



## Provider Access for Innovations Waiver and “B(3)” Services

People with Medicaid should receive the medical and community-based services they need to stay healthy and safe. It is important to be able to find good providers and staff in the community to provide these services. But sometimes services are approved and it is impossible to find someone to provide them. As a result, family members often have to step in to provide the supports the person needs to be healthy and safe in the community. This situation can be hard on family members, who might have a job or other responsibilities, and is harder still on those who don't have family or friends who can fill in the gaps.

If you or a family member have been approved for services but cannot find a provider or staff, you can follow the steps below. It is important to make key decision makers aware of the lack of available providers and staff and its impact on North Carolinians.

### What Can Be Done about the Lack of Access to Available Providers?

There are several actions that you can take to advocate for the services you need. If possible, always make your requests in writing (an email is great) to make sure you have documentation of your complaint. Please send any responses you receive to us at [info@disabilityrightsncc.org](mailto:info@disabilityrightsncc.org) with the subject line “Provider Access” so that we may identify ongoing concerns.

- 1. Report the problem (in writing) to your Care Coordinator.** If you verbally report it, follow up with an email that summarizes what you talked about.
- 2. Contact the Customer Service and Community Rights Team at NC DHHS:** By email at [dmh.advocacy@dhhs.nc.gov](mailto:dmh.advocacy@dhhs.nc.gov); or by phone at 919-715-3197, or 1-855-262-1946.



- 3. File a Grievance with your LME/MCO.** (Find your LME/MCO at the end of this document for directions on how to file a grievance): Put your grievance in the form of a letter or email. Grievances should always be in writing. The MCO is required to respond within 90 days (the State must review the grievance as part of monitoring the MCOs).
  
- 4. Send an email to key decision makers that explains the problem** that you (or a family member) are having finding a provider and/or receiving services, and how that lack of service is negatively impacting you. Send your email to the following individuals:
  - a. To the North Carolina Department of Health and Human Services:
    - i. Dr. Mandy Cohen, Secretary of NC DHHS: [Mandy.Cohen@dhhs.nc.gov](mailto:Mandy.Cohen@dhhs.nc.gov)
    - ii. Dave Richard, Deputy Secretary for NC DHHS: [Dave.Richard@dhhs.nc.gov](mailto:Dave.Richard@dhhs.nc.gov)
  - b. The Chief Executive Officer (CEO), Chief Medical Officer (CMO), and Board of Directors of your LME/MCO (see below for their contact information.)
  
- 5. Tell your story to your North Carolina state legislators.** Your state legislators may be able to advocate for you. It is important that policy makers hear your story so they know how the laws they write affect their constituents. Find your NC House and NC Senate representatives at this website: <https://www.ncleg.gov/RnR/Representation>

## Contact information for each LME/MCO

**Find your LME/MCO in the list below:** We have included the contact information for some key people to send your complaint to (see step 4. B above) along with information about filing a grievance.

### **Alliance Health**

5200 Paramount Parkway, Suite 200  
Morrisville, NC 27560  
919-651-8401 (P)  
919-651-8672 (F)

Rob Robinson, CEO [rrobinson@AllianceHealthPlan.org](mailto:rrobinson@AllianceHealthPlan.org)

Dr. Mehul Mankad, CMO [mmankad@AllianceHealthPlan.org](mailto:mmankad@AllianceHealthPlan.org)

A list of the current Board of Director members can be accessed here: <https://www.alliancehealthplan.org/about-alliance/board/>

To contact the Board of Directors, email [vingram@AllianceHealthPlan.org](mailto:vingram@AllianceHealthPlan.org) and request that the Executive Assistant, Veronica Ingram, forward your complaint to the Board members, or request email addresses for the board members.

To file a written grievance: [Complaints@AllianceHealthPlan.org](mailto:Complaints@AllianceHealthPlan.org)

### **Cardinal Innovations Healthcare**

550 S. Caldwell Street, Suite 1500  
Charlotte, NC 28202  
(704) 939-7700 (P)  
(704) 939-7907 (F)

Trey Suttan, CEO [trey.suttan@cardinalinnovations.org](mailto:trey.suttan@cardinalinnovations.org)

Dr. Wendy Welch, CMO [wendy.welch@cardinalinnovations.org](mailto:wendy.welch@cardinalinnovations.org)



A list of the current Board of Directors members can be accessed here: <https://www.cardinalinnovations.org/About/Board-of-Directors>

To contact the Board, complete the contact form. There is a drop-down menu where you can choose for it to go to all the board members: <https://www.cardinalinnovations.org/About/Board-of-Directors/Contact>

To file a written grievance, download the form and mail it in to the address on the form. The form can be accessed at: <https://www.cardinalinnovations.org/getmedia/805df832-ecc8-4fc3-877d-22b0209753ac/grievance-form-from-procedure.pdf>

### **Eastpointe**

514 East Main Street  
Beulaville, NC 28518  
800-913-6109 (P)  
910-298-7180 (F)

Sarah N. Stroud, CEO [sstroud@eastpointe.net](mailto:sstroud@eastpointe.net)

Dr. Sid M. Hosseini, CMO [shosseini@eastpointe.net](mailto:shosseini@eastpointe.net)

A list of the current Board of Directors members can be accessed here:

<http://www.eastpointe.net/about/>

You may send a copy of the complaint to [lwashington@eastpointe.net](mailto:lwashington@eastpointe.net) and ask Ms. Lorraine Washington, who is a board member, to share the complaint with the other board members.

File a grievance: [https://fd10.formdesk.com/Eastpointe/complaint\\_form](https://fd10.formdesk.com/Eastpointe/complaint_form)

### **Partners Behavioral Health Management**

901 South New Hope Road  
Gastonia NC 28054  
704-884-2501 (P)  
704-884-2713 (F)



Rhett Melton, CEO [rmelton@partnersbhm.org](mailto:rmelton@partnersbhm.org)

Elizabeth “Bess” Stanton, CMO [bstanton@partnersbhm.org](mailto:bstanton@partnersbhm.org)

A list of the current Board of Directors members can be accessed here: <https://www.partnersbhm.org/partners-board-directors/>

You may send a copy of the complaint to [TPyles@partnersbhm.org](mailto:TPyles@partnersbhm.org) and request that Ms. Tammy Pyles (Clerk to the Board) share copies of your complaint with the board members or provide you with their email addresses.

File a grievance: [Grievances@partnersbhm.org](mailto:Grievances@partnersbhm.org)

### **Sandhills Center**

1120 Seven Lakes Drive  
West End, NC 27376  
910-673-9111 (P)  
910-673-6202 (F)

Victoria Whitt, CEO [victoriw@sandhillscenter.org](mailto:victoriw@sandhillscenter.org)

Dr. Anthony Carraway, CMO [tonyc@sandhillscenter.org](mailto:tonyc@sandhillscenter.org)

A list of the current Board of Directors members can be accessed here: <https://sandhillscenter.org/about/board-of-directors>

You may send a copy of the complaint to [sherryb@sandhillscenter.org](mailto:sherryb@sandhillscenter.org) - and request that Sherry Bynum (Clerk to the Board) share a copy with all board members or provide you with their email addresses.

File a grievance: <https://www.sandhillscenter.org/for-consumers/grievance-form/>

### **Trillium Health Resources**

201 W. First Street  
Greenville, NC 27858  
866-998-2597



Leza Wainwright, CEO [Leza.Wainwright@TrilliumNC.org](mailto:Leza.Wainwright@TrilliumNC.org)

Michael Smith, CMO [Michael.Smith@TrilliumNC.org](mailto:Michael.Smith@TrilliumNC.org)

A list of the current Board of Directors members can be accessed here: <https://www.trilliumhealthresources.org/sites/default/files/docs/About-Us/Governing-Board/Trillium-Governing-Board-Roster.pdf>

You may send a copy of the complaint to [Rita.Joyner@TrilliumNC.org](mailto:Rita.Joyner@TrilliumNC.org) and request that Rita Joyner share a copy with all Board members or provide you with their email addresses.

File a grievance: <https://www.trilliumhealthresources.org/explore-trillium/contact-us/complaint-grievance-compliment-question>

### **Vaya Health**

200 Ridgefield Court, Suite 206

Asheville, NC 28801

828-225-2785 (P)

828-225-2796 (F)

Brian Ingraham, CEO [brian.ingraham@vayahealth.com](mailto:brian.ingraham@vayahealth.com)

Dr. Craig Martin, CMO [craig.martin@vayahealth.com](mailto:craig.martin@vayahealth.com)

Board of Directors members can be found here:

<https://www.vayahealth.com/get-to-know-us/transparency/board-of-directors/>

You may send a copy of the complaint to the Board clerk at: [board.clerk@vayahealth.com](mailto:board.clerk@vayahealth.com) and request distribution to Board Members or the email addresses for Board Members.

File a grievance: [resolution@vayahealth.com](mailto:resolution@vayahealth.com)



**Disability Rights North Carolina** is a 501(c)(3) nonprofit organization headquartered in Raleigh. It is a federally mandated protection and advocacy system with funding from the U.S. Department of Health and Human Services, the U.S. Department of Education, and the Social Security Administration.

Its team of attorneys, advocates, paralegals and support staff provide advocacy and legal services at no charge for people with disabilities across North Carolina to protect them from discrimination on the basis of their disability. All people with disabilities living in North Carolina are eligible to receive assistance from Disability Rights NC.

Contact us for assistance or to request this information in an alternate format.

**Disability Rights North Carolina**

3724 National Drive, Suite 100  
Raleigh, North Carolina 27612  
[info@disabilityrightsncc.org](mailto:info@disabilityrightsncc.org)  
[www.disabilityrightsncc.org](http://www.disabilityrightsncc.org)

919-856-2195  
877-235-4210 (toll free)  
888-268-5535 (TTY)  
919-856-2244 (fax)

**Endnotes**

1. When there are reductions or denials of requested services or service hours, there is an appeals process to follow. Information on how to proceed can be found here: [https://disabilityrightsncc.org/wp-content/uploads/2019/10/Resource\\_Factsheet\\_Medicaid\\_Appeals\\_with\\_MCOs\\_2017.pdf](https://disabilityrightsncc.org/wp-content/uploads/2019/10/Resource_Factsheet_Medicaid_Appeals_with_MCOs_2017.pdf). You may also advocate in other ways outlined in this document, but you must still follow the rules of the appeals process in order to have your appeal considered.