



NC Department of Health and Human Services

Joint DMHDDSUS & DHB Consumer Webinar

Who You Gonna Call?

Building Your Resource File

**Glenda Stokes,
Customer Service and Community Rights Team Lead**

Aug. 28, 2023

Recover Stronger

*These priorities and our work across the department are grounded in **whole-person health**, driven by **equity**, and responsive to the lessons learned responding to the greatest health crisis in more than a generation.*

Behavioral Health & Resilience



We need to offer services further upstream to build resiliency, invest in coordinated systems of care that **make mental health services easy to access** when and where they are needed and **reduce the stigma** around accessing these services.

Child & Family Wellbeing



We will work to ensure that North Carolina's children grow up safe, healthy and thriving in nurturing and resilient families and communities. **Investing in families and children's healthy development builds more resilient families, better educational outcomes and, in the long term, a stronger society.**

Strong & Inclusive Workforce



We will work to strengthen the **workforce that supports early learning, health and wellness by delivering services to North Carolina.** And we will take action to be an equitable workplace that lives its values and ensure that all people have the opportunity to be fully included members of their communities.

The health insurance coverage gap coupled with insufficient access to affordable care disproportionately impacts Historically Marginalized Populations who have also experienced worse outcomes than others under COVID-19. Medicaid expansion would help close the health insurance coverage gap.

Stay Socially Connected with NCDHHS



NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

Division of Mental Health,
Developmental Disabilities
and Substance Abuse Services



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Facebook: <https://www.facebook.com/ncdhhs>

Instagram: <https://www.instagram.com/ncdhhs>

Stakeholder Engagement Section

-
- **Customer Service and Community Rights Team**
 - **Community Engagement and Empowerment Team**
 - **Military and Veteran Affairs Liaison**
 - **Community Engagement Program Manager**
 - **Certified Peer Support Specialist**



Stakeholder Engagement - Assistant Director

DMH/DD/SUS has an Assistant Director for Stakeholder Engagement

- Ensures that consumer perspective is incorporated into all aspects of policy development
- Serves as a member of the Executive Management Team
- Reports directly to the Division Director

Contact information:

Jennifer Meade, Assistant Director, Stakeholder Engagement

Office: 984-236-5322

Mobile: 984-218-0273

Email: Jennifer.Meade@dhhs.nc.gov

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**
- **Provide technical assistance to local and state customer service representatives**
- **Provides information about the Division of Mental Health, Developmental Disabilities and Substance Use Services (DMH/DD/SUS) system**

The Community Engagement & Empowerment Team

- **Supports advocacy and recovery-oriented groups**
 - Peer Support Services
- **Provides a variety of trainings and events for the community**
- **Serves as liaisons between the Local Management Entity/Managed Care Organizations (LME/MCO) and Local Consumer and Family Advisory Committees (LCFAC)**
 - Each LME/MCO has a LCFAC which serves as an advisory committee to the LME/MCO
- **Serves as liaisons for State Consumer and Family Advisory Committee (SCFAC)**
 - SCFAC serves as an advisory committee to the Department of Health and Human Services and the General Assembly
 - Serves as liaison to the Medicaid Member Advisory Committees
 - They are often recruiting for members

How Do We Receive Requests?



-
- **Phone Calls**
 - **Emails**
 - **Faxes**
 - **Websites**
 - **Anonymous Complaint Lines**
 - **Letters**
 - **Governor's Office**
 - **Legislators**
 - **NCDHHS Secretary**

Access to Services

- You can receive access to services through your LME/MCOs
- LME/MCOs will serve as regional Behavioral Health I/DD Tailored Plans

**Alliance
Healthcare**

Eastpointe

**Partners Health
Management**

Sandhills Center

Vaya Health

**Trillium Health
Resources**

Access to Services

Pre-Paid Health Plans (PHPs) offer Standard Plans in all regions of North Carolina

**AmeriHealth Caritas
North Carolina Inc.**

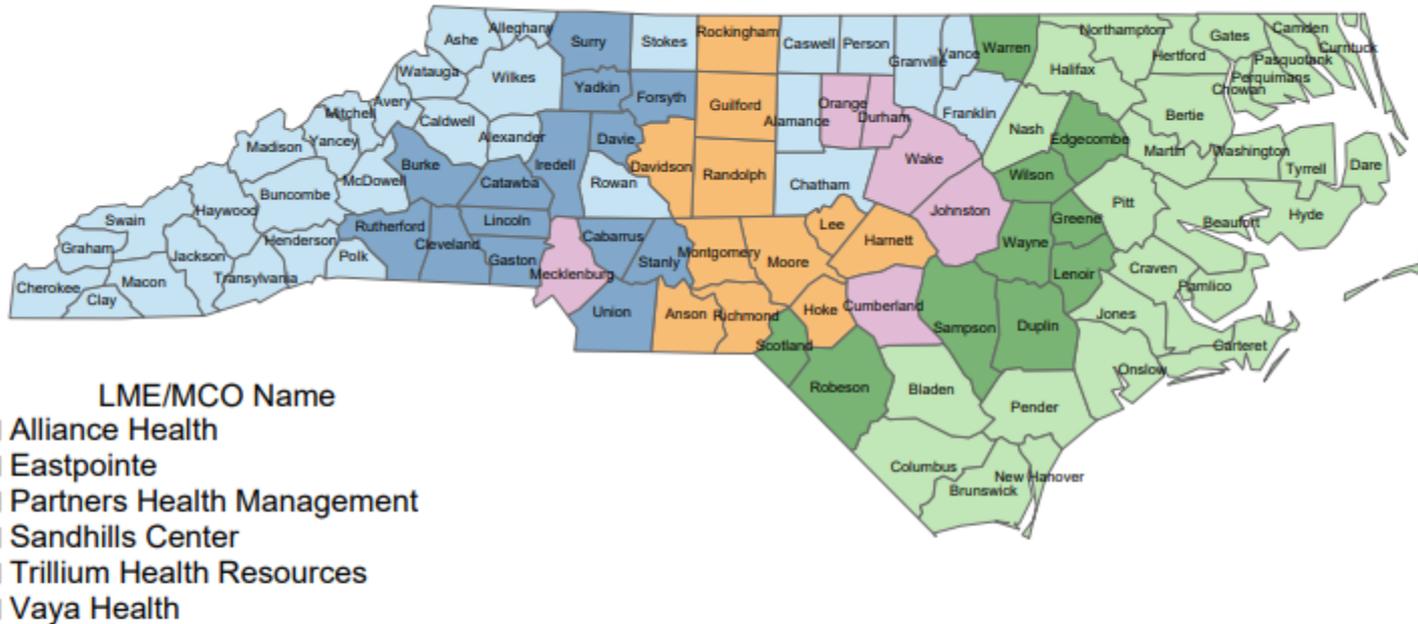
**Blue Cross and Blue
Shield of North
Carolina**

**Carolina Complete
Health**

**UnitedHealthcare of
North Carolina Inc.**

**WellCare of North
Carolina Inc.**

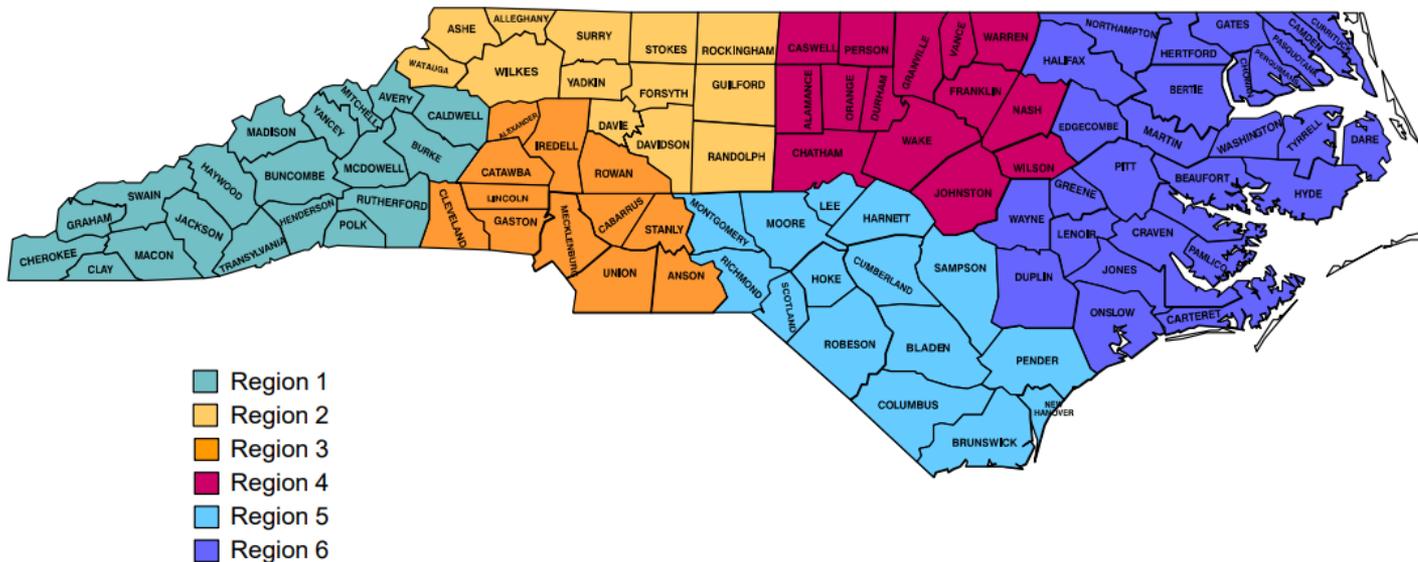
Local Management Entity/Managed Care Organizations (LME/MCOs)
 NCDHHS Currently Has 6 LME/MCOs Operating Under the Medicaid 1915 b/c Waiver



This map shows LME/MCO configuration as of 2/1/22.

Standard Plan Regions

- WellCare, UnitedHealthcare Community Plan, Healthy Blue and AmeriHealth Caritas are offered statewide.
- Carolina Complete Health is offered in regions 3, 4 and 5.



Access and Crisis Lines for LME/MCOs

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

LME/MCOs	Crisis Lines
Alliance Healthcare	800-510-9132
Eastpointe	800-913-6109
Partners Health Management	888-235-4673
Sandhills Center	800-256-2452
Trillium Health Resources	866-998-2597
Vaya Health	800-849-6127

Access and Crisis Lines for PHPs

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

PHPs	Crisis Lines
AmeriHealth Caritas North Carolina, Inc.	833-712-2262
Healthy Blue of North Carolina	844-594-5076
UnitedHealthcare of North Carolina	877-334-1141
WellCare of North Carolina, Inc.	833-207-4240
Carolina Complete Health, Inc. (Regions 3, 4, and 5)	855-798-7093

Access and Crisis Lines

The National Suicide Prevention Lifeline is now:
988 Suicide and Crisis Lifeline

Trained crisis counselors are available 24 hours per day, 7 days per week.



Customer Service Consumer/Member Affairs

- Each LME/MCO and PHP has a **Customer Service or Consumer/Member Affairs office**
- Staff are available to assist individuals with information about any concerns, complaints/grievances, rights and appeal processes



Medicaid Enrollment Broker

For individuals with Medicaid, the Medicaid Enrollment Broker can provide information regarding each of the plans and services available with each of the plans.

- Website: <http://www.ncmedicaidplans.gov>
- Phone: 833-870-5500



Medicaid Ombudsman

Beneficiaries should call the NC Medicaid Ombudsman when:

- They are not getting the care they need.
- They have questions about a notice or bill they have received.
- They have already talked with their health care provider or health plan and have not been able to solve the problem.
- They have questions about the complaint or appeal process.
- Phone Number: 877-201-3750
- Website: <https://ncmedicaidombudsman.org>

Service Authorization Appeals

- Individuals or Guardians have the right to appeal
- Individuals or Guardians will receive a letter from the LME/MCO or PHP
- Separate process for Medicaid services
- Specific timeframes for processes



- For specific details regarding Medicaid appeal process, contact your LME/MCO, PHP or NC Medicaid Ombudsman Division of Health Benefits

– NC Medicaid Ombudsman Phone: 1-877-201-3750



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

– Phone: 984-236-5300

Housing

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

- **NC Dept. of Administration Human Relations Commission (Fair Housing): 866-324-7474**
- **HUD Counseling and Referral Line: 800-569-4287**
- **Each LME/MCO and PHP has a Housing Coordinator to assist individuals in obtaining housing and resolving concerns.**
- **Section 8 Housing: 984-236-0160; Ext. 1**



Section 8 Housing Choice Voucher Program:

<https://ncadmin.nc.gov/public/american-indians/american-indian-programs-and-services/section-8-housing-choice-voucher-program>

Financial

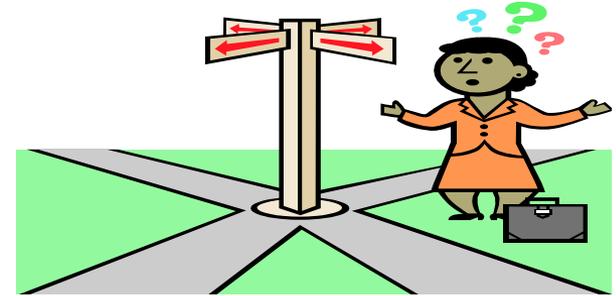


- **Social Security Administration**
 - To find your local office: <https://secure.ssa.gov/apps6z/FOLO/fo001.jsp>
 - Website: www.socialsecurity.gov
 - Phone: 800-772-1213

- **Local Department of Social Services**
 - To find your local office: <http://www.ncdhhs.gov/dss/local/index.htm>

- **NCCARE360 will provide information about local resources**
 - For 24/7 for free and confidential emotional support, counseling referrals and community resources: 888-892-1162 or 211

Legal



- **Legal Aid of North Carolina**
 - To find your local office: <https://www.legalaidnc.org>
 - Phone: 866-219-LANC (5262)
- **District Attorney**
 - To find your local District Attorney:
<http://www.ncdistrictattorney.org/yourDA.html>
- **Disability Rights North Carolina**
 - Federal Protection & Advocacy Agency in NC: <https://disabilityrightsncc.org>
 - Phone: 877-235-4210

Abuse and Neglect

- **Local Department of Social Services:**
 - **Website:** <https://www.ncdhhs.gov/divisions/social-services/local-dss-directory>
- **State Department of Social Services:**
 - **Website:** <https://www.ncdhhs.gov/divisions/social-services>
 - **Phone:** 919-527-6335
- **Facilities licensed by Division of Health Service Regulation (DHSR):**
 - **Phone:** 800-624-3004 (within NC) or 919-855-4500
- **Nurses Aides, Assistive personnel and unlicensed health care personnel:**
 - **NC Healthcare Personnel Registry – 919-855-3969**
 - **Licensed Staff-contact Licensing Board**

Medical Providers

- **Physicians & Urgent Care Centers:**
 - Enrolled in Standard Plan Medicaid (PHP), contact your Standard Plan
 - Enrolled with LME/MCO, contact your LME/MCO
 - Enrolled in Private Insurance, contact your insurance company
 - No insurance, contact NCCARE360 for possible options of providers
 - Phone: 888-892-1162 or 211
- **NC Division of Health Service Regulation (DHSR) Adult Care and Home Health Facility Agency Listing and Ratings:**
 - Website: <https://info.ncdhhs.gov/dhsr/ahc/licensure.html>
 - Phone: 919-855-4620
- **Nurses:**
 - Website: <https://www.ncnurses.org>
 - Phone: 919-821-4250

Medicare Services

- Find a Medicare Provider:
 - Website: <https://www.medicare.gov/care-compare>
 - Phone: 800-MEDICARE (800-633-4227) or, TTY 877-486-2048

- NC Seniors' Health Insurance Information Program (SHIIP):
 - Website: <https://www.ncdoi.gov/consumers/medicare-and-seniors-health-insurance-information-program-shiip>
 - Phone: 855-408-1212

Transportation

- **Enrolled in Standard Plan Medicaid (PHP), contact your Standard Plan**
- **Enrolled with LME/MCO, contact your Local Department of Social Services**
- **Enrolled in Private Insurance, contact your insurance company, NCCARE360 and local resources such as buses, etc.**
- **No insurance, contact NCCARE360 for possible options of providers**
 - **Phone: 888-892-1162 or 211**

Community Action Agencies

Community Action Agencies (CAAs) serve millions of Americans whose income is below the poverty level and who do not receive welfare benefits:

- **Promote Self-Sufficiency**
- **Provide help with setting a household budget**
- **Weatherization and Rental Assistance**
- **Nutrition and Emergency Assistance**
- **Education and Housing Assistance**
- **Website: <https://www.ncdhhs.gov/csbg-contacts>**

Our agencies help individuals find jobs, locate housing, obtain shelter, food, obtain access to health care and take care of children. CAAs also administer almost half the nation's Head Start programs.

Contact Information:

DHHS/Office of Economic Opportunity

Name: Marionna C. Poke-Stewart

Email: Marionna.Poke-Stewart@dhhs.nc.gov

Website: <https://www.ncdhhs.gov/csbg-contacts>

Guardianship and Alternatives to Guardianship

Establishment of Guardianship, Legal Assistance, or Clerk of Court in Your County:

- **NC Courts and Guardianship:**
 - **Website:** <https://www.nccourts.gov/help-topics/guardianship/guardianship>
- **Contact Clerk of Court at Local Courthouse:**
 - **Website:** <https://www.nccourts.gov/locations>
- **Contact NC Guardianship Association for general guardianship questions:**
 - **Phone:** 919-266-9207

Social Services

Local Social Services are available for food & nutrition, financial assistance, child support, adult services, child welfare, etc.

- **Local Department of Social Services:**
- **Website:** <http://www.ncdhhs.gov/dss/local/index.htm>

Healthy Opportunities focus on the provision of non-medical services to eligible Medicaid Managed Care enrollees. Services will be delivered through local Human Service Organizations (HSOs)

- **Food**
- **Housing**
- **Interpersonal Violence/Toxic Stress**
- **Transportation Services**
- **Website:** <https://www.ncdhhs.gov/about/departments/initiatives/healthy-opportunities/healthy-opportunities-pilots>

North Carolina 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:

- **NC Medicaid/ Division of Health Benefits**
 - [Aged, Blind and Disabled](#)
 - [Infants, Children and Families](#)
 - [Long-Term Care](#)
 - [Medicare Recipients](#)
- **NC Medicaid Division of Health Benefits**
 - **Website:** <https://medicaid.ncdhhs.gov>
 - **Phone:** 919-855-4100
- **Local Department of Social Services**
 - **Website:** <http://www.ncdhhs.gov/dss/local/index.htm>

Mental Health, Intellectual Developmental Disabilities, Traumatic Brain Injury, and Substance Use Services

- Contact the LME/MCO or PHP Access and Crisis Line if new to services.
- Contact the Care Coordinator with your LME/MCO or PHP to discuss options for services if currently enrolled.
 - If services cannot be obtained in a timely manner, ask that the case be escalated with your LME/MCO or PHP.
- If you have concerns about a person waiting in an emergency room for a long period of time, please contact DMH/DD/SUS Customer Service and Community Rights
 - Website: <https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-use/adult-mental-health-services/customer-service-and-community-rights-team>
 - Phone: 855-262-1946

Healthcare

Get answers to your questions, assistance with filing complaints and appeals, and identify enrollment opportunities with your health insurance company:

- **Public Health Assistance:**
 - **Local Health Departments:** <http://www.ncalhd.org/directors>
- **Private Health Insurance Assistance:**
 - **NC Department of Insurance:** <https://www.ncdoi.gov>
 - **SMARTNC Guidance:** <https://www.ncdoi.gov/media/39/open>
 - **Phone: 855-408-1212**

Employment Assistance

- **North Carolina Division of Vocational Rehabilitation**
 - **State Office: 919-855-3500**
 - **Toll Free: 800-689-9090**
 - **Videophone: 919-324-1500**
 - **TTY: 919-855-3579**
 - **Website: <https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services>**
- **For Supported Employment Services contact your LME/MCO or PHP**

Community Alternative Programs (CAP)

Community Alternative Programs (CAP) are Medicaid Waiver programs in which certain Medicaid requirements are waived-such as income of the family.

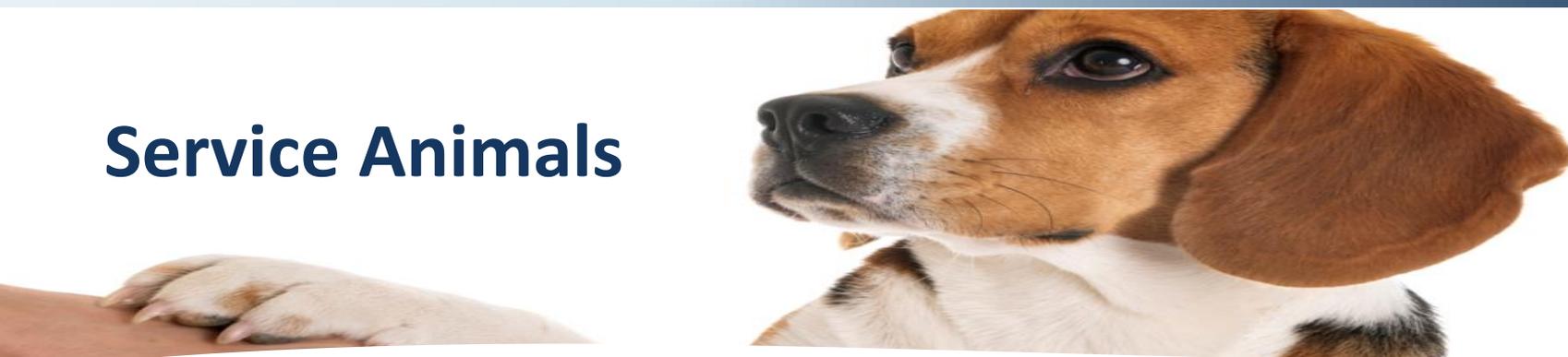
- **CAP-DA (Disabled Adults):**
 - **Website:** <https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/community-alternatives-program-disabled-adults-capda>
 - **Phone:** 919-855-4340
- **CAP-C (Children):**
 - **Website:** <https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/community-alternatives-program-children-capc>
 - **Phone:** 919-855-4340
- **Innovations Waiver formally named CAP-MR/DD**
 - **Contact your LME/MCO and Request information regarding Innovations and Registry of Unmet Needs (Waitlist)**
 - **Website:** <https://medicaid.ncdhhs.gov/providers/programs-and-services/behavioral-health-idd/nc-innovations-waiver>

Assistive Technology

The North Carolina Assistive Technology Program (NCATP) is a state and federally funded program that provides assistive technology services statewide to people of all ages and abilities:

- Medicaid Durable Medical Equipment (DME)
- Community Alternative Programs (CAP) for Disabled Adults
- Children and Innovations Waiver Program
- Loan Programs
- Division of Vocational Rehabilitation Independent Living Program
 - Website: <https://www.ncdhhs.gov/assistance/disability-services/independent-living-for-people-with-disabilities>
- North Carolina Assistive Technology Program
 - Website: <https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services/north-carolina-assistive-technology-program>
 - Phone: 919-855-3500

Service Animals



- **Service Animals for People with Disabilities**
 - **Website:** <https://www.ncdhhs.gov/divisions/vocational-rehabilitation-services/independent-living-people-disabilities/service-animals-people-disabilities>
- **Service Dog Registration**
 - **NC Division of Vocational Rehabilitation Services**
Attn: Mamie Branch
2801 Mail Center
Raleigh, NC 27699-280
 - **Registration Application:** <https://www.ncdhhs.gov/media/8764/open>
 - **Email:** mamie.branch@dhhs.nc.gov
 - **Phone:** 919-855-3524

General Information and Referrals

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

- For information to learn of service providers in NC:
 - DHHS Customer Service Center:
 - Phone: 800-662-7030
- DHHS Hotlines: <https://www.ncdhhs.gov/contact/hotlines>

Advocacy Organizations

Alcohol and Drug Council of North Carolina

- Phone: 800-688-4232
- Website: <https://www.alcoholdrughelp.org>

Council on Developmental Disabilities

- Phone: 800-357-6916 or TTY 984-920-8200
- Website: <https://nccdd.org>

Disability Rights of North Carolina

- Phone: 877-235-4210
- Website: <https://disabilityrightsncc.org>

National Alliance on Mental Illness (NAMI)

- Phone: 800-451-9682
- Website: <https://naminc.org>

Recovery Communities of North Carolina

- Phone: 919-231-0248
- Website: <https://www.rcnc.org>

The Arc of North Carolina

- Phone: 919 782-4632 or 800-662-8706
- Website: <https://www.arcnc.org>

NCDHHS DMH/DD/SUS

Division of Mental Health, Developmental Disabilities, and Substance Use Services

- **Website:** <http://www.ncdhhs.gov/divisions/mhddsus>
- **Phone:** 984-236-5000

Community Engagement and Empowerment Team

- **Website:** <https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-use/councils-and-committees/community-engagement-and-empowerment>
- **Phone:** 984-236-5300

NCDHHS DMH/DD/SUS

Customer Service and Community Rights Team

- **Website:** <https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-use/adult-mental-health-services/customer-service-and-community-rights-team>
- **Address:** 3001 Mail Service Center, Raleigh, NC 27699-3001
- **Phone:** 855-262-1946 or 984-236-5300
- **Fax:** 919-733-4192
- **Email:** DMH.Advocacy@dhhs.nc.gov
- **Email:** BHIDD.HelpCenter@dhhs.nc.gov



COMMUNITY ENGAGEMENT & EMPOWERMENT TEAM

Email the team to join our listserv!

CEandE.Staff@dhhs.nc.gov

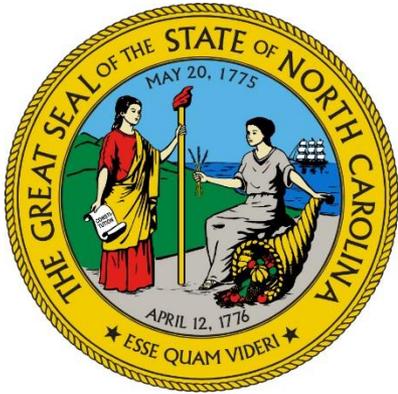


<https://www.ncdhhs.gov/assistance/mental-health-substance-abuse/community-engagement-and-empowerment>

Glenda Stokes

Phone: 984-236-5300

Email: Glenda.Stokes@dhhs.nc.gov



NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Medicaid Reform Section 1115 Demonstration Renewal

Julia Lerche

Chief Strategy Officer and Chief Actuary

August 28, 2023

Vision and Goals for North Carolina 1115 Demonstration Renewal

North Carolina's current 1115 demonstration expires Oct. 31, 2024. The State plans to submit a request to renew the demonstration for another five-year period to CMS by Oct. 31, 2023.

- In October 2018, North Carolina received federal approval to significantly transform its Medicaid program through the [Medicaid Reform Section 1115 Demonstration](#).
 - During the first demonstration period, North Carolina began its transition to managed care and invested in novel programs, like the Healthy Opportunities Pilots (HOP), to better respond to the diverse needs of North Carolinians enrolled in Medicaid.
 - North Carolina is now ready to build on early successes and lessons learned to continue this progress over the next five years.

Proposed Initiatives in 1115 Demonstration Renewal

North Carolina is requesting the following in its demonstration renewal application: extensions of ongoing initiatives that were approved for the original 1115 demonstration, refinements of ongoing initiatives and select new waiver initiatives.



Extension with No Changes

- Substance use disorder (SUD)*
- Managed care



Extension with Refinements

- Home and Community-Based Services under 1915(i)
- Healthy Opportunities Pilots (HOP)



New Initiatives

- Pre-release services for justice-involved individuals
- Investments to bolster behavioral health and LTSS workforce
- Select behavioral health technology investments
- Continuous enrollment for children

Improving health access is at the center of both the broader Medicaid managed care program and the new initiatives the State will include in its 1115 waiver renewal.

*SUD waiver extension request was submitted on June 14, 2023.

Public Hearings

North Carolina will hold in-person and virtual public hearings on the 1115 demonstration renewal on the following dates.

- **Sept. 5, 9:30 - 11 a.m. (in person)**
Mountain Area Health Education Center (MAHEC)
Blue Ridge A & B in the Education Bldg. 121 Hendersonville Rd., Asheville NC 28803
- **Sept. 6, 9:30 - 11 a.m. (in person)**
McKimmon Conference & Training Center
NC State University, 1101 Gorman Street, Raleigh NC 27606
- **Sept. 6, 5:30 - 7 p.m.**
Virtual via Microsoft Teams
- **Sept. 7, 2:30 - 4 p.m. (in person)**
Greenville Convention Center
303 SW Greenville Blvd., Greenville NC 27834
- **Sept. 15, 11:30 a.m. - 12:30 p.m.**
During the Medical Care Advisory Committee Meeting
Virtual via Microsoft Teams

Public Comments

The public is invited to make comments on the
NC Medicaid Reform Demonstration renewal application.

To be assured consideration prior to submission of the demonstration renewal
request, comments must be received by 5 p.m., Sept. 20, 2023.

- Written comments may be sent to the following address
(please add “NC Section 1115 Waiver” in the written message)
North Carolina Department of Health and Human Services
NC Medicaid Section 1115 Waiver Team
1950 Mail Service Center
Raleigh, NC 27699-1950
- Comments may be emailed to Medicaid.NCEngagement@dhhs.nc.gov
(please add “NC Section 1115 Waiver” in the subject line of the message)

Where to Find More Information

Electronic copies of the public notice, the full application and links to virtual public hearings can be found on the NC Medicaid website

medicaid.ncdhhs.gov/meetings-notices/proposed-program-design/nc-section-1115-demonstration-waiver

Questions and Answers



Comments, questions and feedback are welcome at:

- BHIDD.HelpCenter@dhhs.nc.gov
- Medicaid.NCEngagement@dhhs.nc.gov

Previous recordings and presentation slides for this webinar series can be found on the Community Engagement and Training webpage: <https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-abuse/councils-and-committees/community-engagement-and-training>

Member Resources

- NC Medicaid Enrollment Broker
 - Website ncmedicaidplans.gov
 - Call Center 1-833-870-5500 TTY: 711 or RelayNC.com
(Monday–Friday, 7 a.m. to 8 p.m., Saturday, 7 a.m. to 5 p.m.)
 - Tailored Plan webpage ncmedicaidplans.gov/learn/get-answers/tailored-plan-services
- NC Medicaid Behavioral Health I/DD Tailored Plan webpage medicaid.ncdhhs.gov/Behavioral-Health-IDD-Tailored-Plans
- NC Medicaid Ombudsman
 - Website ncmedicaidombudsman.org
 - Phone 877-201-3750 (Monday–Friday, 8 a.m. to 5 p.m.)
- NC Medicaid Website medicaid.ncdhhs.gov