

The Arc of North Carolina is now a

CARE MANAGEMENT AGENCY



COMING 12/01/2022

The Arc of NC applauds the ongoing efforts by the State of North Carolina to improve services for people with intellectual and developmental disabilities by creating more coordination and integration of care for Medicaid recipients.

As the state's integrated care approach to whole person care launches and evolves, Care Management Agencies (CMA) will play a major role in the achievement of this goal.

What does a Care Management Agency do?

On December 1st, our organization will begin providing Care Management to individuals with IDD and TBI who choose us to provide their care management for them. This means that a care manager will help coordinate one's community-based services along with medical and other needs. The care manager will be much like a quarterback for a person's team and will provide the coordination of care to improve a person's health and wellbeing so people can live their best life!

WHY DO I NEED A CARE MANAGER?

Many individuals have multiple needs that are associated with health and well-being.

They can assist with Innovations Waiver services, help schedule transportation, or make a referral to a food bank. Their focus will be on "whole person" health.

A Care Manager will help guide the process of coordinating all supports and services so they work well together.

WHAT ARE CARE MANAGEMENT AGENCIES?

The Arc views our role as a Care Management Agency (CMA) as an opportunity to help build and drive the missing pieces of truly integrated, person-centered care and support.

As advocates, hearing from thousands of individuals and families with IDD each year, The Arc is keenly aware of the extensive need for improved coordination of care and support. Thousands of people with IDD, including people on the waiting list, will have the opportunity to choose a care management agency of their choice to help navigate the system and get connected to needed resources. This is a vital service, currently missing in the system, that will ultimately improve health and enhance quality of life.

Having a team dedicated to whole person care, led by a Care Manager will help to improve the coordination of all services working together and improve the health and well-being of each person.

- ✔ CMAs will employ highly trained Care Managers to provide care management and drive the coordination of all services.
- ✔ Care Management is the "glue" for integrated care, fostering coordination and collaboration among care team members across disciplines and settings.
- ✔ By placing care managers as close as possible to individuals/families, this will help support better health and quality of life outcomes.
- ✔ Care Managers will play a critical role in working with individuals and families to provide equal opportunities and access to community-based resources and the care needed.



We know that you have questions about care management.

We want you to know that we are here to help.

Please feel free to send your questions about care management to info@arcnc.org or you can call us at **800.662.8706**.

You can also view our webinars on tailored plans and care management on our YouTube channel.