

YCC Supervisors' Meeting

February 11th, 2025 (10:30am – 12:00pm ET)

Meeting link: <https://umaryland.zoom.us/j/98700193396>

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.*

Attendees: Nancy Lever; Cindy Schaeffer, Cameron Sheedy, Aijah Goodwin, Yourdanos Bekele, Donna Shipp, Paul Oakes, Sigourney Frazier, Abby Beck, Andrea Agalloco, Candice Adams, Dawn Brown, Dawn Johns, Erin Smith, Gopi Dhokai, JoAnn Baxley, Jessica Jeffers, Jocelyn Fisher, Kenya Tucker, Kimberly Mull, Kimberly Wilson, Laurie Wollman, Lillian Okomo, Lindsey Weekly, Michelle Jones, Niambi Powell, Odejah Berry, Rebecca Lakew, Risa Augustus, Roxanne Melgar, Sherry Thomas, Tatiana Calamita

I. Welcome & Updates from the UMSOM support team (Nancy Lever)

- Introductions – Name, affiliation, connector activity

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

- Sign up for upcoming [trainings and office hours](#) (click *Training and Education tab, then Monthly Calendar*)
 - 3/18 - 1915i provider recruitment event; encouraged to spread the word to interested providers
- [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!
 - Provider council meeting 2/13 at 10am – questions can be submitted online or live
 - Authorization start date & service timelines
 - Authorization turnaround time is 7 days (effective Jan 1), not 14 days
 - Auth start date reflects the requested date entered by the provider, not the approval date
 - Providers do not need to wait for auth approval to initiate services; waiting is an agency internal decision
 - Denials based on "No auth on file"
 - Some denials may be related to claims billed with the new L modifier that became active Nov 1st - claims must match the auth requirements in effect at the time of auth approval
 - Separate issue identified where prior authorizations were unintentionally voided after submission of new auths – Carelon is aware and some corrections already completed; additional cases under review
 - In justifications, be specific about the youth's behaviors and how the programs (PRP, TCM, etc.) address those behaviors. Avoid requests that are overly vague (i.e., where it feels like any youth could be slotted in to fit the description).
 - Place of service codes

- i. For blended services (home/office), providers should bill using 11 and document in their notes the actual location and circumstance

III. Updates from BHA

- a. BHA leadership updates (*Rebecca Lakew*)
 - i. 1915i provider directory and CCO contact list – both converted to Smartsheets for real-time update; accessible on YCC website
 - <https://bit.ly/Youth-Care-Coordination>
 - ii. Carelon provider alerts – BHA & Carelon are consolidating 1915i and TCM-related communications into a centralized section (*Specialty Services -> Targeted Case Management -> Provider Communications*); plan to link this section directly on YCC website once finalized
 - <https://maryland.carelonbh.com/behavioral-health-providers/specialty-services/?section=intensive-behavioral-services-1915i>
 - iii. Proposal to invite one LBHA representative (e.g., Heather Dewey) to attend a designated meeting segment; Goal is to improve communication and real-time feedback
 - Supervisors will discuss further and provide feedback
- b. Updates on TCM Plus poll results (*Erin Smith*)
 - i. Office hrs will be held quarterly; participants can submit Qs one week prior; email with scheduling details forthcoming
- c. TCM Plus numbers (*Candice Adams*)

**TCM Plus Enrollment Data
as of February 10, 2026**

TCM Plus Authorizations by Care Coordination Organization		
CCO	Authorizations	Waiting List
Advanced Behavioral Health	1	0
Advantage Psychiatric Services	1	0
A Better Tomorrow Starts Today	22	0
Center for Children	1	0
Empowering Minds Resource Center	6	0
Hope Health Systems	7	0
InnerSourced Solutions	1	0
Leading By Example	1	0
MD Wellness		
Optimum	0	0
Potomac Community Services	16	0
Volunteers of America	2	0
Wraparound MD	16	0
You First Health Systems	1	0

TCM Plus Authorizations by Jurisdiction		
Jurisdiction	Authorizations	Waiting List
Allegany Co.	0	0
Anne Arundel Co.	31	0
Baltimore City	6	0
Baltimore Co.	5	0
Calvert Co.	0	0
Caroline Co.	1	0
Carroll Co.	5	0
Cecil Co.	1	0
Charles Co.	1	0
Dorchester Co.	0	0
Frederick	2	0
Garrett Co.	0	0
Harford Co.	3	0
Howard Co.	0	0
Kent Co.	1	0
Montgomery Co.	3	0
Prince George's Co.	4	0
Queen Anne's Co.	4	0
Somerset Co.	0	0
St. Mary's Co.	0	0
Talbot Co.	0	0
Washington Co.	14	0
Wicomico Co.	7	0
Worcester Co.	1	0
Totals	76	0

Total Authorizations per Monthly report comparison: 76

vs.

Total Active Authorizations per Smartsheet: 89

- i. Monthly reports due via Smartsheets or email
- ii. Invoices due by the 15th of each month
- iii. Updating TCM Plus referral guide and a "How-To" video on referral process – to be posted on the YCC and BHA websites
- d. 1915i numbers – as of 2/11 (*JoAnn (JB) Baxley*)

- i. 18 youth enrolled in Level 3 TCM
- ii. 4 youth enrolled in 1915i only

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

- a. Email Cameron or YCC support email with any staff changes, updated contact info, or supervisor licensure credentials
 - i. <https://www.schoolmentalhealth.org/media/som/microsites/ncsmh/documents/youth-care-coordination/Youth-Care-Coordination-Supervisors-&-Key-Staff-Roster.pdf>

V. FY26 Live Trainings (*Cindy Schaeffer*)

- a. Wednesday, March 25th (10:30am-12pm): **Providing Support After Crisis**
 - i. [Register here](#)
- b. Wednesday, May 20th (10:30am-12pm): **Working with Black Youth and Families**
 - i. [Register here](#)
- c. Additional notes:
 - i. Live trainings supplement (but do not replace) required training modules.
 - ii. After 5 years, YCCS no longer have additional BHA-required web-based training but must continue agency-required professional development.
 - [https://www.schoolmentalhealth.org/media/som/microsites/ncsmh/documents/youth-care-coordination/CCO-Monitoring-Tool-\(Fillable-PDF\).pdf](https://www.schoolmentalhealth.org/media/som/microsites/ncsmh/documents/youth-care-coordination/CCO-Monitoring-Tool-(Fillable-PDF).pdf) most recent monitoring tool (reference page 5 at bottom)
 - iii. CEUs and certificates of attendance will be offered

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

VII. Next meetings:

- April 8, 2026
- June 10, 2026