



MeckLINK **BEHAVIORAL** **HEALTHCARE** **Call. Connect. Care.**

Consumer and Family Handbook



Si necesita información en español, llámenos al 704-336-6404

For an electronic copy of this Consumer and Family Handbook

Go to <http://mecklink.charmeck.org>

**A printed copy of the information is available by calling
MeckLINK Behavioral Healthcare Customer Service**

704-336-6404

1-877-700-3001

WELCOME

Welcome to MeckLINK Behavioral Healthcare. We are a local, governmental agency that manages the services provided under the North Carolina Mental Health, Intellectual and Developmental Disabilities, and Substance Abuse Services (MH, IDD, SA) Health Plan for qualified residents of Mecklenburg County. We are responsible for maintaining a network of quality service providers, effectively managing public service dollars, and responding to individual and family needs locally. Many mental health, intellectual and developmental disability, and substance abuse services are paid for by Medicaid. The state and federal governments want to make sure that persons needing help with a variety of problems can get that help, even though they may not have private insurance. MeckLINK Behavioral Healthcare operates a 1915 (b) and a 1915 (c) Waiver of the Social Security Act that establishes this Medicaid Program. The Medicaid Waivers create an opportunity to work closely with consumers and providers for better coordination and management of services, resulting in better outcomes and savings. In turn, the savings can be used for new MeckLINK Behavioral Healthcare Medicaid Services called B-3 Optional Services.

MeckLINK Behavioral Healthcare manages only *behavioral* health benefits under the **North Carolina Mental Health, Intellectual and Developmental Disabilities, and Substance Abuse Services Behavioral Health Plan**. MeckLINK Behavioral Healthcare does not manage any of your Medicaid *physical* healthcare benefits.

MeckLINK Behavioral Healthcare
429 Billingsley Road
Charlotte, NC 28211
Phone: 704-336-6404 or 877-700-3001
MeckLINK Behavioral Healthcare Call Center: 704-336-6404
Complaint Line: 704-336-6027

ABOUT YOUR HANDBOOK

The current edition of this Consumer and Family Handbook is available on the Internet at <http://mecklink.charmeck.org>.

A printed copy of the information posted on our website is available upon request by calling the MeckLINK Behavioral Healthcare Call Center at 704-336-6404.

This handbook is available in Spanish and in alternative formats. If you need a larger print version, or have limited reading ability, call the MeckLINK Behavioral Healthcare Call Center at 704-336-6404.

Inside your Handbook you will find a guide to the behavioral health services offered by MeckLINK Behavioral Healthcare and your North Carolina MH/SA/DD Health Plan. For example:

- Where to call when you need help
- Your Rights and Responsibilities
- The kinds of services and supports available in your plan
- What services you might be eligible for
- Providers available in this network
- Choosing a provider

How to help us improve this Handbook

This is the first edition of the MeckLINK Behavioral Healthcare Handbook for Consumers and Family Members. You may mail your comments or suggestions about this Handbook to:

**MeckLINK Behavioral Healthcare
429 Billingsley Rd.
Charlotte, NC 28211**

OR

Use our Website: <http://mecklink.charmeck.org>

MeckLINK Behavioral Healthcare Consumer and Family Handbook

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INTRODUCTION

MeckLINK Behavioral Healthcare is called a Managed Care Organization (MCO) because it approves funding for Medicaid behavioral health services for individuals who have Mecklenburg Medicaid. The MCO also approves funding for members in Mecklenburg who do not have Medicaid. MeckLINK Behavioral Healthcare is organized and exists under North Carolina General Statute Chapter 122C.

MeckLINK Behavioral Healthcare's mission is to work in partnership with individuals, families and the community to meet the challenges of mental illness, intellectual/developmental disabilities and substance abuse. We work to prevent, reduce, or manage these disabilities. Our mission is to encourage, enable, and support individuals and families as they achieve their full potential in the community. We want to work with people needing services and their families as well as other health care professionals to find solutions for preventing these disabilities and decreasing their impact on the lives of individuals, families and the community.

The primary goals of MeckLINK Behavioral Healthcare are to:

- Offer a broad range of services to meet your needs
- Provide consistent access to services
- Assure system wide quality
- Be good, efficient managers of resources

Effective early 2013, MeckLINK Behavioral Healthcare will function as a Pre-paid Inpatient Health Plan (PIHP) and will be responsible for management of Medicaid, State, and locally-funded behavioral health services. We will work to invest any savings into additional services to better meet the needs of consumers.

An electronic copy of all documents referred to in this Handbook is available on our website: <http://mecklink.charmeck.org>

Printed copies of this handbook can be obtained by calling the MeckLINK Behavioral Healthcare Call Center at 704-336-6404.

This handbook will be updated when the plan is changed and MeckLINK Behavioral Healthcare will advise members/enrollees when these changes occur. Please check the website noted above.

If you have Medicaid but have no need for mental health, substance abuse or intellectual/developmental disabilities services, you may want to save this Handbook for future reference.

WHAT IS MECKLINK BEHAVIORAL HEALTHCARE MCO?

MeckLINK Behavioral Healthcare is the Managed Care Organization (MCO) established to oversee Medicaid, State and county funded behavioral health services in our county. The MeckLINK Behavioral Healthcare MCO administers the North Carolina Mental Health, Intellectual and Developmental Disabilities, and Substance Abuse Services Health Plan in the Mecklenburg County.

The Medicaid Waiver

The North Carolina Division of Medical Assistance chose the 1915(b)(c) waiver in order to:

- Better coordinate care for consumers, families and providers.
- Be able to manage money so that services can be directed to those most in need.
- Develop a more complete range of services and supports in the community so that most people can receive services in their community with as little disruption to their lives as possible.
- Create new services that are not available statewide by using money from savings produced by managing care and resources more effectively.

About the MeckLINK Behavioral Healthcare Health Plan 1915(b):

The MeckLINK Behavioral Healthcare Health Plan provides services to Mecklenburg County. All individuals with Mecklenburg County Medicaid will be eligible and enrolled into this plan for their Mental Health (MH), Intellectual/Developmental Disability (I/DD), and Substance Abuse (SA) service needs. The services available include current North Carolina State Medicaid Services, plus some additional services. A provider network has been developed to make sure that evidence-based practice services that produce good outcomes for consumers are available or are being developed. Consumers can choose from any provider in MeckLINK Behavioral Healthcare's provider network who is eligible to provide the approved service.

About the Innovations Waiver 1915 (c):

The Innovations Waiver is a Home and Community Based Waiver for people with Intellectual/Developmental Disabilities (I/DD) and is part of the MeckLINK Behavioral Healthcare Health Plan. The 1915 (c) Waiver is designed for individuals with significant intellectual disabilities/developmental disabilities, and serves children and adults.

The Innovations Waiver offers consumers two levels of control and responsibility for services. Individuals and families may choose either a Provider Directed level, or an individual and family directed level (which includes Agency with Choice).

A unique option of the Innovations Waiver is self-direction, also known as Individual and Family Directed Supports. Under this option, individuals or families have greater control of all or part of the supports in their Individual Support Plan (ISP).

For more information about the Innovations Waiver, please contact the MeckLINK Behavioral Healthcare Call Center at 704-336-6404. A special written guide to the Innovations Waiver is also available. You may also request that it be mailed to you.

Services of the MeckLINK Behavioral Healthcare Health Plan

The MeckLINK Behavioral Healthcare Health Plan allows for a waiver of freedom of choice of providers. That means that MeckLINK Behavioral Healthcare can determine the size and scope of the provider network and can close the network to new providers if current provider can meet the service needs of consumers.

The variety of services currently available through MeckLINK Behavioral Healthcare is based on the NC Division of Mental Health, Intellectual/Developmental Disabilities, and Substance Abuse Services and Division of Medical Assistance service definition listings for behavioral health and intellectual/developmental disabilities services and supports.

The definitions of those services are based on the current North Carolina Division of Health, Intellectual/Developmental Disabilities and Substance Abuse Service Definitions Manual (APSM 1026) which includes the following criteria:

- Medical Necessity/Admissions Criteria
- Continuation Criteria
- Discharge Criteria
- Appropriate Service Funding-Medicaid or State Funds (IPRS)

If you have questions about services and your eligibility for them, don't hesitate to call the MeckLINK Behavioral Healthcare Call Center at 704-336-6404, which is always open. A Call Center professional will answer your questions or explain more about services to best meet your needs.

WHEN I NEED HELP, WHAT CAN I DO?

MeckLINK Behavioral Healthcare Call Center:

You can call the MeckLINK Behavioral Healthcare Call Center. It is your one point of contact to get information, to request services, to find a community organization or resource or to get help or advice in a crisis. Anyone can call, whether they have Medicaid or not.

The phone at the MeckLINK Behavioral Healthcare Call Center is answered by professionals 24 hours per day, 7 days a week, 365 days a year. The phone number is:

704-336-6404

Persons who are deaf or hard of hearing can call the MeckLINK Behavioral Healthcare Call Center for assistance at 704-432-3452 (TTY).

Persons who need assistance in **other languages** can also call the Call Center. The Call Center can connect you to a translation service for many different languages. You may have to wait briefly for the conference call with the interpreter to begin. This is a free service and can be used by calling the MeckLINK Behavioral Healthcare 24 hour Call Center at 704-336-6404.

If you call and are identified as an enrollee or member of the NC Mental Health, Intellectual and Developmental Disabilities, and Substance Abuse Services Health Plan and as living in Mecklenburg County, the services and other information in this Handbook will apply to you.

MeckLINK Behavioral Healthcare Call Center professionals can help you with the following:

- Determining your needs and enrolling you to receive services
- Providing information on other community resources for MH, IDD, and SA services
- Assisting on the phone with a crisis or arranging for a Mobile Crisis Team to come to your location for face-to-face help related to a crisis.
- Referring you for services with MeckLINK Behavioral Healthcare providers

If you are not currently receiving treatment or services but would like to:

- Call the MeckLINK Behavioral Healthcare Call Center at 704-336-6404 to make an appointment for evaluation and intake
- Contact a local provider that is an approved enrollment site
- MeckLINK Behavioral Healthcare Call Center staff may refer you to the Mobile Crisis Team or an emergency room
- Your primary care physician, DSS, the health department or school might help you find the service you need

What Will Happen When I Call The MeckLINK Behavioral Healthcare Call Center?

- Your call will be answered by a Call Center staff person who is qualified and has been trained to work with callers who have urgent needs
- Call Center staff will listen to you, ask you questions, and try to help get the answers you need
- Have as much information available as you can such as your Medicaid card and doctor's name if you have one and names of other places you might have received help in the past to help Call Center staff answer your questions
- If you need services, they will determine if you have Mecklenburg County Medicaid or are eligible for services funded by the state
- They will then make referrals for the help you are seeking according to what your needs are and how quickly you need help
- You should be connected to the right provider or the right community resource the first time you call
- Please write down information about your provider and your appointment. You must keep that first appointment with the provider. If you cannot make the first appointment, please try to call the provider at least 24 hours ahead so that someone else can be scheduled for that appointment
- The list of in-network Providers is located on our public website or can be obtained by contacting the MeckLINK Behavioral Healthcare Call Center at 704-336-6404. This provider list contains agencies that have passed MeckLINK Behavioral Healthcare's strict requirements for competence and good management. It is organized by types of services available for disability groups
- **The MeckLINK Behavioral Healthcare Call Center is also the point of contact for referrals to services and information about providers who can assist individuals who are non-English speaking**

You can look up providers of services by provider name, specialty area, and physical location on the MeckLINK Behavioral Healthcare website, <http://mecklink.charmeck.org>.

What are Reasons I Should Call the MeckLINK Behavioral Healthcare Call Center?

- You have a MH, I/DD, or SA issues and you are interested in assistance with obtaining a job or a place to live
- You are afraid of the thoughts, moods and emotions you are having
- You are depressed and tired of each day being worse than the day before
- You are worried about an alcohol problem or other drug problem
- You would like information on the MeckLINK Behavioral Healthcare Health Plan benefits
- You would like more information on MH, I/DD or SA community resources
- Your child or family member needs help with a MH, I/DD or SA or problem
- You are worried about an emotional, behavioral or learning problem
- You need to find a provider of services near you
- You are having a problem finding mental health, substance abuse care
- You are a parent or guardian of a child who has been diagnosed with an intellectual/developmental disability and you need services/supports to help you meet the needs of your child

If your child is experiencing any of the following problems:

- Current abuse of drugs and/or alcohol
- Inability to cope with daily problems and activities
- Changes in sleeping and/or eating habits
- Excessive complaints of physical ailments
- Defying authority, skipping school, stealing or damaging property
- Intense fear of gaining weight
- Long-lasting negative moods, often accompanied by poor appetite and thoughts of dying

When you contact MeckLINK Behavioral Healthcare your needs are considered either an emergency, urgent, or routine.

Emergency Need

Emergency needs can result in self-harm or harm to others and lead to your being unable to care for yourself. An emergency need is a life-threatening situation in which you may be suicidal (harm to self), homicidal (harm to others), or psychotic (displaying disorganized thinking or reporting hallucinations and delusions). These emergency situations may be due to a mental illness or may also be caused by the use of alcohol or other drugs.

Providers of services within the MeckLINK Behavioral Healthcare network are expected to provide you with face-to-face care no more than two hours after the request for emergency care is initiated. While MeckLINK Behavioral Healthcare does not provide services and circumstances may result in a provider's failure to meet this expectation for every appointment, MeckLINK Behavioral Healthcare will work with providers to make certain that they can meet this expectation.

Urgent Need

An urgent need is a situation in which you are not currently a threat of harm to yourself or others, but may be expressing feelings of hopelessness, helplessness or rage. An urgent need may turn into an emergency need if you do not get help. Urgent needs can also become an emergency due to the use of alcohol and other drugs.

MeckLINK Behavioral Healthcare will arrange for the first face-to-face service assessment and/or treatment within 48 hours of the request for care.

Routine Need

A routine need is when your symptoms are interfering with your ability to participate in daily living, and your quality of life is not getting better.

MeckLINK Behavioral Healthcare will arrange for a face-to-face appointment for service assessment and/or treatment within 10 working days (14 calendar days) of the date you called about your problem.

What Should I Do in a Behavioral Health Crisis?

A life-threatening emergency is when you or another responsible person thinks you need care immediately so that you or someone else doesn't get hurt. **If you think you have a life-threatening emergency, call 911 and/or go to an Emergency Room at one of your local hospitals. You may choose to use any Emergency Room.**

- Behavioral health crises can be serious and upsetting but are not always life threatening and do not always require an evaluation at the Emergency Room of a hospital.
- If you are not sure what to do in a crisis, contact the MeckLINK Behavioral Healthcare Call Center at 704-336-6404.
- If you do not have a provider, contact the MeckLINK Behavioral Healthcare Call Center at 704-336-6404.
- If you are already receiving services and have a treatment or support team and have developed a Person Centered Plan and a Crisis Plan, your crisis can best be handled by calling your current service provider who is your **First Responder**. Your Crisis Plan should list how to contact your provider in a crisis. **You should always know who your First Responder is and how to contact them.**
- Your service provider should return your call within 15 minutes. S/He should listen to your concerns and assist you to use the tools in your Crisis Plan that you have agreed may help you in a crisis or s/he can arrange for you to receive other crisis care.
- If you cannot reach your provider, call the MeckLINK Behavioral Healthcare Call Center at 704-336-6404. Call Center staff are trained to assist you to get whatever help you need.

- Or, if you cannot reach your provider, you can call the Mobile Crisis Team at 704-566-3410. They can come to your location wherever you are to give you the help you need.

There are several additional services to help you get better in a behavioral health crisis. These involve crisis stabilization in your home or residence, staying with a friend or family member, admission to a facility set up for crisis stabilization, a Detox Center, or an inpatient hospitalization. Out of home services can disrupt you and your family's lives so please try using your Crisis Plan first.

**IF YOU HAVE A LIFE THREATENING ILLNESS OR
SITUATION?**
Call 911

HOW DO I QUALIFY FOR SERVICES?

To qualify for Medicaid Coverage

To qualify for Medicaid coverage you must:

- Be a resident of North Carolina
- Apply and be approved for Medicaid at your local Department of Social Services (DSS) office.
- If you are currently receiving Supplemental Security Income (SSI) benefits, you are automatically eligible for Medicaid and do not have to apply at DSS.

Your Medicaid Card

Your Medicaid card also serves as your MeckLINK Behavioral Healthcare Health Plan membership card. It is just like an insurance card. The Department of Social Services (DSS) issues the Medicaid Identification card yearly. The card will have the code letters “MeckLINK Behavioral HealthcareHP” to show that you are a member of the MeckLINK Behavioral Healthcare Health Plan.

Your local Department of Social Services (DSS) is responsible for deciding Medicaid eligibility and any potential co-payments or deductibles. Consumers with Medicaid or Medicare are not subject to the sliding fee schedule for Medicaid or Medicare covered services. There are a small number of Medicaid services for adults-only that require co-payments. Co-payment means that you pay part and your insurance provider pays part.

Medicaid regulations will deny payment for services delivered to inmates of public correctional institutions (jail, prison, detention centers) or for consumers in facilities with more than 16 beds that are classified as Institutions of Mental Diseases (IMD).

Consumers with private or group insurance coverage are required to pay the co-pay assigned by their insurance carrier.

Third Party Coverage

Federal regulations require Medicaid to be the “payer of last resort”. This means that all third party insurance carriers, including Medicare and private health insurance carriers, must pay before Medicaid processes the claim. Additionally, providers must report any such payments from third parties on claims filed for Medicaid payment. If the Medicaid allowed amount is more than the third party payment, Medicaid will pay the difference up to the Medicaid allowed amount. If the insurance payment is more than the Medicaid allowed amount, Medicaid will not pay the additional amount.

WHAT SERVICES DO I QUALIFY FOR?

Description of Types of Services:

The services that you may qualify for are based on your or your family member's needs, treatment history, and the state's definition of medical necessity. There are two levels of service – basic and enhanced.

- **Basic Services:** The Basic Benefit package of services is intended to provide treatment for individuals with routine behavioral health needs. The Basic Benefit package is available through a simple referral from a provider in the MeckLINK Behavioral Healthcare provider network or through the MeckLINK Behavioral Healthcare Call Center at 704-336-6404. Once the referral is made, there are no prior authorization requirements for these services. Referred individuals can access up to eight (8) visits for adults and 16 visits for children from the Basic Benefit package from any appropriate provider enrolled in the MeckLINK Behavioral Healthcare provider network. If your services need to continue after these initial visits, your professional may request prior approval for you to continue care.
- **Enhanced Services:** The Enhanced Benefit package is designed for people who have more needs than can be met in a Basic Benefit service such as Outpatient Therapy or Medication alone. Enhanced Benefit services are intended to provide a range of services and supports, which are more appropriate for individuals seeking to recover from more severe forms of MH and SA, and addressing the needs of people with I/DD. These services are designed to address more complex service and support needs.

People with mental health and substance abuse disorders participate in a Person Centered Planning (PCP) process to identify their strengths, needs and goals. Persons with an intellectual and developmental disability participate in the development of an Individual Support Plan (ISP) to identify their strengths, support needs and goals. An individual may receive services that are identified as necessary through their PCP or ISP. The goal is for all services to be well coordinated, to reflect evidence-based practices where consumers reach their goals for recovery and independence and for those services to be identified in the individual's PCP or ISP authorized (approved) by MeckLINK Behavioral Healthcare.

Medicaid Services Available for Adults and Children:

Substance Abuse Services for Adults:

The overall goal of substance abuse services is to help consumers stay sober and stable. Typically, the longer someone receives services, the better the outcome will be. A consumer's desire to receive services can change, so there are often periods of

staying clean and sober and periods of relapse. Preventive services are also an important part of a complete care program. Preventive programs and outreach to persons who might need services need to be suited to people of different ages, genders, cultural and ethnic backgrounds. Services are matched to the individual; we do not use just one approach for everyone.

Substance Abuse Levels of Care

- Outpatient Treatment
- Intensive Outpatient/SA Comprehensive Outpatient Program
- Residential/Inpatient Treatment
- Medically Managed Intensive Inpatient Treatment, Opioid Maintenance Therapy

Mental Health Services for Adults:

Community Support Teams and ACTT Services for Adults

Community Support Teams (CST) and Assertive Community Treatment Teams (ACTT) are similar except Community Support Teams do not require a psychiatrist or RN to be on the team. Both teams work on social and community living skills to help consumers be independent. ACTT intensively focuses on individuals with severe and persistent mental illness who might benefit from symptom stabilization, appropriate use of medication, maintaining stable housing and finding work.

When to Seek Help for an Adult

Depression, bipolar disorder (sometimes called manic-depression) and schizophrenia are highly treatable medical illnesses. Unfortunately, some people do not seek treatment because of misunderstanding the issues surrounding the illness or the fear associated with stigma and discrimination. Some of the signs and symptoms of serious mental illnesses may include:

- Prolonged sadness or unexplained crying spells
- Sleeping all day
- Decreased need for sleep
- Waking in the night and being unable to fall back to sleep
- Irritability, anger, worry, anxiety
- Indifference, no expression on the face
- Feelings of guilt and worthlessness
- Inability to concentrate or cannot make decisions
- Not enjoying former interests, social withdrawal, silence, staying away from friends
- Thoughts of death or suicide
- Greatly increased physical and mental activity and energy
- Delusions (belief that the FBI, CIA, Homeland Security or TV is monitoring or controlling the individual), pathological jealousy, feeling self-important
- Racing speech, racing thoughts

- Poor judgment, distractibility, acting without thinking
- Hallucinations of sight, smell, taste, hearing.
- Belief the FBI, CIA, Homeland Security or TV is monitoring or controlling the individual.
- Fear or aggression leading to collecting firearms.

Prevention Programs

MeckLINK Behavioral Healthcare is required to develop Preventive Health Programs as part of improving care for consumers. MeckLINK Behavioral Healthcare believes that consumers who are well informed about their illness are better able to manage their illness and as a result have better outcomes. The purpose of these programs is to inform consumers and family members about their diagnosis, treatment choices, and how to get the most out of treatment. Information about preventive health programs offered by MeckLINK Behavioral Healthcare providers is ongoing. These programs are regularly posted on the MeckLINK Behavioral Healthcare website, <http://mecklink.charmeck.org>.

If you need assistance or additional information about specific programs, please call the MeckLINK Call Center at 704-336-6404 and speak with a staff member.

Mental Health and Children

“Mental health” problems for children and adolescents include a range of emotional, behavioral, and mental disorders. Some of these are depression, ADHD (Attention Deficit/Hyperactivity Disorder), anxiety, conduct and eating disorders. Mental health problems affect one in every five young people at any given time.

“Serious Emotional Disturbances” for children and adolescents are disorders that can severely disrupt daily activities at home, school or in the community. About one in every ten young people is affected by serious emotional disturbances at any given time.

If your child is experiencing any of these problems, you can call the MeckLINK Behavioral Healthcare Call Center at 704-336-6404. Your child may be eligible for mental health, intellectual developmental disabilities and/or substance abuse services.

Integrated Services

There are individuals who may experience multiple problems such as a mental illness and a substance abuse disorder or an intellectual/developmental disability and a mental illness. Those individuals with need to access both kinds of services that apply to them. MeckLINK Behavioral Healthcare works to help people access coordinated care which means that consumers are connected with services and supports to address *all* of their needs. Integrated care also means that MeckLINK Behavioral Healthcare providers will coordinate your care with medical service providers. The Substance Abuse and Mental

Health Services Administration (SAMHSA) estimates that 50-75 percent of patients in addiction treatment have a co-occurring mental illness. Studies have shown that treatment called Integrated Dual Disorder Treatment helps consumers achieve the best outcomes.

Services for Children and Families

A System of Care (SOC) is an idea that counts on the participation of all people involved in the life of the child and family to form a Child and Family Team. If needed, each child and family team has access to a SOC coach to assist them in ensuring the fidelity of the SOC process.

Child and Family Teams are the heart of a SOC, and are made up of a group of people that may include professionals, family members, friends, pastors, coaches, teachers and other natural or community supports, selected by the family. This group can be called together as needed for meetings regarding the development of the Person-Centered Plan (PCP) and all share responsibility for supporting the child and family during treatment.

There are many values in the SOC model. Below is just a sample of these principles.

- **Respect and Cultural Competency-** Provider agencies, programs and services should respect and be responsive to each family's unique cultural, racial and ethnic differences. Individualized plans should be created that fit into the life style of your child and their family.
- **Community Based Services-** Everything possible is done to ensure that the location of services, as well as the management and decision making responsibility, can take place in the community where the family lives.
- **Child Centered and Family Focused-** The identified services are driven by the needs of the child and family.

MeckLINK Behavioral Healthcare participates in a SOC approach throughout the county. SOC trainings are available for families and provider staff. Registration and information are available on our website, www.MeckCARES.charmeck.org, or you may contact the SOC Coordinator at 704-432-4592 for any information you may need. Training for family members, including birth families, foster families, adoptive families or kinship placements are free of charge and are recommended for every family involved in treatment.

What is EPSDT (Early and Periodic Screening, Diagnosis and Treatment)?

EPSDT is known as Health Check in North Carolina. It is a federal law that requires Medicaid to pay for certain periodic screening, vision, dental and hearing services for children and youth under 21 years of age. These services are listed in the Social Security Act. For Medicaid to pay for these services, they must be medically necessary and they must be medically accepted procedures or treatments. They must be safe and

effective, and cannot be experimental or investigational. These services may be available to your child (under 21) even if they are not covered under the MeckLINK Behavioral Healthcare Plan. If your child has Medicaid, you can speak with your MH, I/DD or SA provider and/or pediatrician to find out if the services might be covered under EPSDT/Health Check.

Are there Services I may be excluded from?

Services by providers outside of the MeckLINK Behavioral Healthcare Network are excluded from coverage, unless services are for a documented emergency. There are some services that cannot be provided at the same time as others and are excluded. Each service definition lists exclusions because these services may be the same as, or similar to another service. For questions about exclusions for other services, call the MeckLINK Behavioral Healthcare Call Center at 704-336-6404.

Service Availability for Some Medicaid Services

Some Medicaid services for people with I/DD have limited funding. Innovations Waiver funding is limited by the availability of State Medicaid funding. Those who are potentially eligible for the NC Innovations Waiver may have to wait for funding to become available. To learn more about these specific situations, please consult with an I/DD specialist in the MeckLINK Behavioral Healthcare Utilization Management Department at 704-336-6404 or look in a copy of the Innovations Waiver Family Manual posted on our website.

Changes in Waiver Benefits and Services

MeckLINK Behavioral Healthcare will have up-to-date information about services. Services are approved and defined at the federal and state level and may change with relatively short notice. Please call 704-336-6404 with any questions or concerns you may have. When any significant changes are coming up, MeckLINK Behavioral Healthcare will notify consumers and families at least 30 days before the intended effective date of the change. MeckLINK Behavioral Healthcare will host community forums to communicate changes to both consumers and professionals. All Medicaid enrollees have the right to request and receive information regarding any changes to the network plan.

Assessment Tools

To make sure MeckLINK Behavioral Healthcare links you to the services that are best for you, nationally recognized assessment tools that measure an individual's functioning will be used to evaluate your needs. Individuals with the same diagnosis have very different strengths and abilities. Assessment tools are guidelines used by clinicians to perform the initial assessment of a person seeking services. These tools consist of survey questions about what you are able to do every day and what you have trouble doing. These may also include standard questions about your education, age, physical health and the number of people in your family. If you are taking medication you should have bottles or label information at hand. If the assessment is completed over the telephone when an individual calls the MeckLINK Call Center, that assessment will be given to the provider to whom you are referred.

State Funded Services for Adults and Children without Medicaid:

Every person enrolled with MeckLINK Behavioral Healthcare will be evaluated to determine if they qualify for state funded services. MeckLINK Behavioral Healthcare has a sliding fee schedule to determine what amounts you might have to pay for services. If your income exceeds the amount allowed for the sliding fee schedule you will be required to pay 100% for the services provided.

Priority Populations:

Priority Populations refers to people who receive state funded services only. Priority populations are people with the most severe types of mental illness, severe emotional disturbances, as well as substance abuse disorders with complicating life circumstances such as HIV. MeckLINK Behavioral Healthcare will review screening and referral information to determine when an individual is likely to meet priority population criteria. MeckLINK Behavioral Healthcare is committed to making sure resources will be focused on those most in need.

Why is there a Waiting List for Some Programs?

A waiting list for services may be necessary when the demand for services exceeds available resources.

The Utilization Management Department will maintain a waiting list for all services. When providers report openings in service availability or funding for services becomes available, the Utilization Management Department is notified and then identifies potential consumers from the waiting list. The following factors will be considered in the selection of consumers for services:

- Service need (Consumer meets 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 consumer's need
- If other funding sources are available to meet the consumer's need

Consumers are given a list of qualified providers and may select a provider from that list. Consumers referred from regional developmental centers, state mental health facilities or state substance abuse facilities will be given equal consideration for community referrals. Bringing consumers back to the community is a high priority for MeckLINK Behavioral Healthcare; every effort will be made to support a consumer's transitional needs. Consumers can be assured that consideration for any service will be exercised without regard for race, ethnicity, religion or sexual orientation.

How can I get services when I travel or when I need a Specialty Service unavailable in my area?

It is recommended that you discuss your travel plans and/or your Crisis Plan with your local provider since they may have office locations at or near your destinations in North Carolina.

The North Carolina MH/DD/SA Behavioral Health Plan requires:

- Prior authorization from MeckLINK Behavioral Healthcare before services are delivered **except** in the event of an emergency situation. If the event you need Emergency Services you will not be responsible for payment of services. You also can choose any emergency facility for emergency treatment.
- Payments will be required from you from you if you receive other services from Out-of-Network Providers without prior authorization from MeckLINK Behavioral Healthcare.

It is highly recommended that you keep a copy of your Medicaid card with you when you travel so you can show Emergency Services and other providers your Medicaid card And identify yourself as being covered by MeckLINK Behavioral Healthcare.

Out-of-Area Services are behavioral health services provided to you while you are outside the Mecklenburg County catchment area. Out-of-Area services are still provided by a provider approved to participate as “In-Network”.

An Out-of-Network Provider is any professional or agency providing services that does not have a written contract with the MeckLINK Behavioral Healthcare and is therefore not included or identified as being “In-Network”.

If you obtain services from Out-of-Network Providers without authorization from MeckLINK Behavioral Healthcare, you are responsible for payment of costs of services. MeckLINK Behavioral Healthcare will limit charges to enrollees for post-stabilization care services to an amount no greater than what you would be charged if you had obtained the services through MeckLINK Behavioral Healthcare.

Specialty Services are services that have low utilization and may not be geographically available near you. To request Out-of Network Specialty treatment, call the MeckLINK Behavioral Healthcare Call Center at 704-336-6404 or ask your provider to call for you.

Priority Admission

Priority for admission to services is given for pregnant women and injecting drug users in the MeckLINK Behavioral Healthcare plan.

Transportation to Appointments

Transportation services enable individuals with low incomes to access health and community resources that would otherwise be unavailable because of the lack of private or public transportation. The Department of Social Services in Mecklenburg County has an application for Medicaid approved transportation. Transportation is for medical

appointments or for traveling to the drug store to get your prescriptions. Riders have to call two-to-four days ahead to arrange for a ride. There is no fee for Medicaid recipients. For those who are not enrolled in Medicaid, transportation depends on available space and may cost from \$1-\$2 each way. For more information on transportation services in the Mecklenburg Region, call the Mecklenburg County Department of Social Services at 704-336-3000 or the MeckLINK Behavioral Healthcare Call Center at 704-336-6404.

How Do I Choose A Provider?

Choosing a Provider

There are a few ways for you to choose a provider:

- If you are a first time enrollee needing services, the 24 hour MeckLINK Behavioral Healthcare Call Center can give you the names and locations of providers who can help with your individual needs.
- You may check our web-site for a list of providers. They are listed by specialty type and you can call the provider directly to make an appointment. This is often called “no wrong door.”

Questions To Ask When Choosing a Provider:

- ? What services do you offer?
- ? Where are you located and are you close to public transportation?
- ? What are your hours?
- ? Will the staff use language I understand? Will there be bilingual staff or sign language interpreters if I need them?
- ? How can services help me?
- ? Am I eligible for services?
- ? Will my services be covered by insurance, government funding (such as Medicare or Medicaid), or other resources?
- ? What part if any would I pay?
- ? Can I talk to other people who have used your services?

How Do You Feel When You Walk In To a Provider Facility?

Your impressions are important when you visit a provider. Even if you do not need help in making decisions about your services, it is wise to ask a trusted friend or family member to go with you for another opinion. Here are some things to look for:

- ? How do the staff members respond to the people receiving services?
- ? Are people treated with respect?
- ? Do the premises appear to be well maintained?
- ? Is the building accessible? Are there features like handrails, elevators, automatic doors, and ramps for people who need them?

What Do Staff Members Tell You About The Services?

When you talk with staff members, you will have lots of questions. You might want to take notes so that you can review the answers to your questions later.

- ? What services can I get?
- ? How long does it take to begin services?
- ? How often will I receive services and how long will they last?
- ? How will the services be personalized to meet my needs?

- ? How will reasonable accommodations be provided if I need them?
- ? How will I be involved in planning my services?
- ? What are the opportunities for my family or others to participate?
- ? What benefits can I expect from the services I receive?
- ? What can I do if I am unhappy about the way I am treated or the services I receive?
- ? How will my privacy be protected?
- ? If I need transportation, how can you help?
- ? If I need other assistance, such as help with feeding or toileting, is it available?

What About QUALITY?

You will feel better about a provider that is concerned about quality and the satisfaction of the people receiving services. Here are some questions you might want to ask:

- ? What have been the results for people like me who have used your services?
- ? Are people you serve involved in planning for the future of your company or organization?
- ? Is the provider involved in community advocacy efforts? What advocacy and community groups are involved with your organization?
- ? Are your staff members licensed, certified, or credentialed for the work they do?
- ? Are your services accredited by a nationally recognized organization?
- ? Do you have a way to make suggestions or make complaints about services?
- ? How do you deal with consumer rights issues?

Procedure for Changing Providers

If you want to change to a different provider, it is highly recommended that you ask your professional for help moving to a different provider. Going through this type of transfer assures that your medical records, medication coverage and other important services can be arranged.

Providers and their staff are dedicated professionals, so it is natural for them to ask about your reasons. You may chose to discuss your reasons for requesting a change but you are not required to explain your choice. Providers are expected to assist you and provide follow-up services until you have seen the new provider.

If it is not possible to work with your current provider, the staff of the MeckLINK Behavioral Healthcare Call Center can assist you by calling 704-336-6404. Please call this number before deciding to simply drop out of services. MeckLINK Behavioral Healthcare wants you to get the right services when you need them.

HOW CAN I FILE A COMPLAINT?

You have the right to file a complaint about any aspect of the services of your provider or about MeckLINK Behavioral Healthcare. You can call the MeckLINK Behavioral Healthcare **Consumer Advocate at 704-336-6027** or go to the MeckLINK Behavioral Healthcare website at <http://mecklink.charmeck.org>.

If you are dissatisfied with your services, we encourage you to talk about your complaint first with the provider where you receive services and give them a chance to help solve the problem. If you are not satisfied or if you do not want to talk with the provider, you can call the MeckLINK Behavioral Healthcare Consumer Advocate at 704-336-6027.

When you call the Consumer Advocate to file a complaint, s/he will first listen and determine if your complaint is “urgent” or “non-urgent”. If it is determined that your complaint is urgent, the Consumer Advocate will investigate and try to resolve the problem within 72 hours. If it is a non-urgent complaint, the Consumer Representative will try to resolve your complaint within 30 working days. Throughout the complaint resolution process, the Consumer Advocate will gather information from you and from the provider and it will be decided as what needs to happen in order to resolve the complaint to your satisfaction. Complaints can be resolved in different ways such as having a meeting with your provider, our requesting a Quality Assurance review, investigation with Provider Relations staff, or referral to an outside oversight agency. You will have to give the Consumer Advocate permission to contact the provider to address the complaint. You will have input and will be notified as to what the progress is on your complaint. If you are not satisfied with the outcome of the complaint resolution, you will be given instructions on how to appeal.

Examples of complaints are:

- If you feel your rights have been violated
- Concerns about staff not keeping appointments
- Staff not being respectful to you
- Not being able to get help from someone who speaks your language
- Dissatisfaction with quality of care
- Not being able to get the services you think you need
- Billing and financial issues
- Limited or denial of provider choice
- Poor coordination of services by providers
- Barriers to service

Complaint calls received outside of normal business hours are taken in the MeckLINK Behavioral Healthcare 24- Hour Call Center, also at 704-336-6404.

HOW CAN I FILE AN APPEAL?

The following is a summary your appeal and Due Process rights from the NC Division of Medical Assistance

If MeckLINK Behavioral Healthcare denies, reduces, suspends or ends your services, you will be informed of your right to have a reconsideration (review) of that decision. If you are not satisfied with our reconsideration decision, you will have appeal rights. **The decision letter informing you of the change will also contain your rights and explain what to do to file an appeal.** You **must** contact MeckLINK Behavioral Healthcare within the time stated in your letter or you may lose your right to reconsideration or appeal.

If MeckLINK Behavioral Healthcare denies, reduces, suspends, or ends a service you must be notified and you have the right to appeal. Only the service level or type can be appealed; the duration of a service authorization, or how long a service can be received, is not something that can be appealed. At least 10 days before the service reduction, suspension, or termination, MeckLINK Behavioral Healthcare is required to provide detailed information about the appeals process in a written notice so that you may file in a timely manner. Below is a summary of that process.

Level 1: Reconsideration

If you file an appeal within 30 days of the service change you have the right to request a Reconsideration Review. Reconsideration must be completed by MeckLINK Behavioral Healthcare within 30 days from the date the reconsideration review request was received. The service recipient can review any information used as part of the Reconsideration process and may also submit additional information that supports the level of service being requested. Reconsideration is a record review that must be conducted by a psychiatrist or psychologist who is board certified and holds an active, unrestricted license to practice medicine. This is a professional who did not have any role in the original decision to reduce, deny, suspend, or terminate the service that is being appealed. You may examine your medical records during the appeal the process. Discussions can occur during Reconsideration between the individual and the MeckLINK Behavioral Healthcare reviewer and agreements can be reached on the types and amount of services and supports to provide to you.

Reconsideration is process that occurs only in waiver sites. Recipients must utilize the Reconsideration process before being able to use the State Fair Hearing process. You can appeal the Reconsideration decision and may submit an appeal to the North Carolina Office of Administrative Hearings (OAH). Information on this process is included in your notification of the Reconsideration decision.

Level II: Mediation

The appeal of a Reconsideration decision must be filed with 30 days of that decision to the North Carolina Office of Administrative Hearings (OAH). After filing, the individual is offered the opportunity to accept Mediation. If Mediation is accepted, it must be completed within 25 days of the request. A mediator from the Mediation Network of North Carolina is assigned to your case. You may choose to have Mediation by telephone or at the mediator's office. You may bring information to support the need for services based on medical necessity.

If Mediation is declined or is unsuccessful, the appeal proceeds to a hearing at the Office of Administrative Hearings (OAH). This level of appeal is currently available through the state Fair Hearings process.

Level III: Office of Administrative Hearings

If you are not satisfied with the Mediation process, you may proceed to the OAH hearing. After the hearing an administrative law judge will make a recommendation regarding the case. This level of appeal is currently available through the state Fair Hearings process.

If the final OAH decision is not decided in favor of the service recipient (i.e. they uphold the decision of the MeckLINK Behavioral Healthcare to deny, reduce, suspend, or terminate services) the recipient may appeal the case to Superior Court.

Continuation of Benefits

MeckLINK Behavioral Healthcare must continue the service during the Reconsideration process and during the State Fair Hearing if **all** of the following are met:

- The Reconsideration is requested within 30 days
- The Reconsideration involves the termination, suspension, or reduction of a currently authorized service
- The service was ordered by an authorized provider
- The current service authorization has not expired
- The enrollee requests a continuation of the service

The service must continue until:

- You withdraw from the Reconsideration process
- Ten days after the Reconsideration decision is made, unless you request a State Fair Hearing with 10 days.
- A State Fair Hearing decision is made against you
- The service authorization expires

If the final appeal decision is against you, you are responsible for the cost of the services provided during the Reconsideration and/or State Fair Hearing processes.

Staffs reviewing the decision are not involved with authorizing your services. The review consists of reviewing the documentation supporting your need for the service requested.

WHAT ARE MY RIGHTS AND RESPONSIBILITIES?

You have certain rights guaranteed by the Constitution of the United States, including the first ten amendments which are known as the “Bill of Rights,” the Constitution of the State of North Carolina, and the laws and regulations of the United States and of the State of North Carolina. As a consumer you maintain your civil rights. Unless you have been declared incompetent (unable to manage your own life) by a court of law, you have the same basic civil rights as other citizens. Civil Rights include the right to marry, if you are old enough, and divorce; to sue others in court; to have and raise children; to sign contracts or to sell, buy and own property. Persons determined to be incompetent and who are assigned a court appointed guardian retain all legal and civil rights except those rights that are granted to the guardian by the court. If you have a guardian, you may want to discuss your rights with them.

Many legal actions have shaped the rights of consumers in North Carolina and the Federal government. MeckLINK Behavioral Healthcare is empowered by law to make determinations on such issues as involuntary commitment and guardianship determinations that restrict certain rights of individuals.

In order to insure that your rights are respected, and to further protect consumers of mental health, intellectual/developmental disabilities, and substance abuse services, the state of North Carolina and the Federal government have developed additions to these general rights. Specific consumer rights are found in State or Federal law, State and Federal Regulation or State Rules governing mental health, intellectual and developmental disabilities, and substance abuse services.

The protection of the rights of consumers is central to the successful operation of providers doing business with MeckLINK Behavioral Healthcare. Your provider and the staff of MeckLINK Behavioral Healthcare will respect your rights at all times. Providers must offer and provide you education on your rights and responsibilities when you begin a service and when needed. If you need help to exercise your rights, providers have a responsibility to offer you assistance. You should discuss your rights and your responsibilities with your provider. If you would like more information about your rights and responsibilities from MeckLINK Behavioral Healthcare, please contact your Consumer Advocate at 704-336-6027.

Your Rights

You have the RIGHT to be Treated with Respect

Provider staff and the staff of MeckLINK Behavioral Healthcare will treat you with respect and dignity.

You have the RIGHT to Informed Choice of Providers

When you call the MeckLINK Behavioral Healthcare Call Center, you will be given the names, locations and telephone numbers and if needed the languages spoken at local providers. Choice may be limited in rural areas or specialty services.

You may request services directly from a provider within our network, without a referral from MeckLINK Behavioral Healthcare staff. This is referred to as “no wrong door”.

You have the RIGHT to Confidentiality and to Privacy

Your care and treatment is protected by State and Federal law.

You will be provided a separate notice that describes how medical information about you might be used and disclosed, and how you can get access to your record.

You have the RIGHT to Consent to and Refuse Treatment

You have the right to consent and withdraw consent for treatment at any time.

You have the RIGHT to a Written Person Centered Plan

You have the right to receive treatment in the most appropriate, least restrictive environment as possible. You have the right to take part in the development of your plan, to review and sign your individual service plan. You should be informed of the risks and benefits of any treatment as well as treatment options and alternatives.

You have the RIGHT to receive the services listed in your Person Centered Plan

You should expect quality services of the type, amount and duration (length of time) authorized by MeckLINK Behavioral Healthcare.

Your services should be delivered in a manner that is appropriate for your age, your culture and condition without discrimination. MeckLINK Behavioral Healthcare staff will support you and your provider if your condition requires more intensive treatment.

You have the RIGHT to File a Complaint or Appeal

If at any time you become unhappy with the services you are receiving, you have the right to file a complaint with a MeckLINK Behavioral Healthcare Consumer Advocate regarding the situation. The staff of MeckLINK Behavioral Healthcare authorizes your services. If you disagree with their decisions, you can file an Appeal. Call MeckLINK Behavioral Healthcare at 704-336-6027 and we will help you file a complaint or an appeal.

You have the RIGHT to be Free from Seclusion and Restraint

You are protected from unwarranted or un-called for use of restraints and seclusion.

You have the RIGHT to be Informed about Rules

You have the right to be informed of the rules that you are expected to follow while you are receiving services or treatment with a provider. This information will be provided to you from your provider during your first visit.

You have the RIGHT to be Informed of the Cost of Treatment

When you are responsible to pay for any part of your services, you will be informed of the cost of treatment in advance.

You have the RIGHT to be informed about Medications that are Prescribed

When medication is needed, you have the right to have that medication given in accordance with accepted medical standards and upon the order of a physician, nurse practitioner, or physician's assistant. You should be informed about the medications you are prescribed, what the medications are for, how to identify the medications, and the possible side-effects.

You have the RIGHT to make Decisions for your Treatment in Advance

In the event that you become unable to make decisions about your treatment, you may name a person to make decisions for you based on your instructions in an Advance Directives form (see page 30 of this handbook for more information on Advance Directives).

Rights of Minors: A minor has the right to agree to outpatient treatment for drugs or alcohol and for emotional disturbances without obtaining permission from their parent or guardian. A minor who is mentally ill or is a substance abuser and in need of treatment may agree to receive inpatient treatment for drugs and alcohol and for emotional disturbances at a 24 hour facility without obtaining permission from the minor's legally responsible person, but only in an emergency when the minor's legally responsible person does not come with the minor, and the facility is required to attempt to contact the minor's legally responsible person within 24 hours of the minor's emergency admission.

Advance Directives

What is a Psychiatric Advance Directive?

You have the right to make instructions for your treatment in advance. North Carolina has two laws that govern Psychiatric Advance Directives (PAD): G.S.122C-71 through 77 and G.S.32A-15 through 25. Advance Directive for Mental Healthcare is a legal document that provides instructions for mental health treatment you would want to receive if you are in a crisis and unable to communicate for yourself or make voluntary decisions. The instructions make statements about what you think calms you down, how you feel about seclusion or electric shock, what medicines you do and do not want to take, and which doctor you want to be in charge of your treatment. These are

decisions you make in advance to be followed by a physician or psychologist. Your instructions may be overridden if you are held involuntarily committed. A description of the State and Federal laws outlined in the Medicaid Special Bulletin on Advance Directives, May 1999 can be found at:

<http://www.dhhs.state.nc.us/dma/Forms/advdirective.pdf>

Your Responsibilities

MeckLINK Behavioral Healthcare wants you to get the most out of your services. Making the most of treatment and working toward long term recovery and well-being requires partnership between you and your providers. Many providers will give you a list of responsibilities at your first appointment. The following are some of the responsibilities you may have:

You have the RESPONSIBILITY to keep appointments

Let your provider know as soon as possible if there is a need to cancel an appointment. Getting to your first appointment is often the most difficult, but it is very important to keep this appointment.

You have a RESPONSIBILITY to share information

Give your provider complete information so you can agree upon support or treatment goals. Types of information to share includes medication(s) that works for you, side effects you are having, symptoms that you are experiencing, ideas of suicide or harming others, the types and amount of substances you may have been using, and any physical or emotional trauma you may have experienced. These are only a few examples. Information you discuss in treatment increases the likelihood that your provider will deliver the best possible care.

You have the RESPONSIBILITY to help develop and follow your Person Centered Plan (PCP), Individual Support Plan (ISP) or Treatment Plans

Your plan includes the services, medication and people responsible for your services or treatment. Let your provider know if you expect to have trouble following through.

You have the RESONSIBILITY to let the provider know when the plan no longer works for you.

You have the RESPONSIBILITY to help develop and follow your medication plan if you need one

Let your provider know about medication changes, including side effects or medications that are given by other doctors or other providers. Let them know if you have trouble buying or taking your medications that are prescribed.

You have the RESPONSIBILITY to respect the Rights and Property of others

Review the list of RIGHTS in this brochure. Other consumers and the staff of your provider agency have all or most of the same rights you have. This includes the right of privacy and being treated with respect.

ADVOCACY

MeckLINK Behavioral Healthcare Consumer and Family Advisory Committee (CFAC) - CFAC is established in NC law as the only advisory committee to MeckLINK Behavioral Healthcare. It is made up of consumers of services and family members of consumers. The purpose of the CFAC is to ensure meaningful participation by consumers and families in the development and delivery of a high quality service system of mental health, intellectual/developmental disabilities and substance abuse services in Mecklenburg County.

CFAC acts as the voice for consumers and family members and works in partnership with MeckLINK Behavioral Healthcare staff. Professionals have special education and expertise, but consumers and families are experts about their own lives and what works to assist them to achieve their goals. CFAC acts as their voice to ensure that their perspective is included in policies, procedures and the management of the provider network. CFAC seeks to ensure that MeckLINK Behavioral Healthcare and its providers are providing timely, easy access to the right amount of appropriate, high quality services so persons can reach the outcomes they desire for recovery and independence.

To get additional information about CFAC's mission or to find out about membership please call MeckLINK Behavioral Healthcare at 704-336-2023.

MeckLINK Behavioral Healthcare Human Rights Committee - The Human Rights Committee (HRC) has the responsibility to oversee MeckLINK Behavioral Healthcare's compliance with federal and state rules regarding consumer rights, confidentiality, and complaints. MeckLINK Behavioral Healthcare Human Rights Committee consists of consumers, family members, and expert advisors who meet quarterly. The HRC reviews and monitors all trends in the use of restrictive interventions, abuse, neglect, and exploitation, deaths, and medication errors as well as over-sight of all Human Rights activities of MeckLINK Behavioral Healthcare. More Information about the HRC can be obtained on our Web-site <http://mecklink.charmeck.org> or by calling the Advocacy, Outreach, and Communications Team at 704-353-1300.

The MeckLINK Behavioral Healthcare LME-MCO Advocacy, Outreach, and Communications Team is responsible for the identification and support of interests of consumer and families in Mecklenburg County and promotes strong, effective relationships with the community. The staff of the Advocacy, Outreach, and Communications Team is dedicated to providing advocacy to all consumers, outreach to underserved populations, and education and information to consumers and families to create a clear understanding of consumer rights, services, access to services, and benefits provided by MeckLINK Behavioral Healthcare. The Advocacy, Outreach, and Communications Team can assist you with filing a complaint and can be reached at 704-336-6027. All calls are confidential.

A list of community-based advocacy groups in Mecklenburg County is available by contacting MeckLINK Behavioral Healthcare Call Center at 704-336-6404 and is also posted on the MeckLINK Behavioral Healthcare public website at <http://mecklink.charmeck.org>.



MeckLINK
BEHAVIORAL HEALTHCARE
Call. Connect. Care.

429 Billingsley Rd.
Charlotte, NC 28211
704-336-6404
877-700-3001

Important Phone Numbers

MeckLINK Behavioral Healthcare	704-336-6404 877-700-3001 (toll free) 704-432-3452 (TTY)
Adult/Child Abuse or Neglect	704-336-2273
Social Services Call Center Medicaid Food Stamps Medicaid Transportation	704-336-3000
Mobile Crisis Team	704-566-3410
CMC-Randolph Psychiatric Emergency Room	704-358-2700
CMC-Randolph Call Center	704-444-2400
Presbyterian Hospital Access Line	1-800-786-1585
MeckLINK Complaints	704-336-6027
Mecklenburg County Health Department	704-336-6500
Mecklenburg Substance Abuse Services Center	704-336-3067
Social Security Administration	800-772-1213
My First Responder	_____