



# Warm Handoffs from Alliance to Provider-Led Tailored Care Management

## What is a warm handoff?

The North Carolina Department of Health and Human Services (NCDHHS) defines a warm handoff as “time-sensitive, member-specific planning for care managed members or other members identified by either the transferring or receiving entity to ensure continuity of service and care management functions. Warm handoffs require collaborative transition planning between both transferring and receiving entities and as possible, occur prior to transition.”

## Why are warm handoffs important?

The benefits of warm handoffs include:

- ✓ Facilitates continuity of care
- ✓ Encourages whole person, integrated care
- ✓ Builds relationships
- ✓ Provides a safety check
- ✓ Provides an opportunity to correct or clarify any information

## Which members will receive warm handoffs from Alliance?

- Members who are in inpatient (behavioral health or physical) at the time of transfer (December 1, 2022)
- Children with complex needs
- Members who have had 2 or more emergency department visits within 60 days prior to transfer
- Children/adolescents in psychiatric residential treatment facilities
- Members who have had an organ transplant within 60 days prior to transfer
- Members who have a known pregnancy or are less than 30 days post-partum

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## How will warm handoffs occur?

Alliance will identify all members in the above categories and the assigned care manager or integrated health consultant (IHC) with Alliance will complete a warm handoff summary for each member. Those summaries will be uploaded into an sFTP file that is accessible by the member's newly assigned care management entity before the warm handoff. Alliance's transitional support team will hold virtual meetings with all care management entities within three weeks after NC Medicaid Managed Care launch and/or Tailored Plan launch to discuss each transitioning member individually. These meetings will be held in sessions and follow a "rapid cycle" or "shift change" model.

## Reference:

NC Medicaid Managed Care Transition of Care Policy, Section IV:  
<https://medicaid.ncdhhs.gov/media/8498/download?attachment>