



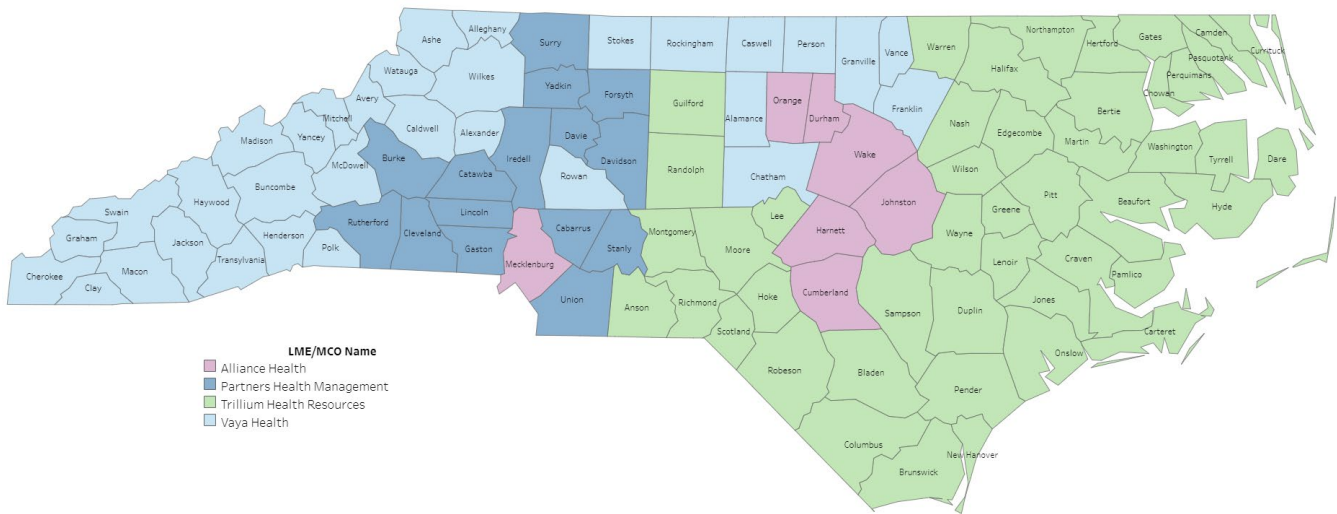
North Carolina Tailored Plan Network Adequacy: Acute Care Hospitals Update

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Most North Carolina Medicaid beneficiaries in need of enhanced services for a mental health disorder, substance use disorder, intellectual/developmental disability (I/DD), or traumatic brain injury (TBI) will be enrolled by a **Tailored Plan** starting on July 1, 2024. This transition was slated to begin on April 1, 2023, initially postponed until October of last year, and then delayed again largely over concerns about network adequacy. The Tailored Plans will manage behavioral health and physical health services for those enrolled. Enrollees will mainly only be able to use the network of providers that are contracted with the Tailored Plan, compared to the current model of any available Medicaid provider. A Tailored Plan's provider network is critical to ensure that enrollees will have access to the care they need, including the hospitals where many of the specialists who serve this population practice. This fact sheet provides an updated look at the acute care hospitals contracted by the Tailored Plans with research concluded as of May 17, 2024.

Tailored Plans (Operated by LME/MCOs)

The Tailored Plans will be administered by the Local Management Entities/Managed Care Organizations (LME/MCOs). Over the past year, two LME/MCOs, Eastpointe and Sandhills Center were consolidated and absorbed by the remaining four: Alliance Health (Alliance), Partners Health Management (Partners), Trillium Health Resources (Trillium), and Vaya Health (Vaya). The counties previously covered by Eastpointe and eight of the eleven counties covered by Sandhills were turned over to Trillium. The three remaining Sandhills Center counties were split among Alliance, Trillium, and Partners. The map below depicts the counties covered by each plan under the current arrangement, and is also available at <https://www.ncdhhs.gov/providers/lme-mco-directory>.



This map shows LME/MCO configuration effective 2/1/24.

Methodology

Beginning on May 6 and concluding on May 17 we searched the online provider directories available on the websites of the Tailored Plans to find out which hospitals across the state are in the coverage networks of each Tailored Plan. We searched for the hospitals primarily by selecting the counties that the individual plans cover and “acute care hospital” or some similar variation depending on the discrepancies of the search functions of each MCO’s website. We input “Medicaid” or “Medicaid Tailored Plan” when given the option of selecting the type of Plan, Benefit, or Insurance. With this update, we also searched for hospitals that are covered by the plans in counties that border each Tailored Plan’s coverage footprint to get a sense of the network adequacy for enrollees who may cross county borders to find closest care option.

We also conducted a search of the fifteen largest hospitals in the state to find out which of these hospitals are in the Tailored Plan networks. This was done by searching the online provider directories for the individual hospitals by name. If the directory search did not contain a particular hospital, we downloaded the PDF files of each plan’s complete provider directory and searched for the hospitals by name using a keyword search of the PDF file.

This research was done only during the times stated and encountered the challenges discussed below. We understand the provider networks are changing frequently. For current information about providers in the Tailored Plan networks, please refer to the online directories.

Provider Directory Search Challenges

There are differences across each of the Tailored Plan websites and provider directories that create challenges when trying to find the hospitals covered by each network. Some of the challenges include search fields that do not return expected results, inconsistencies in how hospitals are named across the plan directories, inconsistent formatting across the downloadable directories, and thousands of pages within those directories that do not include a table of contents or an index of how the directories are organized. Any one of these challenges could lead a plan member to believe their preferred provider may not be in their new Tailored Plan network, without further follow up or time-intensive searching.

Provider Directory Network Summaries

Alliance

Provider Directory

Search Criteria Options: Location, Primary Care Providers (Y/N), Health Plan, Provider Type, Physical Health Specialties, Behavioral Health Service Category, Distance, Name, Language

*Our search began with entering a zip code in the Location field from each county in Alliance's footprint because the Alliance search function returns results depicting their network providers on a map nearest to the member's stated location.

When compiling the information for the previous version of this analysis, Alliance had a version of their downloadable PDF directory online dated March 2023 which was 24,087 pages, with no table of contents or index. The May 2024 version of the PDF directory is now 28,216 pages. It is arranged in alphabetical order by provider name.

Hospitals in Alliance Counties

- Cumberland
 - Cape Fear Valley Medical Center, Fayetteville
- Durham
 - Duke - University & Regional, Durham
- Harnett
 - Central Harnett Hospital, Lillington
- Johnston
 - Johnston Health - Clayton

- Mecklenburg
 - Novant Health Presbyterian Medical Center, Charlotte
 - The Presbyterian Hospital, Huntersville
- Orange
 - UNC Medical Center (listed as UNC Hospital)
- Wake
 - Rex Hospital, Raleigh
 - UNC Wakebrook, Raleigh

In-Network Hospitals, Bordering Counties

- Bladen
 - Cape Fear Valley Bladen County Hospital, Elizabethtown
- Chatham
 - Chatham Hospital, Siler City
- Gaston
 - CaroMont Regional Medical Center, Mount Holly
- Granville
 - Granville Health System, Oxford
- Hoke
 - Cape Fear Valley Hoke Hospital, Raeford
- Lincoln
 - Atrium Health Lincoln, Lincolnton
- Nash
 - UNC Nash, Rocky Mount
- Person
 - Person Memorial Hospital, Roxboro
- Wayne
 - Wayne Memorial, Goldsboro
- Union
 - Atrium Health Union, Monroe

Partners

Provider Directory

Search Options: Provider Agency or Provider Names: Name, Zip Code, Counties, Provider Type, Service Categories, Accommodations & Specialties, Insurance Type, TCM (CMA OR AMH+), Languages, New Patients

The Partners downloadable PDF directory is 11,382 pages with no table of contents, arranged alphabetically.

Hospitals in Partners Counties

- Burke
 - Blue Ridge Healthcare Hospitals Inc - UNC Health Blue Ridge, Morganton
 - Cherokee Indian Hospital Authority, Cherokee, NC
- Cabarrus
 - The Charlotte-Mecklenburg Hospital, Concord
- Catawba
 - Catawba Valley Medical Center, Hickory
- Cleveland
 - The Charlotte-Mecklenburg Hospital, Kings Mountain & Shelby
- Davidson
 - Lexington Medical Center, Lexington
 - Novant Health Thomasville Medical Center, Thomasville
- Forsyth
 - Forsyth Memorial Hospital, Winston-Salem
 - Medical Park Hospital Inc, Winston-Salem
 - North Carolina Baptist, Winston-Salem
- Gaston
 - Gaston Memorial Hospital Inc - CaroMont Regional Medical Center, Mt Holly
- Iredell
 - Iredell Memorial Hospital, Statesville
 - Lake Norman Regional Medical Center, Mooresville
- Rutherford
 - Rutherford Regional Health System, Rutherfordton
- Stanly
 - The Charlotte-Mecklenburg Hospital, Albemarle
- Surry
 - Northern Hospital of Surry County, Mount Airy
- Union
 - The Presbyterian Hospital (Novant Health Presbyterian Medical Center), Monroe

Partners Counties without a Hospital in the Directory

- Davie, Lincoln, Yadkin

In-Network Hospitals, Bordering Counties

- Buncombe
 - Mission Hospital, Asheville
- Guilford
 - Moses Cone Memorial Hospital, Greensboro
- Henderson
 - Henderson County Hospital, Hendersonville
- Rowan
 - Novant Health Rowan Medical Center, Salisbury
- Stokes
 - LifeBrite Hospital of Stokes, King

Trillium**Provider Directory**

Search Options: Location (Less than, From, County), Agency Type, Service Categories, Focus Specialties & Target Populations, Insurance Accepted

Trillium Network Provider Directory is updated on a daily basis. The online directory says the full consolidated directory will not be available before the launch of Tailored Plans.

Hospitals in Trillium Counties

- Anson
 - Carolinas Medical Center - The Charlotte-Mecklenburg Hospital, Wadesboro
- Beaufort
 - East Carolina Health Beaufort Inc - (listed at Pitt County Memorial), Washington
- Bertie
 - East Carolina Health Bertie Inc - Vidant Bertie Hospital, Windsor
- Bladen
 - Cape Fear Valley Bladen County Hospital, Elizabethtown
- Brunswick
 - J Arthur Doshier Memorial Hospital, Southport
 - SBH Wilmington LLC - Carolina Dunes Behavioral Health, Leland
- Chowan
 - East Carolina Health Chowan Inc - Vidant Chowan Hospital, Edenton
- Columbus
 - Columbus Regional Healthcare System, Whiteville
- Craven
 - Carolina East Medical Center, New Bern

- Dare
 - The Outer Banks Hospital Inc, Nags Head
- Duplin
 - Duplin General Hospital - Vidant Duplin, Kenansville
- Edgecombe
 - Vidant Edgecombe Hospital, Tarboro
- Guilford
 - Moses Cone Memorial Hospital, Greensboro
- Hertford
 - East Carolina Health, Ahoskie
- Hoke
 - Cape Fear Valley Hoke Hospital, Raeford
- Hyde
 - East Carolina Health Beaufort Inc - Vidant Beaufort Hospital, Ocracoke
 - Vidant Medical Group LLC - Vidant Behavioral Health, Swan Quarter
- Lee
 - DLP Central Carolina Medical Center, Sanford
- Lenoir
 - Lenoir Memorial Hospital, Kinston
- Martin
 - Martin General Hospital, Williamston
- Montgomery
 - FirstHealth Montgomery Memorial Hospital, Troy
- Moore
 - FirstHealth Moore Regional Hospital, Pinenhurst
- Nash
 - Nash Hospitals Inc - Coastal Plain Hospital, Rocky Mount
- New Hanover
 - Novant Health New Hanover Regional Medical Center LLC, Wilmington
- Onslow
 - Brynn Marr Hospital Inc, Jacksonville
- Pender
 - Pender Memorial Hospital, Burgaw
- Pitt
 - ECU Health Medical Center (listed as Pitt County Memorial Hospital Inc - Vidant Medical Center), Greenville
- Randolph
 - Randolph Health, Asheboro

- Richmond
 - FirstHealth of the Carolinas, Rockingham
- Robeson
 - Southeastern Regional Medical Center, Lumberton
- Sampson
 - Sampson Regional Medical Center, Clinton
- Tyrrell
 - Vidant Medical Group LLC, Columbia
- Washington
 - Vidant Medical Group LLC, Plymouth
- Wayne
 - Cherry Hospital, Goldsboro
 - Wayne Memorial Hospital, Goldsboro
- Wilson
 - DLP Wilson Medical Center - Wilson Med, Wilson

Trillium Counties Without a Hospital in the Directory

- Camden, Carteret, Columbus, Currituck, Gates, Greene, Halifax, Jones, Northampton, Pamlico, Pasquotank, Perquimans, Scotland, Warren

In-Network Hospitals, Bordering Counties

- Alamance
 - Alamance Regional Medical Center, Burlington
- Chatham
 - UNC Specialty Care, Siler City
- Cumberland
 - Cumberland County Hospital System, Fayetteville
- Franklin
 - Maria Parham Medical Center, Louisburg
- Harnett
 - Good Hope Hospital, Erwin
- Johnston
 - Johnston Health, Clayton
 - Johnston Health Services, Smithfield
- Rockingham
 - UNC Rockingham Hospital, Eden
- Stokes
 - LifeBrite Community Hospital of Stokes, Danbury

- Vance
 - Maria Parham Medical Center, Henderson
- Wake
 - Holly Hill Hospital, Raleigh
 - Rex Holly Springs Hospital, Holly Springs
 - Rex Hospital, Raleigh
 - WakeMed, Raleigh

Vaya

Provider Directory

Search Options: Agency Name, Agency Type, Specialty, Service Category, County, Language

Vaya does not offer the full directory in a downloadable format, but a new addition to the website allows members to download the full provider directory for each county. Members may email and request a printed copy of the directory. The website also encourages members to submit feedback, comments, or corrections of mistakes found in the online Provider Directory.

Hospitals in Vaya Counties

- Alamance
 - Alamance Regional Medical Center, Burlington & Greensboro
- Avery
 - Charles A Cannon Jr Memorial Hospital, Linville
 - Appalachian Regional Behavioral Health, Linville
- Buncombe
 - NC Brookhaven Behavioral Health, Asheville
- Caldwell
 - Caldwell Memorial Hospital, Lenoir
- Chatham
 - Chatham Hospital, Siler City
- Cherokee
 - Cherokee Indian Hospital Authority, Marble
- Graham
 - Cherokee Indian Hospital Authority, Robbinsville
- Henderson
 - Margaret R Pardee Memorial Hospital, Hendersonville

- Macon
 - Mission Health Angel Medical Center, Franklin
- McDowell
 - Mission Hospital McDowell, Marion
- Rockingham
 - UNC Rockingham, Eden
- Rowan
 - Novant Health Rowan Medical Center, Salisbury
- Stokes
 - LifeBrite Family Medical & Urgent Care, Pine Hall
 - LifeBrite Community Hospital of Stokes, Danbury
 - LifeBrite Medical Center, King
- Swain
 - Cherokee Indian Hospital Authority, Cherokee
- Transylvania
 - Mission Transylvania Regional, Brevard
- Watauga
 - Watauga Medical Center - Boone

Vaya Counties Without a Hospital in the Directory

- Alexander, Alleghany, Ashe, Caswell, Clay, Franklin, Granville, Haywood, Jackson, Madison, McDowell, Mitchell, Person, Polk, Vance, Wilkes, Yancey

In-network Hospitals, Bordering Counties

- Burke
 - UNC Health Blue Ridge, Morganton
- Forsyth
 - Forsyth Memorial Hospital, Clemmons
 - Forsyth Memorial Hospital, Kernersville
 - Forsyth Memorial Hospital, Winston-Salem
- Guilford
 - Moses Cone Memorial Hospital, Greensboro
- Harnett
 - Betsy Johnson & Central Harnett Hospitals, Lillington
 - Good Hope Hospital, Erwin
 - Harnett Health System, Dunn
- Iredell
 - Davis Regional Medical Center, Statesville
 - Iredell Memorial Hospital, Statesville

- Lake Norman Regional Medical Center, Mooresville
- Nash
 - UNC Health Nash, Rocky Mount
- Orange
 - UNC Hospitals, Chapel Hill
 - UNC Hospitals, Hillsborough
- Wake
 - Rex Hospital, Raleigh

Tailored Plan Network Access to North Carolina’s Fifteen Largest Hospitals

The following is a list of the **fifteen largest North Carolina hospitals**, in descending order by number of beds. Under each hospital are the Tailored Plans that have the hospital in their network, even if the hospital is outside of their geographical network footprint. This list and Table 1 at the end of this document illustrates the some of the gaps in hospital network adequacy although there has been an increase in the number of hospitals that were contracted into the Tailored Plan networks since our previous analysis. Two of the state’s largest hospitals – Carolinas Medical Center and Duke University Hospital – were only in two networks each in 2023, but both have since contracted with an additional Tailored Plan.

- Atrium Health Carolinas Medical Center – Charlotte
 - Alliance
 - Partners
 - Trillium
- ECU Health Medical Center formerly Vidant MC (Pitt County Memorial) – Greenville
 - Partners
 - Trillium
- Duke University Hospital – Durham
 - Alliance
 - Partners
 - Vaya
- UNC Medical Center – Chapel Hill
 - Alliance
 - Trillium (in directory as University of North Carolina at Chapel Hill)
 - Vaya (in directory as University of NC Hospitals at Chapel Hill)

- Novant Health Forsyth Medical Center – Winston-Salem
 - Alliance
 - Partners (in directory as Forsyth Memorial)
 - Trillium
 - Vaya

- Wake Forest Baptist Medical Center (Atrium Health System) – Winston-Salem
 - Alliance
 - Partners
 - Trillium

- Moses Cone Memorial Hospital – Greensboro
 - Alliance
 - Partners
 - Trillium
 - Vaya

- New Hanover Regional Medical Center (Novant Health) – Wilmington
 - Alliance
 - Partners
 - Trillium
 - Vaya

- Mission Hospital (Mission Health) – Asheville
 - Partners
 - Trillium

- Cape Fear Valley Medical Center – Fayetteville
 - Alliance
 - Trillium
 - Vaya

- WakeMed – Raleigh
 - Trillium

- UNC Rex – Raleigh
 - Alliance
 - Partners - (in directory as Rex Hospital)
 - Vaya

- Novant Health Presbyterian Medical Center – Charlotte
 - Alliance
 - Partners
 - Trillium
 - Vaya

- Atrium Health Cabarrus – Concord
 - Alliance
 - Partners – (in directory as The Charlotte-Mecklenburg Hospital)

- FirstHealth Moore Regional – Pinehurst
 - Alliance
 - Partners - (in directory as FirstHealth of the Carolinas)
 - Trillium

Number of Beds: Red more than 1000; Orange 900-999; Yellow 800-899; Green 700-799; Cyan 600-699; Blue 400-499
 Grey boxes indicate the Tailored Plan covering the county where the hospital is located. The cells with X marks in **bold font** represent hospitals added to that Tailored Plan Network after the initial publication this Fact Sheet. This information is current as of May 17, 2024.

Table 1: Largest North Carolina Hospitals	Alliance	Partners	Trillium	Vaya
Atrium Health Carolinas Medical Center – Charlotte	X	X	X	
ECU Health Medical Center – Greenville		X	X	
Duke University Hospital – Durham	X	X		X
UNC Medical Center – Chapel Hill	X		X	X
Novant Health Forsyth Medical Center – Winston-Salem	X	X	X	X
Wake Forest Baptist Med Center – Winston-Salem	X	X	X	
Moses Cone Memorial Hospital – Greensboro	X	X	X	X
Novant Health New Hanover Regional Medical Center – Wilmington	X	X	X	X
Mission Hospital – Asheville		X	X	
Cape Fear Valley Medical Center – Fayetteville	X		X	X
WakeMed Raleigh Campus – Raleigh			X	
UNC Rex Healthcare – Raleigh	X	X	X	X
Novant Health Presbyterian Medical Center – Charlotte	X	X	X	X
Atrium Health Cabarrus – Concord	X	X		
FirstHealth Moore Regional Hospital - Pinehurst	X	X	X	