

Category	Information
Setting	<p>Nutrition assessment is conducted in person, in a clinic environment, the enrollee's home, or telephonically as appropriate.</p> <ul style="list-style-type: none"> Meals are delivered to enrollee's home.
Minimum Eligibility Criteria	<ul style="list-style-type: none"> Enrollee does not have capacity to shop and cook for self or have adequate social support to meet these needs. Eligible disease states include but are not limited to obesity, failure to thrive, slowed/faltering growth pattern, gestational diabetes, pre-eclampsia, HIV/AIDS, kidney disease, diabetes/pre-diabetes, and heart failure. If potentially eligible for SNAP and/or WIC, the enrollee must either: <ul style="list-style-type: none"> Be enrolled in SNAP and/or WIC, or Have submitted a SNAP and/or WIC application within the last 2 months, or Have been determined ineligible for SNAP and/or WIC within the past 12 months Services are authorized in accordance with PHP authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan. Enrollee is not currently receiving duplicative support through other Pilot services. This service is not covered as a Pilot service if the receiving individual would be eligible for substantially the same service as a Medicaid covered service. Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.

Transportation Services

Reimbursement for Health-Related Public Transportation

Category	Information
Service Name	Reimbursement for Health-Related Public Transportation
Service Description	<p>Provision of health-related transportation for qualifying Pilot enrollees through vouchers for public transportation.</p> <p>This service may be furnished to transport Pilot enrollees to non-medical services that promote community engagement, health and well-being. The service may include transportation to locations indicated in an enrollee's care plan that may include, for example:</p> <ul style="list-style-type: none"> Grocery stores/farmer's markets; Job interview(s) and/or place of work; Places for recreation related to health and wellness (e.g., public parks and/or gyms); Group parenting classes/childcare locations; Health and wellness-related educational events; Places of worship, services and other meetings for community support; Locations where other approved Pilot services are delivered. <p>Pilot transportation services will not replace non-emergency medical transportation as required in Medicaid.</p>

Category	Information
Frequency <i>(if applicable)</i>	As needed
Duration <i>(if applicable)</i>	N/A
Setting	N/A
Minimum Eligibility Criteria	<ul style="list-style-type: none"> • Family, neighbors and friends are unable to assist with transportation • Public transportation is available in the enrollee’s community. • Service is only available for enrollees who do not have access to their own or a family vehicle. • Services are authorized in accordance with PHP authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan. • Enrollee is not currently receiving duplicative support through other Pilot services. • Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.

Reimbursement for Health-Related Private Transportation

Category	Information
Service Name	Reimbursement for Health-Related Private Transportation
Service Description	<p>Provision of private health-related transportation for qualifying Pilot enrollees through one or more of the following services:</p> <ul style="list-style-type: none"> • Community transportation options (e.g., local organization that organizes and provides transportation on a volunteer or paid basis) • Direct transportation by a professional, private or semi-private transportation vendor (e.g., shuttle bus company or privately operated wheelchair-accessible transport)²⁰ • Account credits for taxis or ridesharing mobile applications for transportation <p>Private transportation services may be utilized in areas where public transportation is not an available and/or not an efficient option (e.g., in rural areas).</p> <p>The following services may be deemed allowable, cost-effective alternatives to private transportation by a Pilot enrollee’s Prepaid Health Plan (PHP):²¹</p> <ul style="list-style-type: none"> • Repairs to an enrollee’s vehicle • Reimbursement for gas mileage, in accordance with North Carolina’s

²⁰ An organization providing non-emergency medical transportation in North Carolina is permitted to provide this Pilot service. However, the organization will only receive reimbursement when an individual is transported in accordance with the Pilot service requirements, including that the service is furnished to transport Pilot enrollees to non-medical services that promote community engagement, health and well-being.

²¹ Repairs to a enrollee’s vehicle and reimbursement for gas mileage may be particularly likely to be cost-effective alternatives in rural areas of North Carolina but may also applicable in other areas of the State with limited public transportation.

Category	Information
	<p>Non- Emergency Medical Transportation clinical policy²²</p> <p>This service may be furnished to transport Pilot enrollees to non-medical services that promote community engagement, health and well-being. The service may include transportation to locations indicated in an enrollee’s care plan that may include, for example:</p> <ul style="list-style-type: none"> • Grocery stores/farmer’s markets; • Job interview(s) and/or place of work; • Places for recreation related to health and wellness (e.g. public parks and/or gyms); • Group parenting classes/childcare locations; • Health and wellness-related educational events; • Places of worship, services and other meetings for community support; • Locations where other approved Pilot services are delivered. <p>Pilot transportation services will not replace non-emergency medical transportation as required in Medicaid.</p>
Frequency <i>(if applicable)</i>	As needed
Duration <i>(if applicable)</i>	N/A
Setting	N/A
Minimum Eligibility Criteria	<ul style="list-style-type: none"> • Services are authorized in accordance with PHP authorization policies, such as but not limited to service being indicated in the enrollee’s person-centered care plan. • Enrollee is not currently receiving duplicative support through other Pilot services. • Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.

Transportation PMPM Add-On for Case Management Services

Category	Information
Service Name	Transportation PMPM Add-On for Case Management Services
Service Description	<p>Reimbursement for coordination and provision of transportation for Pilot enrollees provided by an organization delivering one or more of the following case management services:</p> <ul style="list-style-type: none"> • Housing Navigation, Support and Sustaining Services • IPV Case Management • Holistic High Intensity Enhanced Case Management

²² Reimbursement for gas mileage must be in accordance with North Carolina’s Non-Emergency Medical Transportation (NEMT) Policy, available at: <https://www.medicaid.gov/State-resource-center/Medicaid-State-Plan-Amendments/Downloads/NC/NC-18-011.pdf>.

Category	Information
	<p>This service is for transportation needed to meet the goals of each of the case management services listed above. Transportation must be to and from appointments related to identified case management goals. For example, an organization providing Housing Navigation, Support and Sustaining Services may transport an individual to potential housing sites. An organization providing IPV case management may transport an individual to peer support groups and sessions. Transportation will be managed or directly provided by a case manager or other HSO staff member. Allowable forms of transportation include, for example:</p> <ul style="list-style-type: none"> • Use of HSO-owned vehicle or contracted transportation vendor; • Use of personal car by HSO case manager or other staff member; • Vouchers for public transportation; • Account credits for taxis/ridesharing mobile applications for transportation (in areas without access to public transportation. <p>Organizations that provide case management may elect to either receive this PMPM add – on to cover their costs of providing and managing enrollees’ transportation, or may use the “Reimbursement for Health-Related Transportation” services—public or private—to receive reimbursement for costs related to enrollees’ transportation (e.g., paying for an enrollee’s bus voucher). Organizations will have the opportunity to opt in or out of the PMPM add-on annually. Organizations that have opted in for the PMPM add-on may not separately bill for “Reimbursement for Health-Related Transportation” services.</p>

Cross-Domain Services

Holistic High Intensity Enhanced Case Management

Category	Information
Service Name	Holistic High Intensity Enhanced Case Management
Service Description	<p>Provision of one-to-one case management and/or educational services to address co-occurring needs related to housing insecurity and interpersonal violence/toxic stress, and as needed transportation and food insecurities. Activities may include those outlined in the following three service definitions:</p> <ul style="list-style-type: none"> • Housing Navigation, Support and Sustaining Services • Food and Nutrition Access Case Management Services • IPV Case Management Services <p>Note that case management related to transportation needs are included in the services referenced above.</p> <p>Activities listed above may occur without the Pilot enrollee present. The HSO has the option to partner with other organizations to ensure it is able to provide all activities described as part of this service. If desired by the HSO, the Lead Pilot Entity can facilitate partnerships of this kind.</p>
Frequency	As needed