Fact Sheet
Processes and Frequently Asked Questions for 1915(i) Services

Health plan information on 1915(i) services about processes for Tailored Care Management (TCM) and 1915(i) providers.

Question	Alliance Response	Partners Response	Trillium Response	Vaya Response
Where can 1915(i) service providers and care managers find resources related to 1915(i) processes for your plan?	Benefit plan service detail can be found at the following link: alliancehealthplan.org/services. Type 1915i in the search box and all Medicaid 1915i service definitions will populate. The link to the Alliance 1915(i) Assessment Fact Sheet which includes information on Prior Submission and ISP Timelines is here: alliancehealthplan.org/document-library/88280 CMA/AMH+ providers receive resources related to 1915(i) processes and plan information via TCM distribution email addresses.	Partners Provider Knowledge Base contains clinical tools including the current Benefit Grid and links to the 1915(i) Clinical Coverage Policies. providers.partnersbhm.org/category/clinical-tools. There is on-demand 1915(i) training available under Partners Training Academy related to the 1915(i) State Plan Amendment at partnerstraining.org.	TCM providers receive monthly education about Trillium's process and steps needed to transition members from 1915(b)(3) to 1915(i). Trillium provides this information at their TCM Provider Forums and at their 1:1 meeting with TCM consultants. Trillium publishes Network and Clinical Communication Bulletins (NCB and CCB) with updated information around 1915(i). See NCB 332, 333, 235 and CCB 16, 32, 40, 42, 49. NC Medicaid's fact sheet on the Transition of 1915(b)(3) Benefits to 1915(i) is the source of truth for trainings, codes and processes.	Vaya shares information about 1915(i) processes with service providers and TCM provider entities through their weekly Provider Communication Bulletin and biweekly Provider Touchpoint Webinar. These resources are available 24/7 on Vaya's Provider Central website through Vaya's searchable Provider Communication Bulletin archive and Provider Touchpoint recordings and slide decks. Vaya's public website includes general information about 1915(i) services, including access to the assessment tool and the NC Medicaid

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			Trillium has posted the fact sheet in CCB 42 and 43 with all the resources at trilliumhealthresources.org/for-providers/provider-communications Trillium also has a TCM guide.	Provider fact sheet, Transition of 1915(b)(3) Benefits to 1915(i).
Where can 1915(i) service providers and care managers go if they need training on your plan's 1915(i) processes?	Practice Transformation has completed 5 1915(i) trainings for CMA/AMH+ providers. Three of those trainings are available via on demand through Alliance Health's Learning Management system, KnowledgePoint. Training slides, plan templates and links to the 1915(i) Independent Assessment, and Clinical Coverage Policies are also available in KnowledgePoint.	There is an on-demand 1915(i) training available under Partners Training Academy related to the 1915(i) State Plan Amendment partnerstraining.org For authorization questions providers can reach out to UM via Partners' workgroup or by email at UMQuestions@partnersbhm.org For authorization related issues BH UM Workgroup: 704-842-6436 For authorization related issues I/DD UM Workgroup: 704-884-2605 1915(i) service providers should contact their assigned provider account specialist or pas@partnersbhm.org for other questions. TCM providers should contact their assigned clinical support specialist or tailoredcaremanagement@partnersbhm.org for other questions.	TCM Providers are educated monthly about Trillium's process and the steps needed to transition members from 1915(b)(3) to 1915(i). Trillium provides this information at their TCM Provider Forums and at their 1:1 meeting with TCM Consultants. Trillium publishes Network and Clinical Communication Bulletins (NCB and CCB) with updated information around 1915(i). See NCB 332, 333, 235 and CCB 16, 32, 40, 42, 49. Trillium has posted the NCMT FACT sheet in CCB 42 and 43 with all the resources. NCMT 1915i FACT SHEET is source of truth for trainings, codes, and processes at trilliumhealthresources.org/for-providers/provider-communications Trillium also has a TCM guide.	In addition to Vaya's Provider Communication Bulletin archive and Provider Touchpoint recordings and slide decks, service providers and care managers have 24/7, on-demand access to Vaya's 1915(i) Waiver Training module, developed by Vaya to provide education about 1915(i) processes and associated NC Medicaid Clinical Coverage Policies, through the Vaya Learn Portal. Additionally, service providers and TCM provider entities may request a one-on-one meeting for support by contacting their Provider Network Contract Manager, TCM Oversight Specialist, or 1915i@vayahealth.com.
What meetings/office hours are available for 1915(i) service providers who have questions or feedback related to 1915(i) services?	The Alliance All Provider Meeting offers opportunities for providers to receive 1915(i) updates as well as ask questions. Contracted providers may send questions to NetworkRelations@alliancehealthplan.	Partners has no meeting or office hours specific to 1915(i) providers. Partners will address 1915(i) and any questions related to same in the following regularly scheduled provider meetings: Providers can contact Utilization Management or Provider Network	Trillium has monthly TCM provider forums and 1:1 meeting with consultants. Providers can contact the PSSL at (855) 250-1539 or via email at NetworkServicesSupport@trilliumnc.org with any questions. The PSSL is	Providers may request individual meetings for support or guidance through their Provider Network Contract Manager or TCM Oversight Specialist. Vaya's biweekly Provider Touchpoint webinars also include 1915(i)

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	org or to directly to their assigned Network Relations Specialist. Providers have received 1915(i) updates via the All Provider Meeting and targeted emails to 1915(i) providers. CMA/AMH+ providers - practice transformation provides 1915(i) services updates and opportunities for CMA/AMH+ providers to ask questions and share feedback during meeting consults, CMA and Supervisory Learning Collaboratives.	team members with questions using the information below: For Authorization Issues providers can reach out to UM via Partners' workgroup or by email at UMQuestions@partnersbhm.org For authorization related issues BH UM Workgroup: 704-842-6436 For Authorization related issues I/DD UM Workgroup: 704-884-2605 1915(i) service providers should contact their assigned provider account specialist or pas@partnersbhm.org for other questions.	open Monday through Saturdays from 7 a.m.-6 p.m.	updates and guidance for providers, as well as time for Q&A.
What meetings/office hours are available for care managers who have questions or feedback related to 1915(i) services?	Practice Transformation meets with CMA/AMH+ providers weekly to monthly to discuss Members needing to transition from 1915(b)(3) to 1915(i) Services. Practice Transformation addresses questions, concerns and/or workflows based upon the feedback from each CMA/AMH+ provider. Provider-led Entities' Care Managers may direct questions to NetworkRelations@alliancehealthplan.org	For Authorization Issues TCM can reach out to UM via Partners' workgroup or by email to UMQuestions@partnersbhm.org For Authorization related issues BH UM Workgroup: 704-842-6436 For Authorization related issues I/DD UM Workgroup: 704-884-2605 TCM providers should contact their assigned clinical support specialist or tailoredcaremanagement@partnersbhm.org for other questions.	Trillium has monthly TCM provider forums and 1:1 meeting with consultants. Providers can contact the PSSL at (855) 250-1539 or via email at NetworkServicesSupport@trilliumnc.org with any questions. The PSSL is open Monday through Saturdays from 7 a.m.-6 p.m.	Vaya hosts a monthly TCM Oversight Technical Assistance call that allows TCM providers to ask questions about 1915(i) processes and receive support. TCM provider entities can request individual meetings for additional support and guidance through their Provider Network Contract Manager or TCM Oversight Specialist. Vaya's biweekly Provider Touchpoint webinars also include 1915(i) updates and guidance for care managers, including time for Q&A.
What point of contact, at your plan, can providers reach out to for questions on 1915(i)?	CMA/AMH+ providers may contact their assigned Practice Transformation Specialist and/or outreach Practice Transformation at PracticeTransformation@alliancehealt	1915(i) providers should contact their assigned provider account specialist or pas@partnersbhm.org. TCM providers should contact their assigned clinical support specialist or	Providers should email UM@trilliumnc.org for questions related to 1915(i) services.	Vaya encourages providers to send questions to 1915i@vayahealth.com.

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	hplan.org if they have questions on 1915(i). Contracted providers may reach out to NetworkRelations@alliancehealthplan.org.	tailoredcaremanagement@partnersbhm.org.	For questions related to contracting, providers should email networkservicessupport@trilliumnc.org Providers can contact the PSSL at (855) 250-1539 or via email at NetworkServicesSupport@trilliumnc.org with any questions The PSSL is open Monday through Saturdays from 7 a.m.-6 p.m.	
What steps should care managers take to submit the 1915(i) assessment?	CMA/AMH+ providers should follow Alliance's Health's process and submit 1915(i) assessments to 1915isupports@alliancehealthplan.org	TCM Providers submit 1915(i) assessments directly to Carelon, following their internal agency protocols.	CCB 42 and 43 – NC Medicaid's fact sheet on the Transition of 1915(b)(3) Benefits to 1915(i) includes information on where to submit the 1915i assessments. The TCM or care coordinator submits 1915(i) assessments directly to Carelon at NCMedicaid1915irequests@carelon.com Please include the below information in the email: • Provider or MCO contact's first and last name • Contact's direct email address and phone number • Beneficiary's name and MID (as listed on the assessment)	Provider-based care managers should submit assessments directly to Carelon and send a copy of the assessment to 1915i@vayahealth.com.
Where can care managers obtain updates on members' 1915(i) assessment status and eligibility approval?	CMA/AMH+ providers may contact their assigned Practice Transformation Specialist and/or outreach Practice Transformation at PracticeTransformation@alliancehealthplan.org for updated status.	TCM providers are notified by Partners as eligibility approvals are received. TCM providers can also reach out to their assigned Clinical Support Specialist or tailoredcaremanagement@partnersbhm.org for assistance identifying 1915(i)	TCM will receive feedback directly from Carelon after submitting the completed assessment directly to Carelon	Provider-based care managers may email 1915i@vayahealth.com for updates on a member's assessment status. In addition, Vaya sends eligibility approval and denial notifications to

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		assessment status and eligibility approval.		TCM provider entities upon receipt from the Department.
What steps should care managers take if they are unable to obtain member contact information (phone number/address) from 1915(i) or 1915(b)(3) service providers?	CMA/AMH+ Care Managers can check NC HealthConnex, NCTracks and alert their assigned Practice Transformation Specialist if they are unable to locate member contact information. After three unsuccessful attempts to include outreach to the (b)(3) Service Provider, CMA/AMH+ Care Managers will alert their Practice Transformation Specialist. The Practice Transformation Specialist will ensure an unable to reach letter is mailed to the member's identified address alerting the member of potential loss of benefits and provide the CMA/AMH+ contact information.	Care Managers should utilize all available options to obtain contact information for the member. In addition to contacting 195(i) or 1915(b)(3) providers, care managers can use NCTracks, HIE, other service providers, etc. If unable to obtain contact information, the care manager can contact the Care Connection team at Partners to determine if there is any additional information available. BH: (704) 842-6311 MHSUTCMScreeningandReferrals@partnersbhm.org I/DD or TBI: (980) 533-6204 IDD_TCM_Screening_and_Referral@partnersbhm.org If a member cannot be reached the Partners Care Connection Team will take member onto an "unengaged" caseload and continue to make attempts to reach member at least annually moving forward.	Providers can reach out to their TCM consultant by phone or email if they have difficulty finding contact information for members so their TCM consultant can look in Trillium's records and NCTracks to see if there is additional contact information. Trillium has informed their TCM providers if they have difficulty engaging with any B3 service providers, they should let their TCM consultant know so Trillium can intervene if necessary.	All care managers should review the member's health record to identify any current or historical contact information. If the member has a current service provider, the care manager should work with that provider to engage the member. If the member is still unreachable, the care managers should follow routine "Unable to Reach" best efforts, including mailing the member a letter.
Who is the point of contact at the plan where care managers can reach out if they are having issues reaching members?	CMA/AMH+ providers may contact their assigned Practice Transformation Specialist and/or outreach Practice Transformation at PracticeTransformation@alliancehealthplan.org if they have concerns locating Members.	If unable to obtain contact information, the care manager can contact the Care Connection team at Partners to determine if there is any additional information available.	TCM Providers may reach out to their TCM consultant by phone or email if they have difficulty finding contact information for members so their TCM consultant can look in Trillium's records and NCTracks to see if there is additional contact information.	Care managers who have difficulty reaching a member can email 1915i@vayahealth.com for assistance. In addition, TCM provider entities can request individual meetings with a Vaya subject matter expert for support and guidance through their Provider

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Where can care managers find a list of contracted 1915(i) providers, the services they provide and the populations they serve?	CMA/AMH+ providers receive an updated list of contracted 1915(i) providers monthly. The Site and Service spreadsheet is sent to each CMA/AMH+ provider's TCM distribution email address.	A list of contracted providers is available on the Partners Heath Management website - provider search function partnersbhm.org/provider-search/#. Questions can also be directed to the TCM provider's assigned clinical support specialist.	Trillium Plan-based Care Managers can search Trillium's provider data management system to view contract level data for each provider as well as view the Provider Directory. Trillium network staff send a list of all contracted providers to Trillium's TCM providers, which can be sorted by service code and county. TCM Provider-based Care Managers can also reference Trillium's Provider Directory at trilliumhealthresources.org/forproviders/network-provider-directory	Provider-based care managers can access a list contracted 1915(i) providers using the Find a Provider feature on Vaya's public website.
Where can care managers find information on how to complete the care plan/ISP for someone in need of 1915(i) services?	Alliance Health created an ISP/Care Plan template which meets 1915(i) ISP/Care Plan requirements. CMA/AMH+ Care Managers can login into Alliance's Learning Management System, KnowledgePoint, to access "Requesting 1915i Services after	Care Managers should consult with their supervisor for information on how to complete the Care Plan/ISP for someone using 1915(i) services. Specific questions about utilization management requirements can be submitted to UMquestions@partnersbhm.org.	CMAs can request support from their AHEC Coach. NC Medicaid's fact sheet on the Transition of 1915(b)(3) Benefits to 1915(i) includes information about how to complete care plan. (CCB 42 and 43.)	TCM providers can reach out to their Provider Network Contract Manager, TCM Oversight Specialist or a 1915(i) subject matter expert by emailing 1915i@vayahealth.com for help completing the member's care plan/ISP.

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	Eligibility Approval" to learn how to create the ISP/Care Plan. Training on how to complete the ISP/Care Plan is embedded in the IPS-Supported Employment for MHSUD Members, 1915i for MHSUD Members and 1915i Requesting Services.	TCM providers can also contact their assigned clinical support specialist or tailoredcaremanagement@partnersbhm.org for other questions.		In addition to the 1915(i) resources listed above, plan-based care managers have access to a job aid on completing a member's care plan in Vaya's administrative health record system.
Where can care managers go to review or request to receive training on submitting 1915(i) SARs/TARs?	CMA/AMH+ Care Managers can login into Alliance's Learning Management System, KnowledgePoint to access training on submitting SARs/Prior Authorizations for 1915i Services. The two trainings in KnowledgePoint are titled, JIVA UM Provider Portal for Jiva UM Provider Portal for CMA/AMH+ (non-JIVA users) and JIVA UM Provider Portal for CMA/AMH+ (JIVA users).	Partners Training Academy has posted training and resources on how to submit a SAR in Partners' ProAuth portal at partnerstraining.org.	Trillium's learning portal has trainings on Tars submission for all services trilliumhealthresources.org/for-providers/my-learning-campus-providers	Complete instructions for submitting a service authorization request (SAR) are available on the Prior Authorization page of Vaya's Provider Central website. Additional information is available on the Resources webpage for providers. Plan-based care managers have access to a job aid on how to complete a SAR in Vaya's administrative health record system, as well as the resources listed above.
Where can care managers go when they have questions on which codes should be included in the 1915(i)-service authorization?	CMA/AMH+ providers may contact their assigned Practice Transformation Specialist and/or outreach Practice Transformation at PracticeTransformation@alliancehealthplan.org if they have questions on 1915(i) service codes. Care Managers may submit a Contract Request form if the Provider of Service does not have a 1915(i)-service code in their contract.	Partners Provider Knowledge Base contains clinical tools including the current Benefit Grid and links to the 1915(i) Clinical Coverage Policies. providers.partnersbhm.org/category/clinical-tools	Clinical Communications Bulletins (CCB) include information about clinical and coding updates. For 1915i see CCB #42 and 43. trilliumhealthresources.org/for-providers/provider-communications Also see Benefit plan for all codes. trilliumhealthresources.org/for-providers/benefit-plans-service-definitions	TCM provider entities and care managers received 1915(i) service authorization codes in a memo sent in the Oct. 31, 2023, Vaya Provider Communication Bulletin. This information is also available on the Authorization Guidelines page of Vaya's Provider Central website.

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Where can care managers go when they want an update on a submitted 1915(i) service authorization?	CMA/AMH+ providers - care managers submit electronic prior authorization request for 1915(i) services. Care managers can contact the Utilization Management Specialist if they have additional questions and/or modifications to their pending service authorization.	The care manager can see the status of a submitted Service Authorization Request in ProAuth.	Provider Direct include information on what services a member has authorized at trilliumhealthresources.org/for-providers/provider-contact-information-and-portals	Provider-based care managers can check the status of a 1915(i) SAR in the Vaya Provider Portal. Vaya's Resources webpage includes information on accessing and navigating the portal. Care managers with additional questions can email UM@vayahealth.com for information.
How can 1915(i) service providers look-up the member's care managers to support engaging in the 1915(i) assessment and service planning process?	1915(i) service providers may contact their Provider Relations Specialist to forward questions regarding member assignments. CMA/AMH+ providers - 1915(i) service providers can contact Member and Recipient Services to look-up a member's care manager. If the member is linked to a CMA/AMH+, 1915(i) service providers can contact PracticeTransformation@alliancehealthplan.org for CMA/AMH+ distribution contact information.	1915(i) service providers can monitor NCTracks for TCM provider agency. They can also contact Partners Care Connections Screening and Referral team for assistance identifying the assigned TCM entity and/or care manager. BH: (704) 842-6311 MHSUTCMScreeningandReferrals@partnersbhm.org I/DD or TBI: (980) 533-6204 IDD_TCM_Screening_and_Referral@partnersbhm.org	Refer to the NCTracks information or the Provider Webpage for the TCM Provider Query & Referral link. <mark>Link will be provided prior to 7/1/2024.</mark>	Providers can email 1915i@vayahealth.com or call Vaya's Provider Support Service Line 1-866-990-9712 to inquire about a member's care manager.