Coordinator. Liz was recently named the NC AHEC

Statewide Coordinator for Tailored Care Management Practice Support. She is leading the design, development, and implementation of NC AHEC's TCM Technical Assistance initiative in partnership with NC Medicaid. Liz has 10 years of clinical experience as a hospice medical social worker and counselor. She also worked with the National Child Traumatic Stress Network at Duke University Medical Center and the Substance Abuse and Mental Health Services Administration (SAMHSA). Her clinical background includes trauma-informed care, integrated care models, grief counseling, health equity, addressing medical and non-medical drivers of care (social determinants of health), clinical supervision, and pediatric/adolescent behavioral health. Liz received her bachelor's degree in Psychology and her master's degree in Social Work from the University of North Carolina at Chapel Hill.



Scott Melton, MDiv, is the host of the Tailored Care Management (TCM) Learning Collaborative. He obtained his Master's degree in counseling from the Pentecostal Theological Seminary in Cleveland, TN. He is the TCM Continuing Professional Development (CPD)

Manager at Mountain Area Health Education Center (MAHEC). He also serves as the chair of the NC AHEC behavioral health directors and the advisor for the MAHEC patient advisory board. Scott serves on the MAHEC certified community behavioral health center (CCBHC) administrative workgroup and provides practice support and technical assistance to the North Carolina and national CCBHC Collaboratives. He brings a valuable background in inpatient and outpatient mental health (MH) and substance use services (SU). He has experience as a MH/SU regional operations director and has 10 years of intensive care management experience with individuals that have healthcare and behavioral health needs. Scott has lived experience as a foster parent and biological parent of medically fragile children with special needs.



Ken Watson, BSN, PhD, joined Wake AHEC Practice Support in September of 2012. Much of his tenure has been assisting large healthcare systems with quality improvement initiatives, PCMH, and integrated care. Prior to working with Wake AHEC, Dr. Watson was the Director of Behavioral

Health and Homeless Services for a large multi-site FQHC. He began his career as a community outreach and homeless shelter therapist working with severely and persistently mentally ill clients. Dr. Watson's management experience includes Medicaid I/DD group homes, supported living, day programs, family shelters, transitional housing programs, and integrated care models. He has extensive experience providing direct therapy services within primary care and behavioral health settings.



Ryan Wilkins has spent over a decade as a behavioral service provider on a variety of levels, including the Assertive Community Treatment Team, Community Support Team, and Crisis Intervention Services. He has also served as a Quality Management Specialist and

as a Health Information Technology Applications Manager for Behavioral Health and Integrated Care Organizations. Ryan has spearheaded numerous reverse integration implementations, assisting with operationalizing primary care services from the ground up in behavioral health organizations. In addition to his experience with behavioral health and primary care integrations, he also has an extensive background in EHR implementation, continuous quality improvement, workflow optimization, and regulatory compliance. He has also worked closely with numerous EHR vendors such as Athena, Netsmart, Valant, and Greenway to develop, prepare, and implement integrated care solutions. Ryan continues to remain active in this space through his role as a Quality Improvement Consultant for the NWAHEC program.

MEDICAL COURSE DIRECTOR

Rebecca Bernstein, MD

Mountain Area Health Education Center, Asheville, NC

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 (24.0 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 (24.0 total)** hours of Category 1 credit for completing this program.

Nurse Practitioners: This activity is designated for **1.0 per session (24.0 total)** AMA PRA Category 1 Credits[™].

1.0 per session (24.0 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 (24.0 total)** hours.



NBCC: MAHEC has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 5514. Programs that do not qualify for NBCC credit are clearly identified. MAHEC is solely responsible for all aspects of their programs. Approved for **1.0 per session (24.0 total)** hours.

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 (24.0 total)** hours Category A.

CEUs: MAHEC designates this live continuing education activity as meeting the criteria for **0.1 per session (2.4 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 (24.0 total)** contact hours.

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