

September 29, 2025

Dear Provider Association Partners,

The North Carolina Association of Public Community Health Plans appreciates your continued partnership and collaboration during this period of uncertainty. We value the critical role you and your members play in supporting individuals and families across North Carolina, and we remain committed to transparent communication as we navigate these changes together.

We are writing to provide an important update regarding the NCDHHS-directed rate adjustments across all four LME/MCOs:

- **Rate Reductions:** Rate reductions will be effective October 1, 2025.
- **Implementation Date:** The LME/MCOs will have system changes ready to implement the new rates by November 1, 2025.
- **October Claims:** Claims paid at the former (higher) rate in October will be recouped by the individual LME/MCO as soon as possible after November 1, 2025.
- **Legislative or NCDHHS action:** If the NCDHHS determines that the rate cuts are not needed before November 1, 2025, the LME/MCOs will not implement reductions on November 1, 2025.

We encourage you to share this information with your provider members so they can plan accordingly. Each LME/MCO will issue additional communication regarding claims processing and technical details to their providers.

We recognize that adjustments of this nature are difficult, and we are grateful for your continued partnership in serving individuals enrolled in Tailored Plans. Along with you, we continue to advocate with the North Carolina General Assembly and the Governor to avoid these devastating reductions.

Sincerely,

Rob Robinson, Area Director and Chief Executive Officer, Alliance Health
Libby McCraw, Area Director and Chief Executive Officer, Partners Health Management
Joy Futrell, Area Director and Chief Executive Officer, Trillium Health Resources
Tracy Hayes, Area Director and Chief Executive Officer, Vaya Health

