

Workshop Session – July 16, 2024

The Graham County Board of Commissioners met Tuesday, July 16, 2024, at 5:00 p.m. for their regular workshop session in the Graham County Community Building located at 196 Knight Street Robbinsville, NC. All board was present.

1. Chairman Nelms called the meeting to order.
2. Chairman Nelms asks Shelly Foreman, VAYA Western Region Community Relations Director to speak.
3. Ms. Foreman thanked the board for their time and thanked Commissioner Orr and Commissioner Cody for being very active members on the VAYA Board. Ms. Foreman stated that North Carolina moved NC Medicaid to managed care and the launch of the standard plans was the first step, tailored plans begin July 1, 2024, and cover the same services that you get from NC Medicaid Direct.
4. Ms. Foreman stated that Tailored Plans are a new kind of NC Medicaid Managed Care health plan, and they cover mental health, severe substance uses disorders, Intellectual/ Developmental Disabilities (I/DD), Traumatic Brain Injuries (TBI) and prescriptions in one plan. Ms. Foreman stated that if NC Members had Medicaid Direct services for these needs, NC Medicaid plan may be moved to a Tailored Plan, the name is changing, but the services are not.
5. Ms. Foreman stated that Alliance Health, Partners Health Management; Trillium Health Resources and Vaya Health manage the Tailored Plans in NC.
6. Ms. Foreman stated that a letter was mailed in mid-April informing members which Tailored Plan they are in, and the plan is assigned based on the county where one gets their Medicaid benefits. Ms. Foreman stated that there is only one Tailored Plan per County, and the assigned Tailored Plan is based on the county that manages the Medicaid benefits for the member. Ms. Foreman stated that the member cannot choose a different Tailored Plan.
7. Ms. Foreman stated that the new changes are that the providers must be in-network; members must choose a new PCP if not in-network and there are more covered services. Ms. Foreman stated that these following items are staying the same which is each plan covers the same services as before; waitlist members keep their spots, and you have the same Tailored Care Manager as the one you have now.
8. Ms. Foreman stated that if a member opts out of Tailored Plans, these services are not paid for by other NC Medicaid Manager Care health plans and some examples are: child and adolescent day treatment services; intensive in-home service; multi-systemic therapy services; psychosocial rehabilitation; residential treatment facility services; community living and supports (specific to I/DD and TBI; supported employment available to I/DD, TBI, and behavioral health; respite specific to I/DD, TBI, serious emotional disturbance and severe SUD and state funded behavioral health, I/DD, and TBI services.
9. Ms. Foreman stated that new Vaya Total Care ID card with PCP listed on card will be received and members can get information on behavioral health crisis line; member and recipient service line; pharmacy line; nurse line and how to schedule non-emergency Medicaid transportation.
10. Ms. Foreman stated that Vaya Total Care Perks for plan members are designed to support members with a variety of health and wellbeing outside of services they receive such as:
 - a. Wellness Perks – Home delivered meals from members being discharged from qualifying hospital care, voucher for WW (Weight Watchers), mobile app subscriptions and gift card for COVID-19 and flu vaccines. Pregnancy Perks – Breast pumps and lactation support.
 - b. GED Perks – Education vouchers to offer guidance, tutoring, practice tests, test passage guarantee, online community support and ability to earn college credits.
 - c. Safety Perks – Discount vouchers on home safety and assistance equipment not covered by Medicaid.
 - d. Non-Medical Transportation Perks – Up to 24 trips per year from Modivcare for going to grocery stores/markets, libraries, parks, community activities, business offices and other places to support Member.
 - e. Non-Emergency Medicaid Transportation (NEMT) for Physical and Behavioral Health appointments – VTC will be responsible for Member transportation which can be scheduled by a Care Manager, Provider, and/or Member. Scheduling can be done through mobile app, call in number, or on-line scheduler. Transportation vendor is Modivcare
11. Ms. Foreman stated that Vaya Total Care offers the following supports from Tailored Care Managers.

- a. Arrange your medical appointments
 - b. Find medicine and medical supplies
 - c. Provide support with chronic health issues
 - d. Locate childcare, after school care
 - e. Find housing options and financial help
 - f. Help you join prevention programs
 - g. Find resources for home maintenance and repairs
 - h. Support transitions out of hospital or nursing facilities
 - i. Arrange transportation
12. Ms. Foreman stated that the federal government authorized up to \$650 million for five years in state and federal Medicaid funding to test evidence based, non-medical interventions designed to improve health outcomes and reduce health care costs for a subset of Medicaid enrollees and those eligible are:
- a. Be enrolled in a Vaya Total Care Health Medicaid Health Plan
 - b. Have at least one qualifying physical or behavioral health condition and one qualifying social risk factor.
 - c. Live in one of the following counties: Avery, Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Transylvania, Swain and Yancey.
13. Ms. Foreman stated that Impact Health is the Administering Agency working with a variety of community-based organizations to deliver these supports:
- a. Housing Supports – Tenancy supports and sustaining services, housing quality and safety improvements and one-time securing home payment.
 - b. Food Supports – Healthy food boxes, medically tailored meals, linkage to nutrition programs and counseling/coaching on nutrition and cooking.
 - c. Transportation Supports – Linkage to existing public transit and payment for transit to access Pilot supports.
 - d. Toxic Stress and Interpersonal Violence Supports -Linkage to legal services for interpersonal violence issues, evidence-based parenting support programs and evidence-based home visiting programs.
14. Commissioner Orr stated that Ms. Foreman serves thirty-two counties.
15. Ms. Foreman asks the board if they have any questions. No further questions.
16. Chairman Nelms asks for a motion to adjourn. Commissioner Williams made the motion to adjourn. Commissioner Orr seconded this motion. Vote unanimous.

Jacob Nelms, Chairman

Natasha Williams, Vice-Chair

Lynn Cody, Member

Keith Eller, Member

Connie Orr, Member

ATTEST:

Kim Crisp, Clerk to the Board