

YCC Supervisors Meeting

December 10th, 2025 (10:30am – 12:00pm ET)

Meeting link: <https://umaryland.zoom.us/j/96209369929>

Goals of Youth Care Coordinator Supervisors Meetings:

- To provide support to supervisors as has been requested, offering a forum for sharing of successes and challenges and brainstorming how to best meet the needs of supervisees.
 - To inform needed technical assistance and training needs for supervisors and youth care coordinators.
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I. Welcome & Updates from the UMSOM support team (Nancy Lever)

- a. Introductions – Name, affiliation, connector activity
- b. Updates to the [Online Resource Library](#)

II. Q&A with Carelon's 1915i Liaison (Sigourney Frazier)

- a. Supplements to recent trainings and meetings:
 - Check out the [Q&A from Child & Adolescent TCM Training](#) on 9/17/25
 - Updates from CAYA Meeting on 11/20/2025 (PDF attached to calendar invitation)
- b. [Sign up for Maryland PBHS provider communications](#) to stay informed on all MDH and Carelon updates related to behavioral health, provider policy changes, news, events, and more!
- c. Sign up for upcoming [trainings and office hours](#) (click Training and Education tab, then Monthly Calendar)
 - **Upcoming training: 12/17/25 (9am-10:30am)** - detailed guidance on how to complete authorization requests – a training guide will be shared and training will be recorded. Providers are encouraged to attend live to ask questions in real time
- d. Q&A with Andrea Agalloco & Sigourney Frazier
 - Concern that authorizations are taking up to two weeks, delaying services – any workaround to start services during wait period?
 - Currently have 14 days to complete auth requests – working to shorten turnaround; delays often due to insufficient clinical information
 - CMS guidance requires reducing to 7 days by Jan 1, 2026, prompting the upcoming training on 12/17
 - Carelon will review allowable pre-auth engagement, report back to JB/Rebecca
 - Any guidance for writing concise but sufficient clinical justifications given character limits?
 - Look specifically at the criteria for the TCM level you're applying for
 - If initial auth, complete embedded referral form and a sentence that speaks to the specific medical necessity criteria (e.g. "This child has XX diagnosis/diagnosis pending" - F99 acceptable for initial auths)

- Brief sentences that speak to the specific needs at the requested level (e.g., provider engagement issues, transitions in care) - statements aligned with each criterion checked
- Plans of care submitted must be updated; outdated plans slow review
- Challenges with meeting family needs when monthly unit caps are reached, even if total 6-month units remain unused – any strategies (e.g., pacing early-month usage)?
 - Flexibility around unit usage is under discussion at higher levels; no current changes – more info will be shared when available
- Can agencies increase units mid-auth without creating a new 6-month auth?
 - A new auth request is required when increasing level of care resulting in new 6-month auth period – may misalign with required 6-month client assessment and create tracking challenges but no alternative process available at this time
- Email questions/concerns to andrea.agalloco@carelon.com

III. Updates from BHA

- 1915i numbers (*JoAnn (JB) Baxley*)
 - 6 youth enrolled in 1915i; 9 youth enrolled in Level 3 only
 - Updated #s expected for the next meeting in Feb
- TCM Plus numbers (*Candice Adams*) 23 of the 94 were processed through new Smartsheet referral process

**TCM Plus Enrollment Data
as of December 10, 2025**

| CCO | Authorizations |
|----------------------------------|----------------|
| Advanced Behavioral Health | 0 |
| Advantage Psychiatric Services | 1 |
| Baltimore Crisis Response | |
| BTST Services | 29 |
| Center for Children | 0 |
| Empowering Minds Resource Center | 13 |
| Hope Health Systems | 5 |
| InnerSourced Solutions | 1 |
| Leading By Example | 0 |
| MD Wellness | 0 |
| Optimum Health Systems | 0 |
| Potomac Community Services | 22 |
| Volunteers of America | 3 |
| Wraparound MD | 19 |
| You First Behavioral Health | 1 |
| Totals | 94 |

| Jurisdiction | Authorizations |
|------------------------|----------------|
| Allegany County | 0 |
| Anne Arundel | 33 |
| Baltimore City | 6 |
| Baltimore County | 2 |
| Calvert County | 0 |
| Caroline County | 1 |
| Carroll County | 4 |
| Cecil County | 1 |
| Charles County | 1 |
| Dorchester County | 1 |
| Frederick County | 1 |
| Garrett County | 0 |
| Harford County | 3 |
| Howard County | 0 |
| Kent County | 1 |
| Montgomery County | 3 |
| Prince George's County | 4 |
| Queen Anne's County | 5 |
| St. Mary's County | 0 |
| Somerset County | 0 |
| Talbot County | 2 |
| Washington County | 17 |
| Wicomico County | 8 |
| Worcester County | 1 |
| Total | 94 |

- Feedback on TCM Plus referral process

- Concerns: Supervisors not receiving email confirmations - only submitting care coordinator is receiving submission/approval notifications; Missing TCM referral summaries
 - For concurrent requests, the original intake date remains; no new intake date required
 - On reauthorization, BHA closes the previous 6-month record to prevent duplication
 - Candice will update tracking tools to clarify this
 - Reminder: 30-day intake deadline for initial auths – Smartsheet sends automated countdown notification. Cases auto-close if no intake date is submitted within 30 days. If family needs to reschedule (e.g., illness, holidays), providers contact Candice to re-open case manually and document circumstances
 - Other: possible form glitch in the MNC documentation where selected criteria boxes switch after submission
 - Some CCOs not receiving monthly report requests via Smartsheet (received via email only)
- d. Overview of Customized Goods & Services (CGS) and Family Peer Support Services
- Eligible: youth receiving Level 2, Level 3, 1915i, or TCM Plus
 - Requests must be therapeutic, self-directed and included in a plan of care updated within the past 90 days
 - Youth may access up to \$1000 per 6-month auth
 - MD Coalition of Families (MCF) serves as the fiduciary reviewing and processing CGS request
 - Youth enrolled in TCM Plus are automatically offered Family Peer support through MCF
 - A separate peer support program exists through Parents' Place of Maryland (PPMD) - not part of CGS, operated through Prevention & Promotion (not BHA). Participation does not affect eligibility for CGS
 - For 1915i: only MCF is an approved Family Peer Support Provider
 - BHA leadership is developing unified messaging to clarify distinction between MCF and PPMD
 - BHA will send a detailed CGS guidance document + clarification on concurrent enrollment in these programs
- e. Poll: CGS and TCM Plus Office Hours/Training
- CCOs showed strong interest in virtual informal office hours held by BHA to answer Qs re. CGS and TCM Plus and interest in a more structured training on CGS & TCM Plus.
 - Email any feedback on preferred frequency & topics to Candice

IV. Updates to Supervisors & Key Staff Roster *(Cameron Sheedy)*

- a. CCO Supervisors & Key Staff Roster is posted on the website (bit.ly/Youth-Care-Coordination)

- b. 1915i Provider Directory and CCO Directory are now real-time Smartsheet directories on the website—no more emailed updates

V. Supervisor Outreach Segment (SOS) *(Cindy Schaeffer)*

VI. Next meetings:

- February 11, 2025
- April 8, 2026
- June 10, 2026