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11/14/2016



Department of Health and Human Services
Who You Gonna Call?



DMH/DD/SAS Customer Service & Community Rights Team

- Assists families and individuals to access public services
- Protects the rights of individuals served in their communities
- Responds to complaints or concerns
- Provides technical assistance to local and state customer service representatives
- Provides information about the Division of Mental Health, Developmental Disability and Substance Abuse Services (DMH/DD/SAS) system



How Do We Receive Requests?

- Phone Calls
- E-mails
- Faxes
- Letters
- Websites
- Anonymous Complaint Lines or Websites



Access to Mental Health, Developmental Disabilities and Substance Abuse Services

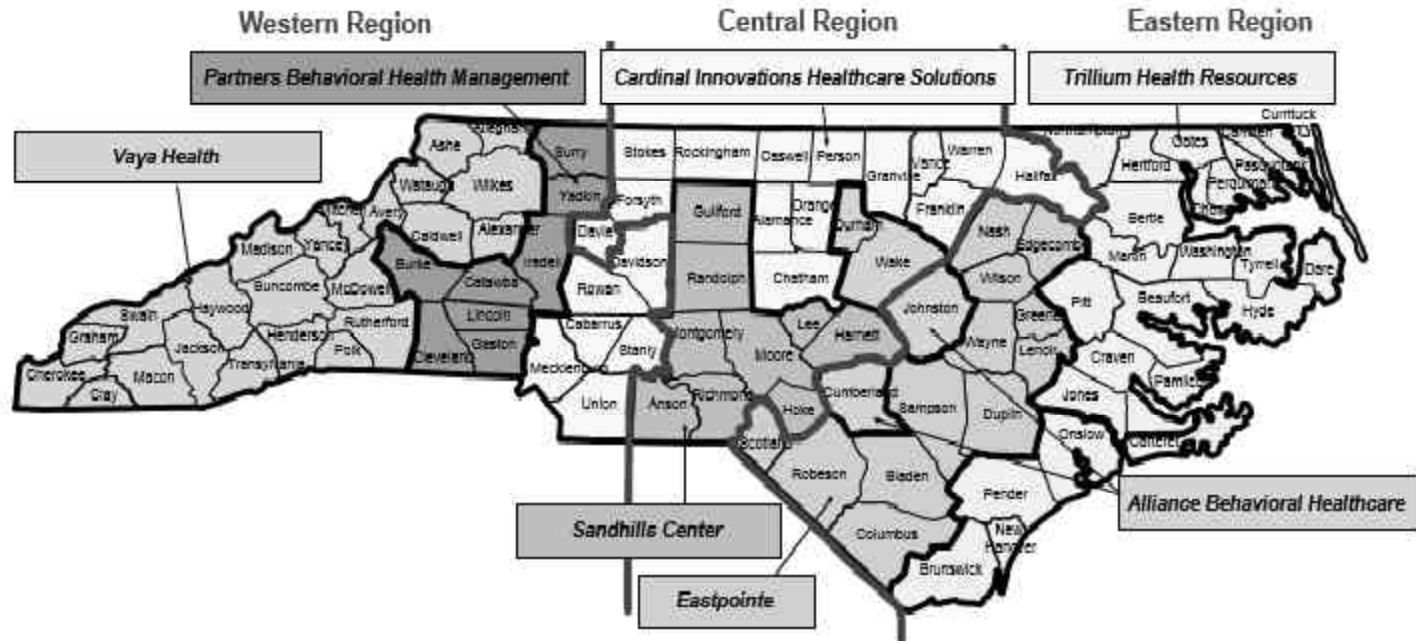
Local Management Entities- Managed Care

Organizations (LME-MCOs)

- Alliance Behavioral Healthcare
- Cardinal Innovations Healthcare Solutions
- EastPointe
- Partners Behavioral Health Management
- Sandhills Center
- Vaya Health
- Trillium Health Resources



Local Management Entity - Managed Care Organizations (LME-MCOs)
DHHS currently has -- Seven- LME-MCOs operating under the 1915 b/c Waiver



- Reflects LME-MCOs as of 9/16/16.
- Shows the merger of CenterPoint with Cardinal Innovations Healthcare Solutions that occurred on 7/1/16 and name change from Smoky Mountain Center to Vaya Health on 9/16/16.



Access and Crisis Lines



- Each LME-MCO has a toll-free Access and Crisis Phone Number
- Access- Individuals and families can call to access services and discuss options of providers.
- Crisis Services- Individuals, families and concerned citizens can call if they feel that a person is having a crisis and needs immediate assistance.





Customer Service/ Consumer Affairs

- Each LME-MCO has a Customer Service or Consumer Affairs office.
- This office may be called by another name.
- Staff are available to assist individuals with information about any concerns, complaints/grievances, rights and appeal processes.



Service Authorization Appeals

- Individuals (or Guardians) have the right to appeal the denial, reduction, suspension and termination of Medicaid and state-funded (IPRS) services.
- Individuals or Guardians will receive a letter from the LME-MCO regarding any changes in services and the letter will provide information about the appeal process.
- These processes have specific timeframes- check whether business days or calendar days.



State Coordinator for Children with Complex I/DD and MH Concerns

- Any family who has a child with complex IDD and MH concerns should contact their LME-MCO and request to speak with the Coordinator of IDD Services.
- If the family cannot obtain appropriate services for children with complex IDD and MH concerns, please contact Nicole Cole with the DMH/DD/SAS Project Management Team at 919-715-1294.
- If you have concerns about a person waiting in an emergency room for a long period of time, please contact DMH/DD/SAS Customer Service and Community Rights at 1-855-262-1946.



Service Authorization Appeals

- For specific details regarding Medicaid appeal process, contact your LME-MCO or the Division of Medical Assistance.
- For specific details regarding state-funded appeal process, contact your LME-MCO or the Division of Mental Health/Developmental Disabilities/Substance Abuse Services.



Community Engagement and Empowerment Team

- The Community Engagement and Empowerment Team of DMH/DD/SAS serves as liaisons between the LME-MCOs and CFACs. Staff also support advocacy and recovery-oriented groups.
- Each LME-MCO has a Local Consumer and Family Advisory Committee (CFACs) which serves as an advisory committee to the LME-MCO. They are often recruiting for members.
- The State Consumer and Family Advisory Committee (CFAC) serves as an advisory committee to the Department of Health and Human Services and the General Assembly.



Consumer Policy Advisor for DMH/DD/SAS

- A Consumer Policy Advisor has been hired to ensure that consumer perspective is incorporated into all aspects of policy development.
- This staff person serves as a member of the Executive Management Team and reports directly to the Division Director.



Other Important Resources



Consumers and families may have other concerns and needs that do not fall within the scope of the NC DMH/DD/SAS system. Yet, these concerns often effect the overall well being of the person being served.

The remaining slides include resources to help with other issues commonly encountered.



Housing

Complaints about the quality of upkeep of the property, cost related to housing, discrimination due to disability.

- Each LME-MCO has a Housing Coordinator to assist individuals in obtaining housing and resolving concerns.
- NC Dept. of Administration Human Relations Commission (Fair Housing) 1-866-324- 7474
- HUD Counseling and Referral Line
1-800-569-4287



Financial



- Social Security Administration
<https://secure.ssa.gov/apps6z/FOLO/fo001.jsp> to find your local office

www.socialsecurity.gov or 1-800-772-1213
- Department of Social Services

<http://www.ncdhhs.gov/dss/local/index.htm> to find your local office

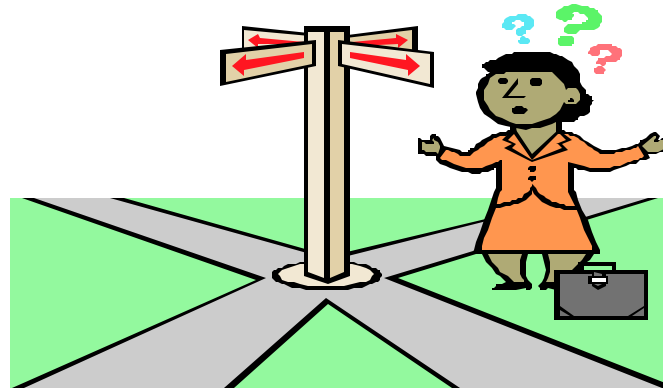


Legal

- Legal Aid of North Carolina <https://www.legalaidnc.org> to find a local office.

1-866-219-LANC (5262)

- District Attorney <http://www.ncdistrictattorney.org/yourDA.html/> to find the local District Attorney.



Abuse and Neglect

- Department of Social Services
- Facilities licensed by Division of Health Service Regulation (DHSR):
1-800-624-3004 (within NC) or 919-855-4500
- Nurses Aides, Assistive personnel and unlicensed health care personnel:
NC Healthcare Registry (919) 855-3968



Medical Providers

- Physicians & Urgent Care Centers:

NC Medical Board 1-800-252-9653



- Nurses Aides, Assistive personnel and unlicensed health care personnel: NC Healthcare Registry @ DHRS (919) 715-0562

- Nurses: www.ncbon.com



Guardianship

- Establishment of Guardianship:
Legal assistance, clerk of court in your county.
- General Guardianship questions:
NC Guardianship Association
919-266-9207



Social Services

- Social Services
 - food & nutrition,
 - financial assistance,
 - child support,
 - adult services,
 - child welfare,
 - etc.
 - Local Department of Social Services
<http://www.ncdhhs.gov/dss/local/index.htm>



Medicaid

- Serves low-income parents, children, seniors, and people with disabilities. There are different types of coverage for people with different needs. Income and resource limits for each of these groups vary:
 - Aged, Blind and Disabled
 - Infants, Children and Families
 - Long-Term Care
 - Medicare Recipients
 - Local Department of Social Services
<http://www.ncdhhs.gov/dss/local/index.htm>
 - Division of Medical Assistance (DMA)

(919) 855-4100

<http://www2.ncdhhs.gov/dma/medicaid/who.htm>



Medicare

- **SHIIP, the Seniors' Health Insurance Information Program**
- SHIIP can help you with questions about Medicare, Medicare Advantage plans, Medicare prescription drug coverage, Medicare Supplement Insurance and long-term care insurance.
- You can also find information for SHIIP counseling sites in all of North Carolina's 100 counties.
- 1-855-408-1212 (toll free)
- <http://www.ncdoi.com/SHIIP/>



Healthcare

- Public Health Assistance:

<http://www.ncalhd.org/directors> for a list of local health departments.

- Private Health Insurance Assistance:

Health Insurance Smart NC can answer your questions about health insurance, help you file complaints or appeals with your health insurance company, and identify enrollment opportunities for health insurance coverage.

– 1-855-408-1212 (toll free) <http://www.ncdoi.com/>



General Information and Referrals

Information & referrals regarding human services in government & non-profit agencies within North Carolina
Department of Social Services.

N.C. DHHS Customer Services: **1-800-662-7030**



Advocacy Organizations

- NAMI
1-800-451-9682
- Council on Developmental Disabilities
–919-420-7901
–<http://www.nc-ddc.org>
- Alcohol and Drug Council of N.C.
<http://alcoholdrughelp.org/>
1-800-688-4232
- Disability Rights of North Carolina
1-877-235-4210



Opportunities for Consumer and Family Participation

- Quality Assurance and Improvement Functions
- Participate on Focus Groups
- Assist with drafting and reviewing Public Information Materials
- Form Speakers Bureaus
- Play an active part in the review process of Request For Proposals.



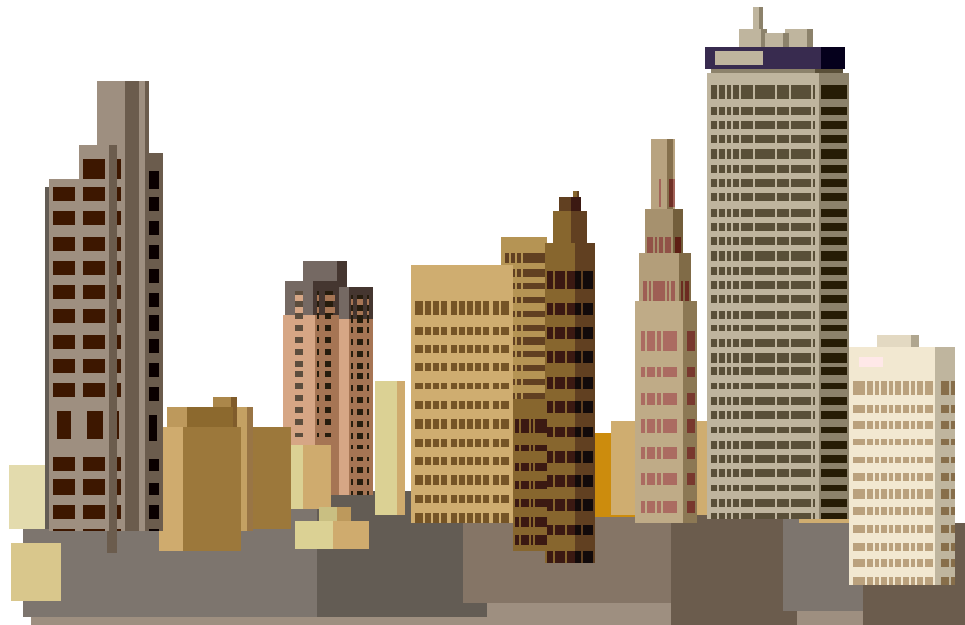
Opportunities for Consumer and Family Participation

- Assist to develop instruments that can be used in the monitoring of quality of services
- Offer Trainings
- Encourage Support Groups
- Create Club Houses
- Assist in coordination of transitional services for individuals moving to the community from State Facilities
- Arrange for Speakers



Opportunities for Consumer and Family Participation

- Advocate at local and national levels
- Serve on Human Rights Committees
- Work as a Peer Support Specialist



For Questions regarding Mental Health, Developmental Disabilities or Substance Use Services:

Customer Service and Community Rights Team
3001 Mail Service Center, Raleigh, NC 27699-3001
Phone: 1-855-262-1946 or 919-715-3197
Fax: 919-733-4192
E-mail: dmh.advocacy@dhhs.nc.gov



N.C. DMH/DD/SAS Websites

Division of Mental Health/Developmental
Disabilities/Substance Abuse Services (DMH/DD/SAS):

<http://www.ncdhhs.gov/divisions/mhddsas>

DMH/DD/SAS Customer Service and Community Rights
Team

[http://www.ncdhhs.gov/divisions/mhddsas/councils-
commissions](http://www.ncdhhs.gov/divisions/mhddsas/councils-commissions)



Questions?



Thank You For Your Attendance!

