



NC DEPARTMENT OF
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LME-MCO Joint Communication Bulletin # J346

Date: November 18, 2019

To: Local Management Entities-Managed Care Organizations (LME-MCOs)

From: Kathy Nichols, Assistant Director of Services and Supports, DMH/DD/SAS
Deb Goda, Behavioral Health Unit Manager, NC Medicaid

Subject: Complaint Process for Certified Peer Support Specialists

This communication bulletin is to provide information about the complaint process involving a Certified Peer Support Specialist (CPSS) employed in North Carolina. Allegations or observations of unethical and/or illegal behavior by a CPSS may be reported at <https://pss.unc.edu/contact-us> or by calling 919-843-3018.

Staff with the NC Certified Peer Support Specialist (NCCPSS) program at UNC-Chapel Hill-Behavioral Health Springboard will contact the complainant for more information. Once the information is received and reviewed by NCCPSS it will be forwarded to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) Customer Service and Community Rights Team Lead. Reports will be made to applicable agencies including Adult Protective Services, law enforcement agencies, Department of Social Services, and/or the LME-MCO. The complainant may also choose to communicate the complaint to the same applicable agencies.

If you have any questions, please contact Glenda Stokes at 919-715-3197 or Glenda.Stokes@dhhs.nc.gov.

Previous bulletins can be accessed at:

www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins

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