



Wake County Board of Commissioners
Health and Human Services Committee

June 15, 2026

Types of NC Managed Care Plans

Standard Plans

- Serve most of the non-dual eligible Medicaid population, offering physical health, pharmacy and basic behavioral health services statewide

Tailored Plans

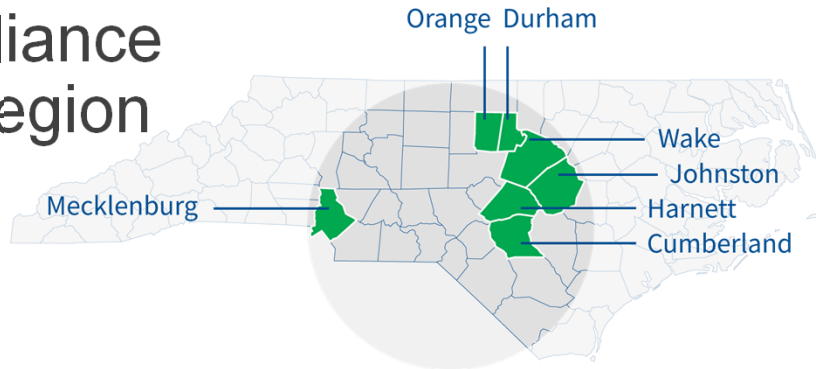
- Targeted toward populations with:
 - Significant behavioral health conditions, including serious mental illness, serious emotional disturbance, and substance use disorders
 - Intellectual and developmental disabilities (I/DD)
 - Traumatic brain injury (TBI)
- Offer a more robust set of behavioral health and I/DD benefits than Standard Plans and are the only plans to offer current 1915(i), 1915(c) Innovations and TBI waiver, and State-funded services

Child and Family Specialty Plan

Healthy Blue Care Together: the Children and Families Specialty Plan, a statewide plan for youth currently or formerly served by child welfare/foster care

Alliance At-a-Glance

Alliance Region



1,500+
Total Staff



Covered Populations (as of 1/2026)



Tailored Plan
~60K

Medicaid Direct
~80K

Non-Medicaid
(State-funded)
~317K



5,000+
Provider
contracts

Today's LME/MCO System

- Governmental agency
- Responsible for connecting individuals and families to the help they need when they need it
- LME/MCOs do not provide direct care
- They partner with networks of providers to offer services and supports to people in or near their own communities
- Savings generated by management of care reinvested into services/supports in local NC communities

Today's LME/MCO System

- Strong local presence with a long history of productive partnerships with counties and other local community stakeholders
- Governed by boards that are public bodies and include county commissioners and Consumer and Family Advisory Committees (CFACs)

Alliance Health FY27 Budget

Medicaid services (TP, MD and TCM)	\$3,084,015,725	84.86%
Federal and State services	148,040,000	4.07%
Wake County services	19,328,883	0.53%
County services	11,103,044	0.31%
Administrative	284,429,423	7.83%
Other	87,139,297	2.40%
Total Budget	\$3,634,056,372	



Wake County Services

Wake County Funds

Crisis Services	Assessment, residential, inpatient and rapid response programs meant for the treatment of individuals in crisis.	\$8,000,000
Treatment	Assessment, residential, inpatient and rapid response programs meant for the treatment of individuals in crisis	4,900,000
Judiciary/ Criminal Justice	Coordination and treatment for individuals within the Wake County Jail and for individuals who are otherwise involved with the justice system	180,250
Residential	Support for housing solutions, including transitional living, and independent living	1,908,396
Supports	Programs including school based mental health, parks and recreation-youth with I/DD, perinatal SUD treatment and support, SOAR workers, and System of Care Navigator	3,812,634
Recovery	Programs to help individuals who have severe mental illness maintain stability in the community.	527,603
Administrative Support	Alliance's costs related to administrating the obligations of this funding agreement	386,578
Total Funding Amount		\$19,715,461

Innovation and Improvement

- School-Based Care Coordination Team
 - Award-winning partnership between Alliance, Wake County, and WCPSS that embeds Alliance care coordinators within the school system
 - Multiple teams supporting students in crisis, returning from residential and crisis care, and children that require specialized services for intellectual and developmental disabilities
 - Over 1000 youth served annually
 - Children in crisis are referred for immediate support
 - 100% of youth now re-enrolled in school within 10 days of discharge from residential care

Innovation and Improvement

- Raleigh CARES: Crisis Call Diversion Line (City of Raleigh)
 - Goal is to reduce law enforcement response to behavioral health calls
 - Alliance call center clinicians embedded in Raleigh 911 center
 - Over past six month a combination of 609 calls were managed by embedded clinicians or transferred to the Alliance crisis line
 - 40 calls were diverted from needing to receive a first responder visit

Innovation and Improvement

- Promise Resource Network Peer Respite/Peer Hub and Café
 - Peer Respite is a safe and welcoming place where people experiencing a behavioral health crisis can go for support
 - The Hub and Café provide an array of peer-run services including mental health recovery classes, life-skills groups, community inclusion, and employment support
 - Respite serves an average of 12 individuals a month with a typical stay being 9 days
 - The Hub serves over 331 people for month and since September 2025 has distributed 764 does of Narcan

Innovation and Improvement

- UNC REACH clinic
 - Specialty primary care clinic that is designed to meet the needs of individuals with serious and persistent mental illness
 - Addresses an array of social needs to support physical and mental health recovery
 - Previous studies of the programs highlighted improved patient health outcomes and decrease in patient ED usage
 - Serves over 1200 Wake County citizens, primarily Alliance members with serious mental illness
 - 200 patients connected with meal delivery service
 - 3500 visits to the onsite food pantry over the past 3 years

Innovation and Improvement

- Medical Respite

- Provides safe, short-term housing and medical support for individuals that are either experiencing homeless or do not have a safe home to receive post-hospital discharge care
- Goal is to create 48 beds opening in January 2027
- Collaboration between Alliance, The Woman's Center, Triangle Family Services, Advanced Health and WakeMed
- Construction renovation plans being finalized and construction bid is being developed

Innovation and Improvement

- Mobile Crisis Management redesign
 - Researching and developing implementation plan for innovative and best practice models for delivering crisis services within the community
 - Leveraging peer run and delivered services to improve engagement and outcomes
 - Will have a reduced response time and ensure follow-up care

WakeBrook Expansion

- Inpatient psychiatric beds provided through WakeMed
- RI Internation currently operating 24/7 behavioral health urgent care (BHUC) with 16 crisis chairs
 - Since June 2025 average of 223 walk-ins/month
 - Since June 2025 average of 60 first responder drop-offs/month
 - Average wait-time for first responder drop-offs is 3.19 minutes
- BHUC expansion underway to expand 25 crisis chairs
- Facility will include two 16 bed facility-based crisis units when renovation complete

How to Reach Us

Member and Recipient Services
Monday-Saturday, 6am to 7pm

800-510-9132

Behavioral Health Crisis Line
24 hours a day, 365 days a year

877-223-4617

