

— TAILORED CARE MANAGEMENT —

For extra support to get and stay healthy, you have access to Tailored Care Management at no cost to you. Tailored Care Management provides you with a care manager, who is trained to help people with mental health, substance use, intellectual/developmental disability, and/or traumatic brain injury needs. Your care manager works with you, your team of medical professionals, and your approved family members (or other caregivers) to consider your unique health-related needs and find the services you need in your community.

Your care manager can:

- Do a full assessment of your needs and help develop a set of health goals and a plan to achieve those goals
- Help arrange your appointments and transportation to and from your provider
- Answer questions about what your medicines do and how to take them
- Follow up with your doctors or specialists about your care
- Connect you to helpful resources in your community

If you are in the NC Innovations or Traumatic Brain Injury (TBI) waiver, Tailored Care Management will include coordination with any Innovations or TBI services you are receiving, such as community living and supports, day supports, and respite.

Your Tailored Care Management provider may be your primary care provider (also called an Advanced Medical Home +, or AMH+), a Care Management Agency (CMA), or Vaya Health's Care Management department.

Your Tailored Care Management provider is:

[Tailored Care Management Provider Name]

[Physical address]

[City, State Zip]

Phone: [###-###-####]

Fax: [###-###-####], if applicable]

You can choose your Tailored Care Management provider, or you can change your Tailored Care Management provider during the year. If you want to choose or change your Tailored Care Management provider, you can call Member and Recipient Services at 1-800-962-9003 or submit the form: Tailored Care Management Opt Out/ Change Form.

You can also choose not to have a care manager and not receive the Tailored Care Management benefit. Vaya Health will help you coordinate services, but the coordination will be more limited than Tailored Care Management. For example, you will not meet with a care manager on a regular schedule. This will not impact which providers you can see or what services are covered for you through Vaya, including NC Innovations or TBI waiver services. You can choose not to have Tailored Care Management at any time by calling Member and Recipient Services at 1-800-962-9003 or submit the form: Tailored Care Management Opt Out/ Change Form.

