



Healthy Blue Care Together

The Children and Families Specialty Plan (CFSP)

Provider Conference



Welcome



Agenda

- Welcome
- A word from Healthy Blue Regional Vice President
- Overview of CFSP, Populations & Covered Services
- Core Activities
- Integrated Care Management & Transitions of Care
- Member Enrollment and Provider Engagement
- Q&A with Panel

Angela Boykin
CEO, Healthy Blue & Healthy Blue
Care Together



John Crowley
President and Chief Operations
Officer, Healthy Blue NC



Ebony Gilbert

Regional Vice President, Provider
Network



CFSP and Healthy Blue Care Together Overview

Courtney McMickens

MD, MPH, MHS

Deputy Chief Medical Officer
Healthy Blue Care Together



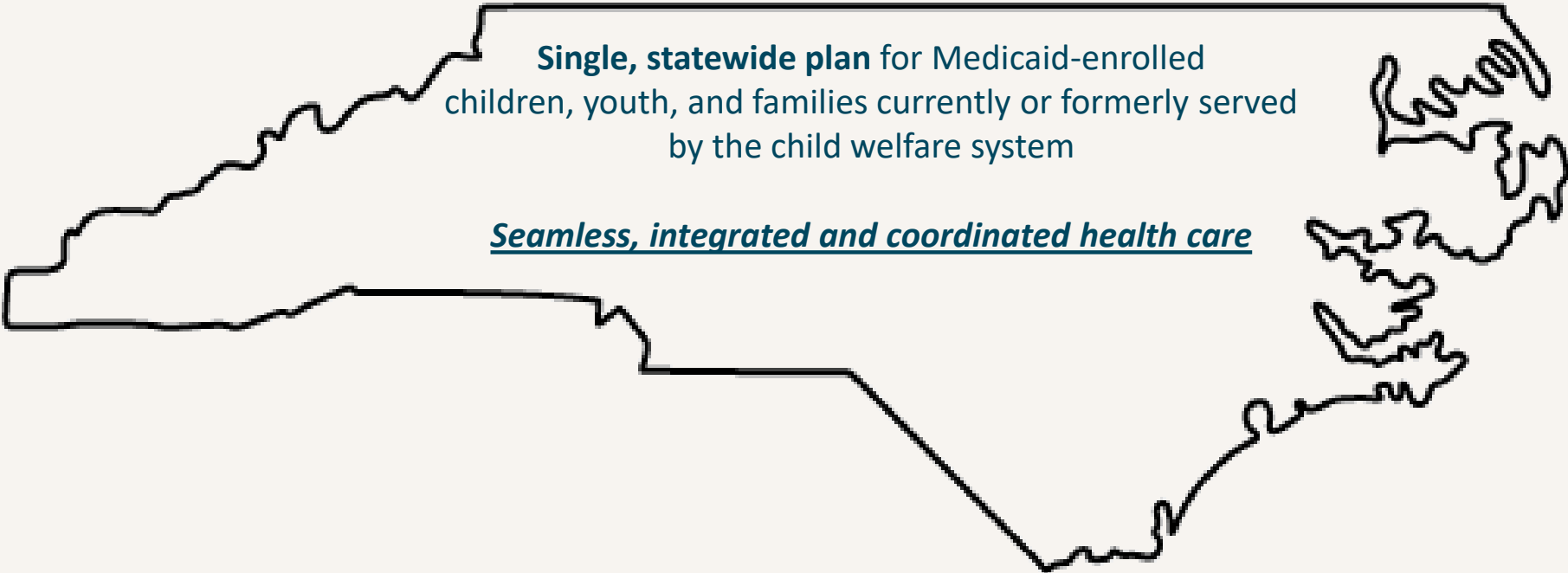
Dana Hagele, MD, MPH
Chief Medical Officer
Healthy Blue Care Together



Mark Washington
Executive Director
Healthy Blue Care Together



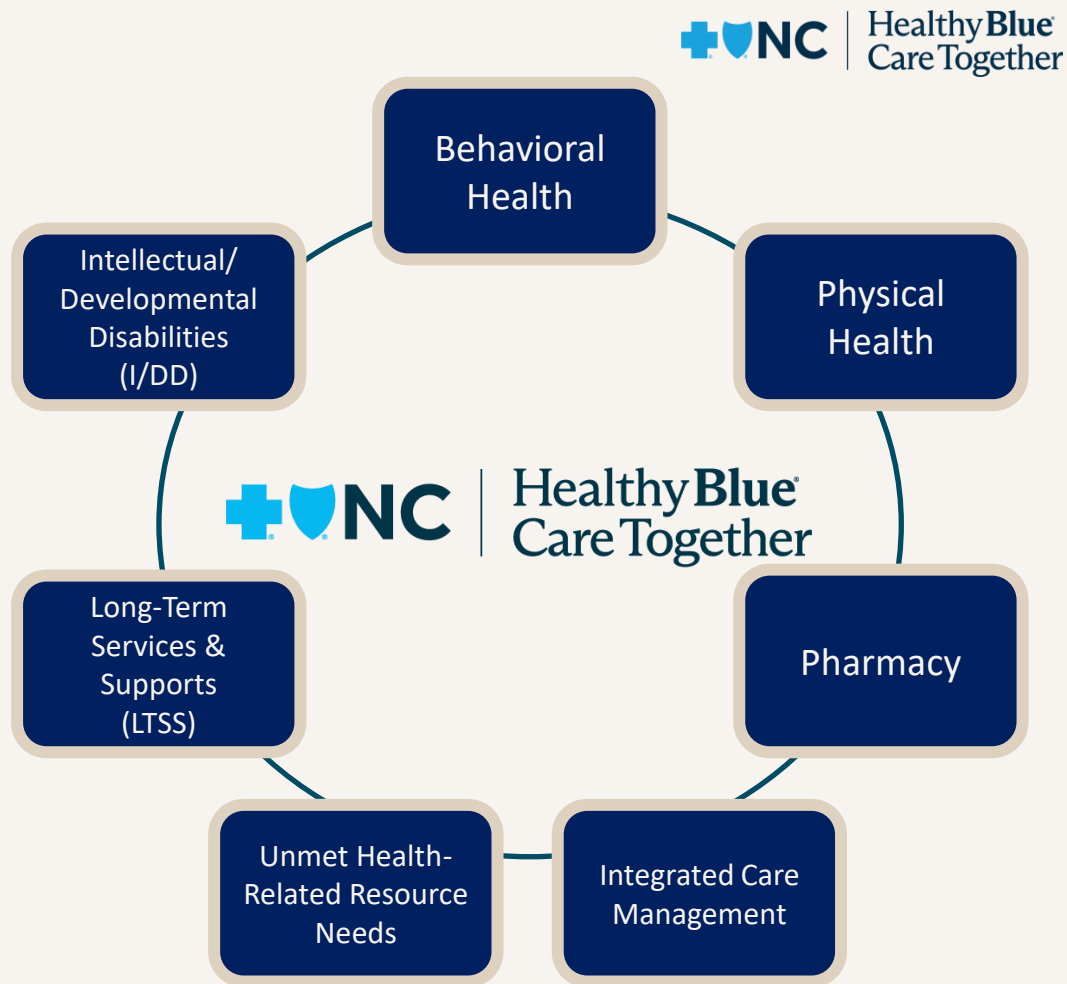
Blue Cross NC's Children and Families Specialty Plan (CFSP)



Single, statewide plan for Medicaid-enrolled children, youth, and families currently or formerly served by the child welfare system

Seamless, integrated and coordinated health care

Every member will have access to the same benefits and services, regardless of their location.





**BlueCross BlueShield
of North Carolina**

**HealthyBlue
Care Together**

We take a **person-centered and family-focused** approach to care delivery to strengthen and preserve families, prevent entry and re-entry into foster care, and support reunification and other permanency plan options.

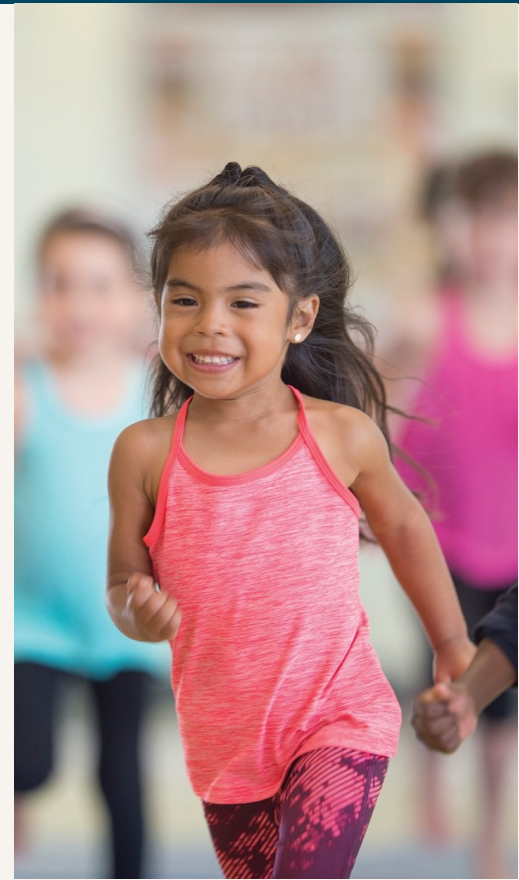
Healthy Blue Care Together includes **all NC Medicaid State Plan benefits covered by Standard Plans**, and most of the Tailored Plan benefits, **including 1915(i) services.**



NCDHHS CFSP Objectives

NCDHHS has designed the CFSP to:

- **Improve members' near- and long-term physical and behavioral health outcomes.**
- **Increase timely access to physical health, behavioral health, pharmacy, LTSS and I/DD providers** with experience serving children with high-acuity needs, as well as unmet health-related resource needs.
- **Strengthen and preserve families;** prevent entry and re-entry into foster care; and support reunification and other permanency plan options.
- **Coordinate care and facilitate seamless transitions** for members who experience changes in treatment settings, child welfare placements, transitions to adulthood and/or loss of Medicaid eligibility.



NCDHHS CFSP Objectives (Cont.)



- **Improve coordination and collaboration** with county DSS agencies; EBCI Family Safety Program; and, more broadly, with community collaboratives.
- Provide services that meet children's behavioral health needs and **prevent children from boarding in county DSS agency offices and Emergency Departments.**
- **Advance health equity** to address racial, ethnic, and geographic disparities experienced by children, youth and families served by the child welfare system.

Populations Auto-Enrolled at CFSP Launch
(Launch date 12/1/25 by NCDHHS)
~32,000 members

- Children and youth in foster care
- Children and youth receiving adoption assistance
- Former foster youth under age 26
- Minor children of children and youth in foster care, children receiving adoption assistance, and former foster youth while the parent is CFSP-enrolled

**12 months post-reunification for continuity*

**With the exception of Tribal members and other limited groups, these eligibility groups will be auto-enrolled at CFSP launch*

Questions?

Day 1 Priorities

- Individuals get the care they need.
- Providers can submit claims for payment to the CFSP.
- Members can access necessary medications.
- Members are enrolled and have ID cards in hand prior to the CFSP launch.
- Members have timely access to information and are directed to the right resources.
- CFSP has adequate Provider Networks, per contract definitions.
- Calls made to call centers are answered promptly.
- County DSSs are trained on CFSP.
- Members will not experience provider disruptions and can see existing providers.

Key Objectives



**Strengthen and
preserve families**



**Help avoid boarding in local
DSS offices & Emergency
Departments**



**Increase access to
services**



**Improve member
outcomes**

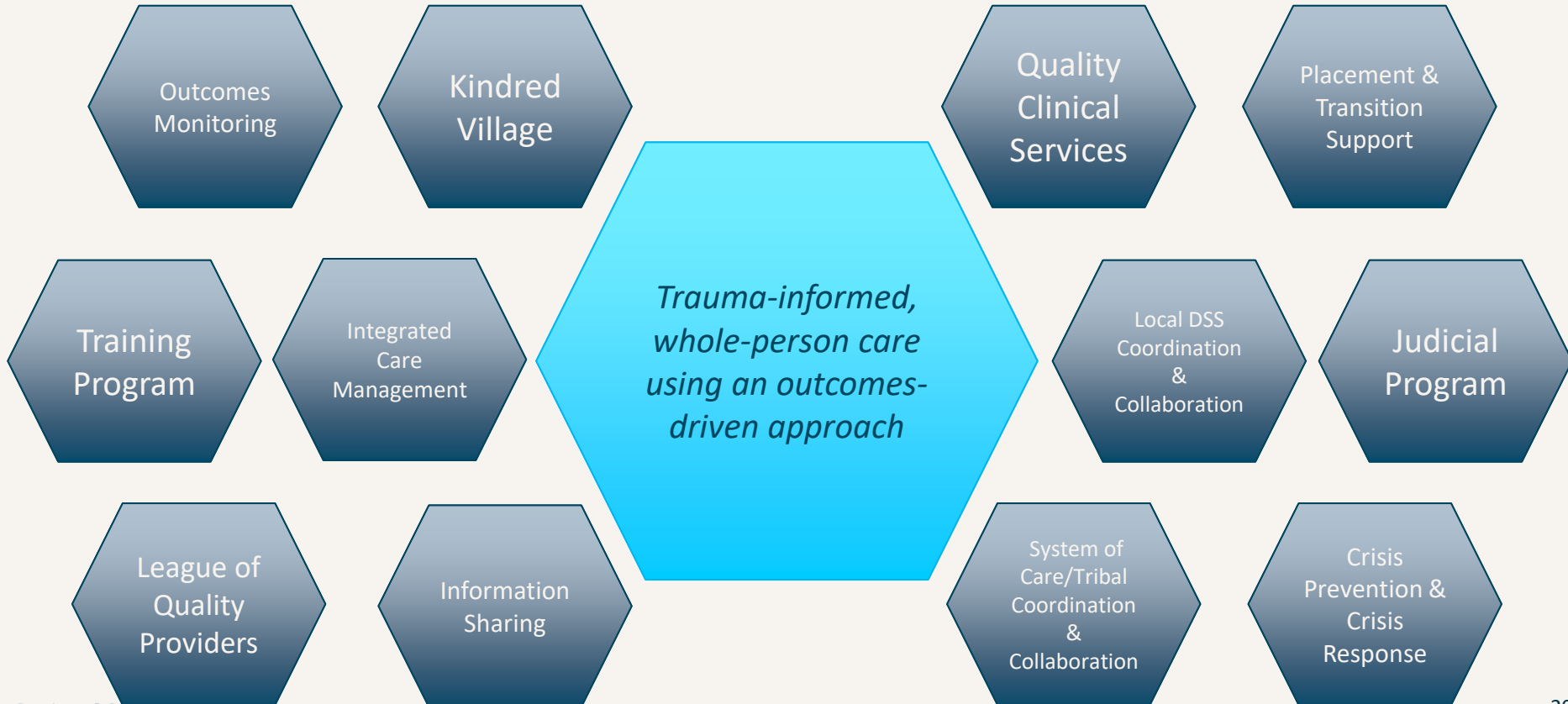


**Improve coordination &
collaboration with
stakeholders**



**Coordinate care and facilitate
seamless transitions (including
during child welfare placements)**

Core Activities



Core Activity: Crisis Prevention and Management

Key Strategies

- **Member-level Care Management support**
 - Maintenance of Behavioral Health Crisis Line staffed by licensed clinicians
 - Clinical Care Advisors specializing in Crisis and Transitions of Care
 - Development of individual, person-centered crisis plan
 - Emphasis evidence-based Behavioral Health treatment and screening, with caregiver engagement
- **Community-level Support**
 - Participation in local Crisis Collaboratives and support of local Crisis Plans
- **Add Capacity** (expand service array with emphasis on prevention)
 - Mobile Crisis Response Teams (MORES-like, ACT)
 - Scale community-based acute care facilities (Crisis Stabilization Transition Homes with “bed holds”)
 - High Fidelity Wraparound Teams based on PRTF referral and admission trends

Core Activity: Placement and Transition Support

We will work in partnership with DSS Social Workers to place children and youth in appropriate placement and treatment environments. We will use a trauma-informed approach that aims to keep children connected to their communities of origin, reduce travel associated with family visitation, and align with DSS' targeted outcomes around placement stability and timely reunification.

- **Maintaining Family Connections**
 - We will work with DSS Social Workers to identify and place youth with a caregiver relative when appropriate.
 - Our CM Team and Placement Coordinators will work in partnership with DSS Social Workers, youth, caregiver relatives, and the treatment team to support placement treatment environments with evidence-based models (ex. High Fidelity Wraparound).

Core Activity: Placement and Transition Support

- **Proximity to County of Origin**
 - Our Care Management team will support DSS in prioritizing and securing local placement and treatment environments to maintain family and social connections, reduce disruptions in school and clinical services, and avoid unnecessary travel. (If placement is not available in the county of origin, our search will expand to the nearest county).
- **Child-Specific Needs**
 - Our team will focus on the individual child/youth needs when securing placement in treatment settings. We will include several factors including recommended level of care, treatment modalities, Behavioral Health, Physical Health, Intellectual and Developmental Disabilities (I/DD) needs, and placement with siblings.

Core Activity: Training Program

- **Comprehensive, culturally appropriate, evidence-based approach to developing and sustaining knowledge, skills, practices, and competencies across:**
 - Staff and Care Management teams
 - Statewide provider network
 - DSS and other SOC professionals (co-training opportunities)
 - Parents and resource parents
- **Training focus:**
 - Plan implementation and service access.
 - Clinical and non-clinical SOC professionals:
 - System of Care principles, childhood trauma, and other population-specific topics
 - Motivational Interviewing
 - Mental Health First Aid / Psychological First Aid
 - Secondary traumatic stress prevention and management (CE-CERT)
 - Child behavior management (CARE and others)
 - Clinical training for licensed clinicians (TF-CBT, PSB-CBT, CPP, CPT, & others)

Core Activity: Kindred Village

Kindred Village is a specialty program offered by Healthy Blue Care Together that is designed to empower and educate caregivers (i.e.: kinship, adoptive, foster parents and biological parents) with the support and tools they need to be successful in helping children and youth thrive in safe and loving homes.

Listening and Feedback: We met with kinship, foster and adoptive parents across the state, and learned **four priority areas** where caregivers need more support to help children and youth in DSS custody thrive.

1. Overcoming Barriers to Families Becoming Licensed Caregivers

- We will partner with our provider network to increase the capacity of family-like settings across the state by investing in family recruitment and licensing.
- We will support caregivers to increase the likelihood of children having access to local family-like placement options to support timely permanence.

Core Activity: Kindred Village

2. Trauma-informed Training Array to Empower and Retain Parents

- Access to multimodal technology platforms.
- Focused training in multiple areas: Trauma-Informed Care, Complex Medical Conditions; Permanency Options; Caring for Children Impacted by Parental SUDs; and Strategies to Manage Serious Emotional, Social, and Behavioral Issues.

3. Access to Early Intervention Specialists

- Care Management team providing 24/7 access to mental health services to support caregivers in a behavioral health crisis.

4. Behavioral Health Support and Respite for All Caregivers

- Up to 12 hours of therapy available per year provided by a Licensed Clinician.
- Crisis respite.

Core Activity: Judicial Program

- **Focused on the creation and development of strategies that will positively impact youth/families that are court and justice system (juvenile/adult) involved.**
- **Will serve as the Point of Contact for local, regional and state-level justice system internal and external stakeholders.**
- **State/Plan/Program Focus**
 - Engage with relevant external stakeholders (DPS/JJ, Law Enforcement, Courts, DSS & DPI).
 - Provide training and consultation to staff, network, families and external stakeholders.
 - Join and support state, regional and local collaboratives and workgroups (Juvenile Crime Prevention Councils, NC Sheriff's Association, Community Crisis Teams, Community Collaboratives).
- **Member and Community Focus**
 - Provide routine consultation to Leadership, Clinical, CM, and Community Engagement Teams.
 - Provide member-specific and community-level support.
 - Enhance statewide programming focused on diversion, recidivism, crisis intervention and fatherhood.

5-10 Minute Break

Integrated Care Management

Natosha Anderson

RN, BSN, CCM

Director of Population Health and
Care Management



Andrea Smith-McAdoo

LCMHC

Region 3 Care Management Director,
CFSP



Care Management Core Components

- Participation in **Child and Family Team (CFT) meetings**
- **Comprehensive screening and coordination** of trauma assessment
- **Risk determination** (and re-evaluation)
- **Regular medication review and reconciliation**
- **Intensive care management** and supports in coordination with others
- Continuity of care management **after permanency**
- **Support when placements are needed**



**Every child/youth is assigned
a dedicated Care Manager
within 24 hours of
enrollment.**

Integrated Care Management Team



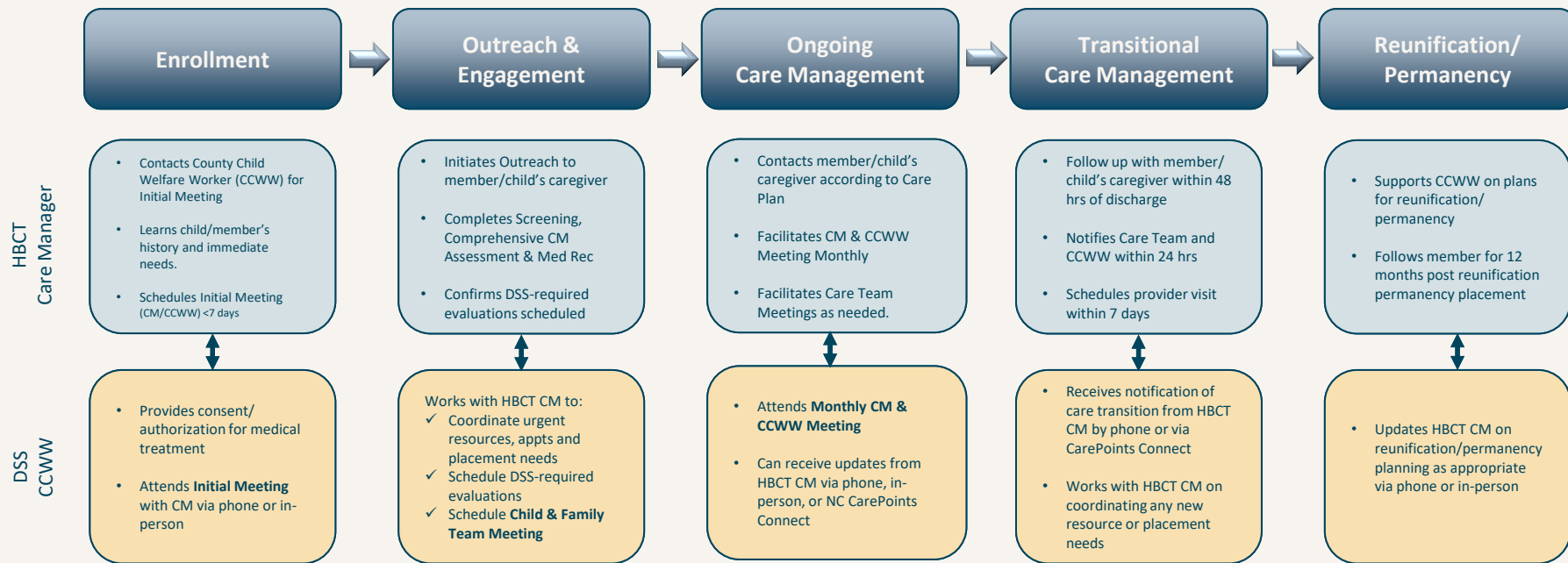
Healthy Blue Care Together's Integrated Care Management staffing approach **emphasizes a local presence with regional team supports** providing timely expertise for the care management team, members, and DSS.

Clinical Leadership Team

The Clinical Leadership team provides clinical oversight and support at the member and population level.

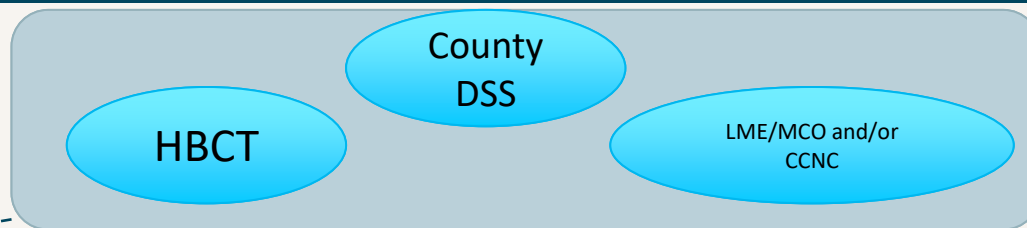
- Chief Medical Officer
- Deputy Chief Medical Officer
- Director of Outcomes Monitoring and Evaluation
- Behavioral Health Director
- I/DD Director
- SUD Director
- Pharmacy Director

Care Management Process & Coordination with DSS



Open communication channels to support shared goals, improve coordination, and help children and families thrive.

Care Transition Timeline



Oct. 2-24:

The transitioning entity shares information on high-risk members with CFSP.

Oct. 15 – Dec. 15:

CFSP conducts warm handoff with members identified for warm handoff.

Oct. 1-31:

CFSP and county DSS will coordinate to schedule Initial Meetings.

Nov. 1 – Dec. 31:

CFSP conducts Initial Meetings with county DSS.

Nov. 1 – Dec. 31:

CFSP and County Child Welfare Worker may adjust member PCP or Care Manager based on insights from initial and ongoing meetings.

Within 5 Calendar Days of the change:

CFSP will provide updated ID cards and welcome packets to members if their PCP or Care Manager changes.

High Needs & Warm Handoff Criteria

Members meeting the Department's criteria for a required Warm Handoff will have additional support at crossover. This criteria has been defined by NCDHHS.

Members identified as high needs include (but are not limited to):

- Youth awaiting placement and currently boarding in ED or local DSS office.
- Currently admitted inpatient, PRTF, other institutional level of care or in need of higher level of care.
- Pregnant and postpartum members.
- Members with exceptional physical health needs such as:
 - Cerebral Palsy
 - Cystic Fibrosis
 - Cancer
 - Paraplegia
- Transition from a high-level clinical setting.

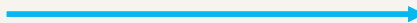
High-Needs Member Transition Process Overview

The Transitioning Entity (LME/MCOs and/or CCNC) will create and share with Healthy Blue Care Together:

- A list of high-needs and warm handoff members (using criteria from DHB, DSS, and the Division of Child and Family Well-Being (DCFV))
- Transition of Care Warm Handoff Summary Form for each member on the list.

Transition of Care conversations with LME/MCOs begin in October.

A Warm Handoff is a member specific meeting/knowledge transfer session. LME/MCOs and/or CCNC must fill-out warm handoff summary form on each transitioning member.



CFSP must:

- Directly contact the member or their Authorized Representative to confirm continuity of services.
- Receive most up-to-date demographic information on the beneficiary.

5-10 Minute Break

Member Enrollment/Provider Engagement

John Thacker
LCMHC, LCAS, CRC
Provider Network Director

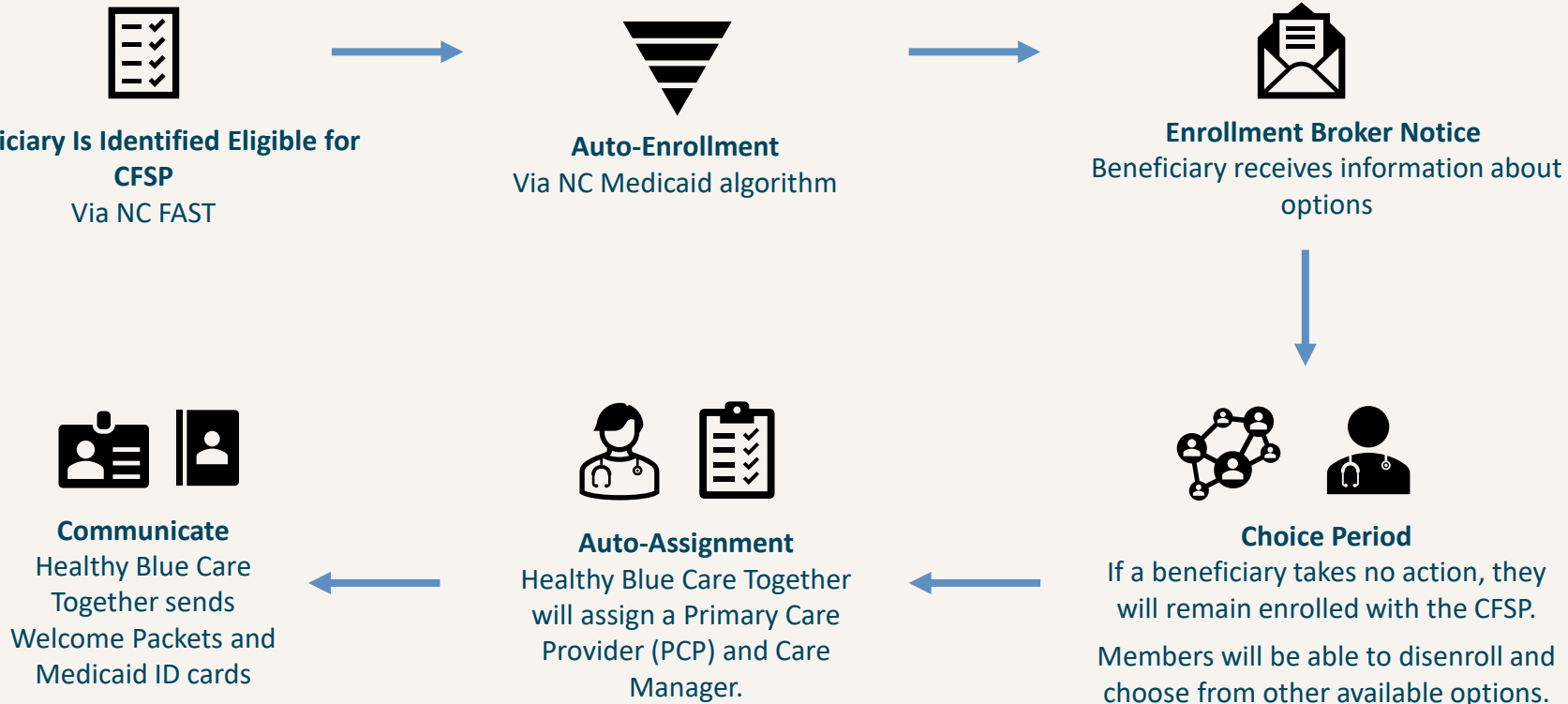


Bill Battershall

Director of Network Management



CFSP Enrollment Process



AMH/PCP Choice & Assignment

Before Launch:

- Contracting deadline to ensure inclusion in PCP Auto Assignment is 9/1.
- The CFSP will **automatically assign** an AMH/PCP to all members between 10/17 - 10/23.
- Members and/or their authorized representatives will be able to **select and/or change** their AMH/PCP during the **choice period after auto assignment**.

After Launch:

- Members and/or their authorized representatives will have the opportunity to **change their AMH/PCP for any reason during a period of time after launch**.
- After the Choice Period, members and/or their authorized representatives will be allowed to change their AMH/PCP **with cause (ex. placement changes) at any time and without cause** twice a year.
- The CFSP shall assign the member to an AMH/PCP within **twenty-four (24) hours** of the date of enrollment in CFSP.

League of Quality Providers (LOQP)

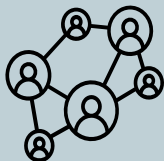


Providers participating in **our proprietary CFSP League of Quality Providers** will have access to:

- Enhanced rates, incentives, and value-based payment arrangements
- Partnership to develop and scale effective services and delivery
- Free competency-based clinical training in a broad array of evidence-based treatment modalities
- Ongoing consultation by Regional LOQP Clinicians

We will partner with our network of providers as we seek to:

- Reduce the number of children staying in DSS offices or ED settings
- Increase local access, placement capacity and stability
- Increase and sustain the number of evidence-informed providers in the Healthy Blue Care Together Network
- Maintain a 24/7 response to youth in Behavioral Health crisis



Healthy Blue Care Together will use Healthy Blue's existing provider network.

Additional providers who specialize in care, treatment, and therapeutic services for youth in DSS custody will be added.

This includes:

- Residential treatment facilities (Levels II-PRTF)
- Community-based mental health providers (TICCA/Assessments, Intensive In-Home, High-Fidelity Wraparound)
- 1915(i) services, including respite care
- Therapeutic Foster Care agencies
- Crisis Response and Crisis Transition

Value-Added Services*: Designed to Improve Quality and Health Outcomes

These extra benefits include:

- Health and fitness toolkits
- \$100 allowance to purchase sensory regulation tools
- \$25 gift card for middle & high school students with a 2.0 GPA or higher
- Post secondary educational support to help prepare for college
- Summer reading benefit
- Tutorial services
- Doula services including prenatal, labor/delivery, and postpartum support from a certified doula.
- Therapeutic caregiver support offering set amount of therapy for foster care, kinship and adoptive caregivers.
- Yearly subscription to a sleep and medication app.
- Childcare assistance
- Family night package
- New placement welcome wardrobe
- \$200 toward baby essentials.
- \$200 toward items like bed rails, potty training kits, highchairs.
- \$50 toward the purchase of school supplies every year.

** Some benefits have eligibility requirements.*

Value-Added Services* for Former Foster Youth

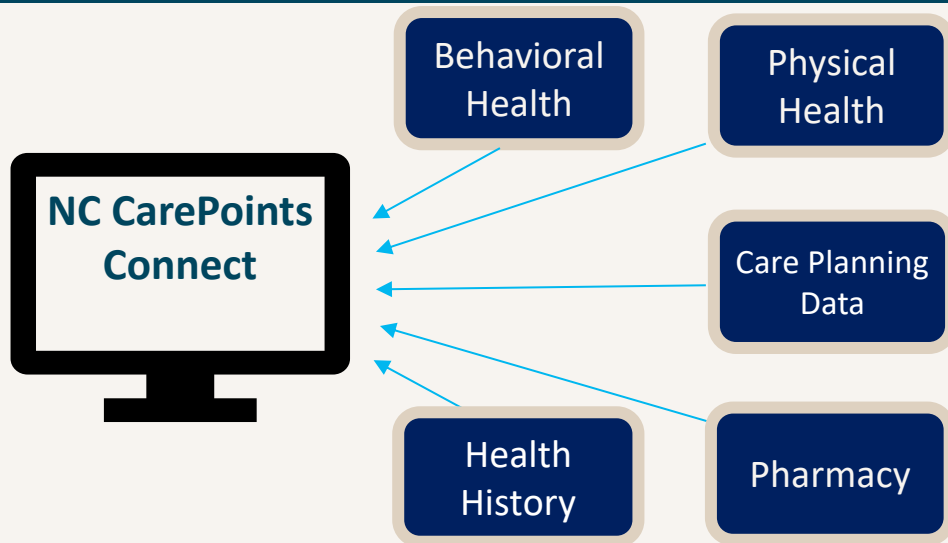
Former Foster Youth

- Transportation essentials support
- \$150 Healthy Grocery Card
- Identification support to cover cost of obtaining a driver's license, birth certificate, social security card, etc.
- Criminal expungement
- Emergency Preparedness Kit and Disaster Relief Funds
- Employment Basics Support Package
- Laundromat Card
- Transportation Essentials

** Some benefits have eligibility requirements.*



NC Care Points Connect



Up-to-date Healthy Blue Care Together member information available on **NC CarePoints Connect** includes:

- Medical Records
- Screenings
- Trauma Assessments
- Therapeutic Placement History
- Care Plans
- ID Cards
- And much more...



Easy-to-navigate dashboard and visualization



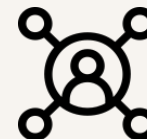
Facilitates communication of critical events and information



Secure, role-based central health care hub



24/7 Access for County Child Welfare Workers & Child Care Team



Transition of Care Support

Access Levels/Roles

	Access Type	Access Point	Access Level
County Child Welfare Worker and Supervisors	CCWW	SSO with NCID	County-level access
State-level Child Welfare Associate	State	SSO with NCID	State-level access
Providers	Provider	SSO through Availity	State-level access
Delegated Partner	Delegated Partner	SSO through Delegated Partner	Delegated Members
Adoptive Parent	Member	Family Enrollment	Adoptive Child(ren)
Former Foster Youth	Member	Self Enrollment	Self

Initial Training and Ongoing Technical Assistance

- Dedicated associate to support training and implementation for NC CarePoints Connect
- Training available on-demand starting September 2025
 - Expected completion of training: October 2025
- Office hours specific to NC CarePoints Connect beginning October 1, 2025.

Note: Subject to change.

Provider Education

Register online:
Provider.healthybluenc.com

Click on Training Academy,
then “Events to Keep You Up
To Date”

Upcoming CFSP Office Hours

Date	Office Hours Topic
14-Aug	Children and Families Specialty Plan (CFSP): Kindred Village and Placement/Transition Support
27-Aug	Children and Families Specialty Plan (CFSP): Kindred Village and Placement/Transition Support
17-Sep	Children and Families Specialty Plan (CFSP): League of Quality Providers and Training
23-Sep	Children and Families Specialty Plan (CFSP): League of Quality Providers and Training
13-Oct	Children and Families Specialty Plan (CFSP): Crisis Prevention and System of Care/Tribal Coordination
29-Oct	Children and Families Specialty Plan (CFSP): Crisis Prevention and System of Care/Tribal Coordination
12-Nov	Children and Families Specialty Plan (CFSP): Top Interest Topics
20-Nov	Children and Families Specialty Plan (CFSP): Top Interest Topics

Listening, engaging, and building together

Contracting Process Overview:

- Streamlined steps for existing and new providers
- Key milestones

Introducing the New Network:

- Key benefits and enhancements
- Support for onboarding new providers
- CFSP directory

Reimbursement Considerations:

- Committed to maintaining network continuity and stability
- Open to feedback to refine and standardize

Our Commitment:

- Actively listen to your concerns
- Transparent and open communication
- Fostering long-lasting partnerships

Contact Us

Provider Services

nc_provider@healthybluenc.com

Contracting

nc_contracting@healthybluenc.com

Questions? Let's Talk.



**BlueCross BlueShield
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**Healthy Blue
Care Together**

Thank you!

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