

CARDINAL INNOVATIONS HEALTHCARE SOLUTIONS  
STATE-FUNDED SERVICES CONSUMER GUIDE  
THIRD EDITION

2013

- Alamance
- Cabarrus
- Caswell
- Chatham
- Davidson
- Franklin
- Granville
- Halifax
- Mecklenburg
- Orange
- Person
- Rowan
- Stanly
- Union
- Vance
- Warren



MENTAL HEALTH, INTELLECTUAL AND DEVELOPMENTAL DISABILITIES AND  
SUBSTANCE USE/ADDICTION DISORDERS

# 2013 Cardinal Innovations Healthcare Solutions

## State-Funded Services Consumer Guide

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This is the third edition of the State-Funded Services Consumer Guide for Cardinal Innovations Healthcare Solutions (formerly PBH). Reproduction of this guide, in whole or in part, without permission of Cardinal Innovations Healthcare Solutions is strictly prohibited. Services described in this guide are available only to qualified residents of Alamance, Cabarrus, Caswell, Chatham, Davidson, Franklin, Granville, Halifax, Mecklenburg, Orange, Person, Rowan, Stanly, Union, Vance and Warren counties in the state of North Carolina. Mail your comments and suggestions to the Director of Community Partners, Cardinal Innovations Healthcare Solutions, 4855 Milestone Avenue, Kannapolis, NC 28081.

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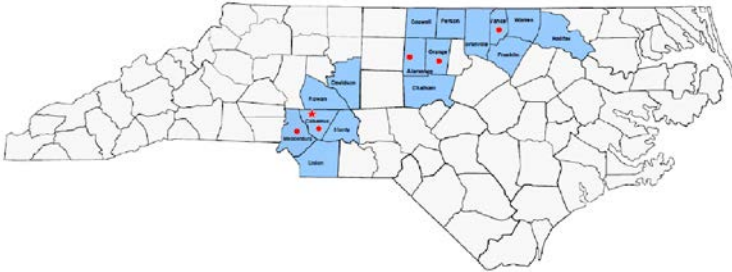
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This guide is available in Spanish and in alternative formats. If you need a larger print, or have limited reading ability, call the 24-hour, toll-free Access/Crisis Number listed on Page 4.

Si necesita información en español, llame al número que corresponde al área donde usted vive. Refiérase a los números de teléfono enumerados arriba.

Inside you will find information about where to call when you need help and how to get services, a list of your rights and responsibilities, and how to file a complaint or grievance or report fraud.

## **Important Telephone Numbers**

**Toll-Free Anonymous Concern Line**

**1.888.213.9687**

**Community Partners Line**

**1.800.357.9084**

**24-hour, Toll-Free Access/Crisis Line:**

**1.800.939.5911**

### **TTY Relay Calls:**

Dial 711 for NC Relay. When the message “RC NBR Calling PLS GA” appears on the TTY display screen, type the area code and telephone number of the 24-hour, toll-free Access/Crisis line listed above. You will be connected to a Communications Assistant who will place your call and assist you throughout the call.

### **Assistance in Languages Other Than English:**

The Cardinal Innovations Healthcare Solutions Access Call Center staff can connect you to an interpretation service for 150 different languages. This service is free and available on any call. You may have to wait briefly for the conference call with the interpreter to begin.

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**Mental Health, Intellectual/Developmental Disabilities  
and Substance Use/Addiction Services**

Cardinal Innovations Healthcare Solutions has limited state funds available to address the needs of people who do not have Medicaid. Just like Medicaid services, state-funded services are managed through the Cardinal Innovations Healthcare Solutions Corporate Office in Kannapolis. Every individual enrolled as a member of the Cardinal Innovations Healthcare Solutions system is evaluated to determine their ability to pay for services. The combination of a member's adjusted gross income and number of dependents will determine their ability to pay for services.

Individuals with private or group insurance coverage are required to pay the co-pay assigned by their insurance carrier. (Co-payment means that you pay part and your insurance provider pays part of covered services.)

## **Introduction and Guide to Your Benefits**

Please read this guide. It contains information to help you access state-funded services for mental health, intellectual disabilities/developmental disabilities and substance use/addiction service needs. It also has contact information for all of Cardinal Innovations Healthcare Solutions locations.

Our Access Call Center answers calls 24 hours a day, 7 days a week, 365 days a year at the toll-free number listed on Page 4. You may call this number for information, referral to a provider or for crisis care.

When you call the 24-hour, toll-free number, you will speak with a qualified professional who can assist you with information, provider referral and appointments, and help with a crisis. Call this number to request a copy of this guide or any of the enrollee packet materials. You may also access the enrollee packet materials online at <http://www.cardinalinnovations.org>.

## **How do I get Services?**

If you are not currently receiving services, but would like to, call the Access/Crisis number in the area where you live to make an appointment for an evaluation or assessment to begin getting services.

## **What are the Available Services?**

The current service array for state-funded services is based on the North Carolina Division of Mental Health/Developmental Disabilities/Substance Abuse Services (MH/DD/SAS) listing. The

definitions of those services are based on the current North Carolina MH/DD/SAS Service Definitions Manual (APSM 1026), which includes the following information:

- Medical Necessity/Admission Criteria
- Continuation Criteria
- Discharge Criteria
- Appropriate Service Funding
  - Medicaid
  - State

If you have questions about services and your eligibility to receive services, call the 24-hour, toll-free Access/Crisis line. Due to the limited availability of funding, Cardinal Innovations is not able to offer all state plan services in all areas.

### **What is Medical Necessity?**

Cardinal Innovations Healthcare Solutions uses medical necessity criteria when determining funding for state-funded members, as well as for Medicaid recipients.

Medically necessary treatments are

- Necessary and appropriate for the prevention, diagnosis or treatment of a mental health or substance use/addiction condition
- Consistent with national or evidence-based standards, Department of Health and Human Services defined standards, or verified by independent clinical experts
- Provided in the most cost effective, least restrictive environment that is consistent with good clinical standards of care



- Not provided solely for the convenience of the member, member's family, custodian or provider
- Not for experimental, investigational, unproven or solely cosmetic purposes
- Furnished by, or under the supervision of, practitioners licensed under state law in the specialty for which they are providing service and in accordance with 42 CFR, the North Carolina Administrative Code, Medicaid medical coverage policies and other applicable federal and state directives
- Sufficient in amount, duration and scope to reasonably achieve their purpose
- Reasonably related to the diagnosis for which they are prescribed regarding type, intensity and duration of service and treatment setting

**Medically necessary treatments are designed to**

- Be provided in accordance with a person centered plan
- Conform to any Advance Medical Directives the individual has prepared
- Respond to the unique needs of linguistic and cultural minorities and be furnished in a culturally relevant manner
- Prevent the need for involuntary treatment or institutionalization

For more information, go the NC Division of Mental Health, Developmental Disability and Substance Abuse Services website at <http://www.ncdhs.gov/mhddsas/> or the NC Division of Medical Assistance website at <http://www.ncdhs.gov/dma/services/piedmont.htm>.

## **Description of Services**

There are three levels of service, which are based on need, treatment history and the state's definition of medical necessity.

### **Basic Benefits**

- Provide brief interventions for immediate but short-term needs
- Are available through a simple referral from a provider in the Cardinal Innovations Healthcare Solutions Provider Network or through the Access Call Center
- Allow up to 8 visits for adults and 12 visits for children (under age 21) per year

### **Basic Augmented Benefits**

- Are for members who need more than the allowed Basic Benefits number of visits to maintain or improve their quality of life
- Must be authorized through Cardinal Innovations Healthcare Solutions' Utilization Management Department, with authorization based on the member's needs and medical necessity criteria for the requested service

### **Enhanced Benefits**

- Are accessed through the member's person centered planning process
- Provide a range of services and supports that are appropriate for members seeking to recover from severe forms of mental illness and substance use/addiction
- Address the needs of members with intellectual disabilities/developmental disabilities

- Are highly coordinated to ensure the member receives the proper services but without duplication of services

### **Why is there a Waiting List for Some Programs?**

A waiting list for services (Registry of Unmet Needs) may be necessary

- When no funds are available for services (non-Medicaid funds only), or
- When there is no available provider for the needed state-funded services

The Utilization Management ID/DD and MH/SA Clinical Directors keep waiting lists for all services for which there is no available provider or that have funding limitations.

When providers report openings, or if funding for services becomes available, the Utilization Management Department identifies eligible individuals from the waiting list. The following factors are considered in the selection of individuals for services:

- Service need (the individual's needs meet medical necessity for the service)
- Risk factors such as health and/or safety issues
- Risk of hospitalization or a higher level of care if the need is not addressed
- Whether the resources identified are adequate to meet the individual's need

- If other funding sources are available to meet the individual's need

If the opening is within an identified program, the provider is given a list of eligible individuals. All applicants are screened and a selection is made based on the factors identified above.

Individuals referred from state facilities are given equal consideration for community-based services. Getting members back to the community is a high priority for Cardinal Innovations Healthcare Solutions.

Individuals must be considered without regard to race, gender, ethnicity, religion or sexual orientation. Some of the state-funded services are not based on income, such as Respite Care for individuals with intellectual disabilities/developmental disabilities and Adult Developmental Vocational Programs (ADVP). For more information on these services, call the 24-hour, toll-free number listed on Page 4.

### **What are Target Populations?**

Target Populations represent people with the most severe types of mental illness and emotional disturbances. They also include individuals who have substance use/addiction service needs and complicated life circumstances. Target Populations apply to only individuals who receive state-funded services.

Individuals who meet Target Population criteria are identified through a review of information gathered through screening, triage and referral. Cardinal Innovations is committed to making sure its

resources are used to help those most in need. If the mental health, intellectual disabilities/developmental disabilities and substance use/addiction system does not serve these individuals, there is no other system that is available to serve them.

### **Do I Have to Pay for Services I Receive?**

Members who receive state-funded outpatient services are subject to a sliding fee scale, which means that they may be responsible for part of the cost of services. If your services are paid for (in whole or in part) by Cardinal Innovations Healthcare Solutions, you must be enrolled in the Cardinal Innovations Healthcare Solutions system. If you have any questions about eligibility, please call the 24-hour, toll-free Access/Crisis number.

Cardinal Innovations Healthcare Solutions publishes an annual sliding fee scale based on 125% of the Federal Poverty Level. Providers assess members' income and family size, and use the sliding fee scale to determine how much each member must pay for their state-funded outpatient services.

Individuals who are at 100% ability to pay for their state-funded outpatient services according to the sliding fee scale, or who have insurance coverage that pays 100% of their services, will not be enrolled into the Cardinal Innovations Healthcare Solutions system. They may still receive and pay for services on their own, without Cardinal Innovations Healthcare Solutions' involvement.

## **What do I do in an Emergency?**

Mental health emergencies can be serious, but they do not always require an evaluation at a hospital emergency room. Most emergencies can be resolved without a trip to the emergency room. If you do not have a life-threatening situation

- Call your provider, or
- Call the 24-hour, toll-free number and an Access Call Center staff member will help link you to services

## **Alternatives to Seeking Treatment in a Hospital**

Cardinal Innovations Healthcare Solutions offers several alternatives to seeking treatment in a hospital emergency room:

- Advanced Access/Walk-in Crisis Centers
- Comprehensive Community Clinics
- Facility-Based Crisis Services
- Mobile Crisis Services

## **Advanced Access/Walk-in Crisis Centers**

Individuals may walk into any Advanced Access/Walk-in Crisis Center for an assessment Monday through Friday. Licensed staff will work with you to determine the level of care needed to address your needs, what type, how much and how quickly care is needed.

### **Alamance Caswell Region**

- RHA operates the Advanced Access/Walk-in Crisis Center for Alamance and Caswell counties. It is located at 319 N. Graham-Hopedale Road, Burlington, NC, 27217 the site of the former Alamance-Caswell Walk-in Crisis Center. Hours of operation are 8:00 am to 8:00 pm Monday through Friday.

### **Five County Region**

Members living in Franklin, Granville, Halifax, Vance or Warren counties may seek services at either service center listed below.

- RHA operates the Advanced Access/Walk-in Crisis Center for Halifax County at 60 North, NC Hwy 125, Roanoke Rapids, NC, 27870. Hours of operation are 8:30 am to 5:00 pm Monday through Friday.
- Daymark Recovery Services operates the Advanced Access/Walk-in Crisis Center in Vance County at 943 H. West Andrews Avenue, Henderson, NC 27536. Hours of operation are from 8:00 am to 8:00 pm Monday through Friday.

### **OPC Region**

- Freedom House Recovery operates the Advanced Access/Walk-in Crisis Center in Orange and Person counties.
- In Orange County, the Center is located at 104 New Stateside Drive, Chapel Hill, NC, 27516. It is open 24 hours a day, seven days a week.

- In Person County, the Center is located at 355 South Madison Blvd., Ste. C1, Roxboro, NC, 27573. Hours of operation are 8:00 am to 4:00 pm Monday through Friday.
- Center for Behavioral Healthcare, PA operates the Walk-in Crisis Center for Chatham County at 1105 East Cardinal Street, Siler City, NC, 27344. It is open from 8:00 am to 5:00 pm Monday through Friday.

### **Mecklenburg Community Operations Center:**

- A Community Operations Center will be established in Mecklenburg County. Please watch the Cardinal Innovations website ([www.cadinalinnovations.org](http://www.cadinalinnovations.org)) for updates and details. If you live in Mecklenburg County, you may call the 24-hour, toll-free Access/Crisis number listed on Page 4 to find the Advanced Access/Walk-in Crisis Center nearest you.

### **Piedmont Region**

- Daymark Recovery Services operates the Advanced Access Centers for Cabarrus, Davidson, Rowan, Stanly and Union counties. You may walk into any Daymark location for services. Hours of operation are 8:00 am to 8:00 pm Monday through Friday. To find the Daymark facility nearest you, call the Cardinal Innovations 24-hour, toll-free Access/Crisis number: **1.800.939.5911**.



## **Facility-Based Crisis Services**

Adults (18 and older) may be admitted for inpatient mental health crisis and/or alcohol/drug treatment in a safe environment at any Cardinal Innovations facility-based service provider.

You should go to a facility-based crisis center if you are experiencing a behavioral health problem and you

- Have a documented history of mental illness,
- Are threatening others or feeling suicidal,
- Are hearing voices,
- Are intoxicated but able to walk and speak, and/or are depressed

## **Alamance Caswell Region**

- Residential Treatment Services of Alamance, Inc. operates the Facility-Based Crisis/Detox facility for Alamance and Caswell counties. The facility is located at 136 Hall Avenue, Burlington, NC, 27217. It is open 24 hours a day, seven days a week, 365 days a year. The telephone number is 336.227.7417. Walk-ins will be assessed for facility-based crisis needs. Individuals needing detox must have a referral from another source (such as RHA's Advanced Access program) and in some cases may need medical clearance prior to admission.

## **Five County Region**

- Recovery Innovations of North Carolina, Inc. (RINC) operates the Facility-Based Crisis center for Franklin, Granville,

Halifax, Vance and Warren counties. It is located at 300 Parkview Drive West, Henderson, NC, 27536. The facility is open 24 hours a day, seven days a week, 365 days a year. The telephone number is 252.438.4145.

### **OPC Region**

- Freedom House Recovery Center operates the Facility-Based Crisis Center for Orange, Person and Chatham counties. It is located at 104 New Stateside Drive, Chapel Hill, NC, 27516. It is open 24 hours a day, seven days a week, 365 days a year. The telephone number is 919.967.8844.

### **Mecklenburg Region**

- A Community Operations Center will be established in Mecklenburg County. Please watch the Cardinal Innovations website ([www.cadinalinnovations.org](http://www.cadinalinnovations.org)) for updates and details. If you live in Mecklenburg County, you may call the 24-hour, toll-free Access/Crisis number listed on Page 4 to find the Facility-Based Crisis center nearest you.

### **Piedmont Region**

- Daymark Recovery Services operates two Facility Based Crisis Centers for Cabarrus, Davidson, Rowan, Stanly and Union counties. Both centers are open 24 hours a day, seven days a week, 365 days a year.
- The Kannapolis Crisis Recovery Center is located at 1309 S. Cannon Boulevard, Kannapolis, NC, 28083. The telephone number is 704.933.3212.

- The Union County Crisis Recovery Center is located at 1408 East Franklin Street, Monroe, NC, 28110. The telephone number is 704.283.6040.

## **Mobile Crisis Services**

Mobile Crisis Services can offer you face-to-face counseling and supportive services at the time of a crisis. Mobile Crisis is available to individuals residing in all 15 counties covered by Cardinal Innovations Healthcare Solutions. Mobile Crisis may be accessed by calling the 24-hour toll-free Access/Crisis number listed on Page 4.

### Mobile Crisis

- Provides evaluation and treatment, as well as referral for safe transfer to ensure appropriate support and services; and
- Offers help for intoxication, drug withdrawal, impaired judgment or suicidal thoughts.

***If you are experiencing a medical emergency, call 911.***

## **Who Authorizes Services?**

The Cardinal Innovations Utilization Management Department is responsible for keeping track of the type, amount and how often services are used. It is staffed by experienced clinicians who make decisions to ensure that members get the right care, in the right amount and at the right time. Cardinal Innovations Healthcare Solutions is prohibited from implementing Utilization Management procedures that provide incentives for the individual or entity

conducting utilization reviews to deny, limit (reduce) or discontinue (terminate or suspend) medically necessary services to any member. Utilization Management decisions are based only on whether the care and service are appropriate and whether the member is eligible for benefits. There are no financial incentives for Utilization Management decision-makers that would discourage approval of services.

### **Authorization of Services**

Prior authorization is required for all state-funded services, with the following exceptions:

- Basic services—Up to 8 medically necessary visits are available for adults and up to 12 visits are available for children under age 21.
- Crisis services—These services are always provided for emergency situations. Individuals must receive authorization for services before they can receive additional, non-emergency services.

## Grievances

### The Grievance Process

A grievance is an expression of dissatisfaction about any matter other than decisions regarding requests for Medicaid services. You may file a grievance with Cardinal Innovations Healthcare Solutions either verbally or in writing. Cardinal Innovations Healthcare Solutions has a toll-free Anonymous Concern Line, 1.888.213.9687, where you may leave a message about your concern or file a grievance. Cardinal Innovations Healthcare Solutions staff members check the concern line daily Monday through Friday. You may leave an anonymous message on the concern line, unless you want someone to return your call for more details before investigating the issue.

You can call the following numbers to file a verbal grievance or to ask that forms be mailed to you.

- **24-Hour, Toll-Free Access/Crisis Line**     **1.800.939.5911**
- **Community Partners Line**                     **1.800.357.9084**
- **Concern Line (may be anonymous)**         **1.888.213.9687**

If you prefer to discuss your concern informally before filing a grievance, contact a Cardinal Innovations Healthcare Solutions Consumer Affairs Specialist by calling the Community Partners Department, 1.800.357.9084.

## **Fraud and Abuse**

It is a violation of the North Carolina False Claims Act for anyone to knowingly submit, or cause another person or entity to submit false claims in exchange for a state-funded benefit. Examples of acts that could violate the False Claims Act include:

- An individual does not report all of his/her income when seeking state-funded services
- An individual does not report other insurance when seeking state-funded services
- A provider's credentials are not accurate
- A provider bills for services that were not delivered
- A provider performs and bills for services not medically necessary

Penalties for such act(s) are up to three times the cost of services claimed by the provider or obtained by the enrollee, plus penalties of \$5,500 to \$11,000 per claim. In certain circumstances, criminal penalties may result in imprisonment.

## **Reporting Provider Fraud and Abuse**

You are encouraged to report matters involving fraud or abuse. If you want to report fraud or abuse, you can remain anonymous. However, sometimes in order to conduct an effective investigation, we may need to contact you. Your name will not be shared with anyone being investigated, unless required to do so by law.

You may report fraud and abuse by doing any of the following.

- Call the toll free concern line at **1.888.213.9687**
- Contact the Division of Mental Health/Developmental Disabilities/Substance Abuse Services by calling the DHHS Customer Service Center at **1-800-662-7030**.
- Call the Medicaid fraud, waste and program abuse tip line at **1.877.DMA-TIP1 (1.877.362.8471)**.
- Call the State Auditor's Waste Line at **1.800.730.TIPS (1.800.730.8477)**.
- Complete and submit a fraud and abuse confidential online complaint form by going to the State Auditor's website: <http://www.ncauditor.net/pub4/HotLine.aspx>

