

# MEMBER HANDBOOK

*A guide for members, families and providers*



**SANDHILLS  
CENTER**

*Serving Anson, Guilford,  
Harnett, Hoke, Lee, Montgomery,  
Moore, Randolph and Richmond  
counties in central North Carolina*

**MAY 18, 2021**

## Welcome to Sandhills Center

Sandhills Center manages behavioral health care for members and their families who live in the Sandhills Center service area. These services may be funded by Medicaid or state funds. Sandhills Center has a network of service providers to serve its members.

This handbook will help you learn about Sandhills Center. It will also help you learn about the services we offer. You have the right to call Customer Services (1-800-256-2452) and ask for a copy of this handbook.

**Other Formats:** To get a large print copy of this Handbook, call 1-800-256-2452. It is also on our website at [www.sandhillscenter.org](http://www.sandhillscenter.org). If you need a handbook in Spanish, one is on our website, or call our toll free number 1-800-256-2452.

If you have questions, call Sandhills Center at 1-800-256-2452. For hard of hearing or deaf member, use the TTY service at 1-866-518-6778 to speak to someone who will help you. [NCQA UM 3 A.1, 4]

### How Sandhills Center operates and is governed

Sandhills Center is governed by a Board of Directors. This board manages the service system for children and adults. The board is appointed by the County Commissioners from the counties Sandhills Center serves. Providers who contract with Sandhills Center are not on the Board.

If you have questions about how Sandhills Center operates, call 1-800-256-2452. Sandhills Center programs and departments include:

- Customer Services
- Corporate Compliance
- Care Management/Utilization Management
- Care Coordination
- Health Network
- Quality Management
- Administrative and Support Services

## **MISSION STATEMENT**

The mission of Sandhills Center, a Local Management Entity-Managed Care Organization, is to develop, manage and assure that persons in need have access to quality mental health, Intellectual/developmental disabilities and substance use disorder services.

## **VISION**

Sandhills Center, a Local Management Entity-Managed Care Organization, will partner with members, their families, service providers, policy makers, and other community stakeholders in creating, managing, and supporting Behavioral Health services that meet the needs of our Community.

## **WORKING PRINCIPLES**

Sandhills Center, a Local Management Entity-Managed Care Organization strives to promote:

- Access to a continuum of services to meet the Behavioral Health needs of the citizens of Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, and Richmond Counties of North Carolina;
- Active partnerships among members, families, providers and the community;
- High quality Mental Health, Intellectual/developmental disabilities, and Substance Use Disorder services;
- Cost-effective delivery of services in the least restrictive environment, appropriate to the needs of members;
- A provider network that is culturally competent and respectful in meeting members' needs;
- A collaborative approach to problem solving and resource development.

**IMPORTANT NAMES AND PHONE NUMBERS**

**Sandhills Center** 24 Hour Toll-Free Access and Information Line: 1-800-256-2452

If you are deaf or hard of hearing and have a TTY device, follow these steps to call Sandhills Center.

**TO MAKE A STANDARD TTY RELAY CALL:**

- 1) Dial 711.
- 2) When the message "RC NBR CALLING PLS GA" appears on your TTY display screen, type in Sandhills Center number 1-800-256-2452.
- 3) A telephone assistant will place your call and help you with the call.

**TO MAKE DIRECT TTY CALLS TO SANDHILLS CENTER:**

Dial 1-866-518-6778 from your TTY device.

**Record Your Provider Information Here:**

My Primary Care provider's name and number:

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My behavioral health care provider's name and number:

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My Care Coordinator's name and number:

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OTHER

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

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## **GETTING STARTED**

### **SERVICES OF THE SANDHILLS CENTER HEALTH PLAN**

The services and supports of the Medicaid Managed Care Waiver for mental health, intellectual/developmental disabilities, and substance use disorder are called the Sandhills Center Health Plan.

Behavioral health services help people think, feel, and act in healthy ways. There are services for people with:

- Mental health problems
- Substance use problems
- Intellectual/developmental disability

You can receive services based on three things:

- Your need
- Your insurance of benefit eligibility
- Approval of authorization for services

If you have questions about services, please call Customer Services at 1-800-256-2452, day or night.

### **CHANGES TO PROGRAMS AND SERVICES**

You will be sent written notice of any major changes to the Sandhills Center health plan. The letter about the change will come at least 30 days before the changes start. Call 1-800-256-2452 if you have questions.

### **YOUR MEDICAID CARD**

If you have a valid Medicaid card from one of these counties, you are a member of the Sandhills Center Health Plan:

- Anson
- Guilford
- Harnett
- Hoke
- Lee
- Montgomery
- Moore
- Randolph
- Richmond

Keep your Medicaid card in a safe place. Do not let anyone else use your card. Bring your Medicaid card to all medical and behavioral health appointments.

## **HOW TO GET BEHAVIORAL HEALTH SERVICES**

Please call Customer Services at 1-800-256-2452 for help day or night.

**If you need assistance in other languages**, Call Center staff will connect you to a translator. This service is free.

**If you have a hearing impairment**, use the TTY number – 1-866-518-6778.

### **Behavioral Health Screening**

The Sandhills Center Behavioral Health Screening Program is a process of deciding if a member needs services for a coexisting mental health, substance use, or medical disorder. Sandhills Center uses screenings related to coexisting mental health and substance use disorders. Coexisting disorders may include any combination of two or more mental health and substance use disorders. Sandhills Center also uses another screening program to identify metabolic syndrome in children on medications for behavioral health.

### **Access2Care**

Sandhills Center's Access2Care provides online behavioral health self-screening. These screenings are free, confidential and available 24 hours a day, 7 days a week. You will also find educational resources and referral information.

Please visit [www.sandhillscenteraccess2care.org](http://www.sandhillscenteraccess2care.org) for more information, or look under "For Consumers and Families" on the Sandhills Center website.

### **WHEN YOU CALL FOR HELP**

An experienced staff will help you decide if you are in need of behavioral health services. In an emergency, the Call Center may send a crisis team or contact 911 to help you. Call Center staff can make an appointment with a provider near you. Your call is private and confidential.

### **HOW CAN I GET CARE IN AN EMERGENCY?**

You can contact Sandhills Call Center for help. Call 1-800-256-2452 day or night. For anyone with a hearing impairment: TTY number 1-866-518-6778.

In an emergency, or any life-threatening situation, you should call 911 or go to the nearest hospital Emergency Department. You do not have to call Sandhills Center first.

### **WHAT IS AN EMERGENCY?**

A life-threatening emergency is when you believe you need care right away so that you or another person does not get hurt.



## **SERVICES AND BENEFITS**

These are the levels of services for members with Medicaid. These levels are based on your needs. The levels of service are:

### **Basic Benefits**

- Reflect the least restrictive level of care
- Provide brief services for short term needs
- Need a simple referral from a provider in the Sandhills Center Network or call center
- Includes being seen by a doctor for evaluation and medication, if needed.
- Not usually given a Sandhills Center care coordinator

### **Enhanced Benefits**

- Services to help keep members in their home
- Part of the member's person-centered-plan. Provide services that help members recover.
- Coordinated to make sure the member receives the proper services.

### **Residential**

- For members who need treatment outside their homes
- Must be authorized
- Included in the person-centered-plan
- Provided in the least restrictive community setting
- Length of services varies

## **AFTER I CALL, WHEN WILL I GET HELP?**

The Call Center staff will decide how quickly you need help.

### **Emergency Need:**

Examples of emergencies include:

- You are thinking about harming yourself or others
- You are seeing or hearing things that other people don't see or hear.
- Your alcohol or drug use is life threatening or causing work and family problems

**What we will do:** We will provide you with face-to-face contact within two hours.

**Urgent Need:**

Examples of urgent needs include:

- You may have thoughts about harming yourself or others, but do not have a plan.
- You have a drug or alcohol problem that needs immediate care.

**What we will do:** Sandhills Center will arrange for you to receive services within two calendar days.

**Routine Need:**

Examples of routine needs include:

- Life problems that are making it hard at work, school, or family life
- Substance use that is a problem for you at work, school or home

**What we will do:** We will provide you with services within 14 calendar days.

**PREPARING FOR A CRISIS**

When you receive an enhanced service, your service plan will have a crisis plan. This crisis plan is written by you and your service team. Your crisis plan will be shared with all your service providers. Things to include in your crisis plan:

- Names and phone numbers of people to contact that can help you
- Treatments or medications that have worked well for you
- Hospitals or other facilities you like
- Signs that you may be about to have a crisis

If you have trouble writing, provider staff or people you trust can help you write your plan. If your provider has Peer Support staff, they may be very helpful. Peer Support staff may have had some of the same challenges in their lives.

**SERVICES NOT COVERED UNDER THE SANDHILLS CENTER HEALTH PLAN FOR CHILDREN UNDER THE AGE OF 21****EARLY AND PERIODIC SCREENING, DIAGNOSIS AND TREATMENT (EPSDT)**

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) is a law that helps Medicaid-eligible children get the services they need. The services must be medically necessary and included in the EPSDT part of the Social Security Act.

## **COVERAGE AND REQUIREMENTS**

Services must be ordered by the child's physician or another licensed clinician. Prior approval from the Division of Health Benefits may be required to assure medical necessity for some services.

### **COVERED SERVICES:**

- Must be medically necessary to correct or improve a defect, physical or mental illness, or a condition that is found through a screening examination.
- Must be listed in the EPSDT section of the Social Security Act.
- Must be proven safe and effective.

For more information, contact:

- Medical Assistance Operations Section at 919-855-4260.
- Sandhills Center Customer Services at 1-800-256-2452.
- Ask your healthcare provider.

### **SPECIAL POPULATIONS:**

Certain members who use substances have special service needs and can get priority admission to substance use disorder treatment services. These members are:

- A pregnant woman that is injecting drugs
- A pregnant woman who is using drugs or alcohol
- An injecting drug user -male or female

If you believe you are in one of the above groups, you can get admission preference to a treatment program. If you need more information, call your provider or 1-800-256-2452.

### **REQUESTING NON-COVERED SERVICES**

The Sandhills Center Clinical Leadership Team and Chief Medical Officer/Chief Clinical Officer review requests for new services that have not been previously approved. The Chief Medical Officer/Chief Clinical Officer makes a recommendation to the LME-MCO Chief Executive Officer regarding service provision. Members or providers can submit the Non-Covered Medicaid Service Request Form provided on our website for consideration or new services or technologies.

## **ADULTS AND CHILDREN WITH INTELLECTUAL/DEVELOPMENTAL DISABILITIES**

People with intellectual or developmental disabilities (IDD) can live well in the community. Supports may include help in finding and learning a job. Respite gives relief to the person and family in times of need. Help and

supports can also let a person move from an institution to living in a community.

## **CHOOSING A PROVIDER**

You can choose a provider by:

- Calling the Sandhills Center Call Center at 1-800-256-2452. If you need services, the Call Center staff will offer you a choice of providers near you.
- Go to the Sandhills Center Website [www.sandhillscenter.org](http://www.sandhillscenter.org) and look up the information under: For Consumers and Families: What are my provider options?

## **HOW CAN I GET A LIST OF PROVIDERS?**

The Sandhills Center website [www.sandhillscenter.org](http://www.sandhillscenter.org) has a list of providers in the Sandhills Center Network. The list includes names, locations, telephone numbers, services, specialties, languages qualifications/disciplines, and how to contact them.

Call Customer Services at 1-800-256-2452 if you need help finding a provider.

## **ARE SERVICES FROM ALL PROVIDERS COVERED?**

Sandhills Center will allow use of an out of network service provider if there is no appropriate in-network provider to meet your needs, with no benefit penalty. Unauthorized services from providers not in the Sandhills Center Network are not covered unless it is an emergency. Some services may not be provided at the same time as others. For questions about services, call 1-800-256-2452.

## **COPAYMENTS**

Providers in the Sandhills Network are not allowed to charge or collect copays for Medicaid services.

## **OTHER INSURANCE**

Federal rules require Medicaid to pay last. This policy means that all insurance, including Medicare and private health insurance, must pay before Medicaid pays. Be sure to let your provider know about any health insurance you have.

## **AM I ELIGIBLE FOR STATE-FUNDED SERVICES?**

You may be able to get state-funding if you need behavioral health services and cannot pay for them. You may qualify if:

- You have Medicaid and need a service not covered by Medicaid.
- The service you need is not covered by your private insurance

- You have used up your private insurance behavioral health benefits
- You don't qualify for Medicaid and have no other insurance

Check with your provider to see if you are eligible for state-funded services.

## **LOCATION OF PROVIDERS**

Most services will be within 30 miles or 30 minutes from your home. Sandhills Center will help you find a provider that meets your needs as close to your home as possible.

In an emergency, you have the right to get care at any location that provides Emergency Care without calling Sandhills Center first. [NCQA RR 3 A.10]

## **CAN I RECEIVE SERVICES FROM NON-NETWORK PROVIDERS?**

You may receive services from a non-network provider if:

- You cannot be safely or appropriately transferred to a network facility or program
- You require care, but the right care is not available in a network program or facility.
- You have an emergency and cannot get to a provider in the Sandhills Center Network.

If a network provider is not available, you may use a non-network provider with no benefit penalty. Call the Call Center if you have questions about a provider outside the Sandhills Center network or about specialty care that is not covered under the Sandhills Center health plan -1-800-256-2452. If you receive unauthorized services from a provider not in the Sandhills Center Network, you may be responsible for the cost (except in an emergency).

## **SERVICES FROM OUT-OF-STATE or OUT-OF-AREA PROVIDERS**

If you are out of the Sandhills Center area and need services, have the provider contact our Network Department at 1-855-777-4652.

## **SERVICES FOLLOWING A CRISIS OR HOSPITALIZATION**

After a crisis or hospitalization, you need services to help you remain stable and well. The following locations provide follow-up services:

### **Daymark Recovery:**

Anson: 704-694-6588

Hoke: 910-875-8156

Montgomery: 910-572-3681

Randolph-Asheboro: 336-633-7000

Richmond: 910-895-2462

### **Monarch Behavioral Health:**

#### **RHA:**

Harnett: 910-893-5727

Lee: 919-774-6521

Moore: 910-295-6853

Randolph-Archdale: 336-431-0700

Guilford -Greensboro: 336-676-6840

Guilford- High Point: 336-899-1505

## **HOW DO I CHANGE PROVIDERS?**

If you wish to change your provider, contact your current provider to make changes or cancel your appointments. If you prefer, call our Customer Services toll free line at 1-800-256-2452 for assistance.

## **TRANSPORTATION**

The Department of Social Services has a free ride service you may use. The service helps you get to the doctor or other medical appointment.

If you do not have Medicaid, there is a small charge for the service. For more information about this service, look in the Supports section of this handbook, or call the Department of Social Services in your county.

## **CULTURAL COMPETENCE OF PROVIDERS**

An important goal for Sandhills Center is to make sure our network of providers match our local communities. Allowing members and their families to make their own choices is what shapes the service system. Sandhills Center and its providers believe in cultural competence. This goal means more than just knowing about the different groups in our area. Knowing about the behaviors, attitudes, and beliefs of people make the service system work better.

If you have special cultural needs, let your provider know.

## **PLANNING AHEAD**

You have the right to make plans for your treatment in advance by creating an Advance Directive. An Advance Directive is a written, legal document that states your wishes for your health care if ever you are no longer able to make decisions for yourself. There are three types of advance directives.

- Psychiatric Advance Directives or the Advance Directive for Mental Health Care
- Health Care Power of Attorney
- Living Will

## **PSYCHIATRIC ADVANCE DIRECTIVES:**

The Psychiatric Advance Directive (PAD) or the Advance Directive for Mental Health Care is a legal document. This form gives the instructions for mental health treatment you would want to receive if you are in a crisis and unable to make decisions for yourself.

Your service provider or care coordinator can also help you in writing this plan. The Psychiatric Advance Directive can include your wishes about:

- What you think helps calm you.
- How you feel about seclusion or electric shock treatments.

- What medications you do not want to take.
- Which doctor you want to be in charge of your treatment.

To find more information and forms for Advance Directives:

- Call Advance Healthcare Directive Registry- 919-807-2167
- Website:  
<https://files.nc.gov/ncdma/documents/files/advancedirectexpanded.pdf>
- Write to: Advance Health Care Directive Registry P.O. Box 29622, Raleigh NC 27626-0622

## **HEALTH CARE POWER OF ATTORNEY**

A Health Care Power of Attorney allows you to pick someone who makes decisions for you if you are unable to make your own choices about treatment.

## **LIVING WILL**

A Living Will is a document that tells others what kind of care you want, or if you want to die a natural death if you are incurably sick and cannot receive nutrition or breathe on your own.

All three of these documents must be written and signed by you while you are able to understand your condition and treatment choices, and are able to make your wishes known. Two qualified people must witness all three types of Advance Directives. All three of these documents must be notarized.

## **WHAT DO I DO WITH MY ADVANCE DIRECTIVES?**

Be sure to keep your copies in a safe place and give copies to:

- Your family
- Your treatment team
- Your doctor
- The hospital where you are likely to receive treatment

You can also have your Advance Directive filed in a national database or registered with the North Carolina Advanced Health Care Directive Registry, which is part of the Department of the North Carolina Secretary of State ([www.sosnc.com](http://www.sosnc.com)).

There is a \$10.00 fee to register. This includes the registration, a revocation form, registration card and password. You can use the revocation form at any time if you change your mind and your directives.

## **CAN A PROVIDER REFUSE TO FOLLOW MY ADVANCE DIRECTIVE?**

Your provider must follow your instructions unless:

1. It is the provider's opinion that the directive is not of benefit to you according to accepted community practice standards of treatment;
2. Your directives are not available;
3. Your directives violate the law;
4. You are involuntarily committed to a 24-hour facility and the treating physician and director of clinical services determine that your condition is not likely to improve or you are likely to harm yourself or others before you improve.
5. The directive is not an appropriate treatment in the case of an emergency and may endanger your life or health.

If your provider determines part of your Advance Directive cannot be followed, because of the above reasons, all the other parts of your instructions must be followed.

## **HOW LONG DO MY ADVANCE DIRECTIVES STAY ACTIVE?**

Your Advance Directives are active until you cancel them. You may cancel or change your Advance Directives at any time unless you have been declared incompetent. If you cancel or change your Advance Directives, be sure to tell anyone who has a copy about the change.

If you believe your Advance Directives instructions were not followed, you may file a grievance at 919-807-2167, or contact our call center at 1-800-256-2452 for assistance.

Sandhill Center's Call Center staff can provide information and help you with your Advance Directives. You can reach the Call Center at 1-800-256-2452. Information they can provide includes:

- Your rights under state law
- Sandhill's policies about Advance Directives
- Any limitations on the implementation of your directives
- Your right to make a grievance if you believe your Advance Directive plans were not followed



# YOUR RIGHTS AND RESPONSIBILITIES

## YOUR RIGHTS

You have the right to:

- Be treated fairly and with respect regardless of race, ethnicity, religion, mental or physical disability, sex, age, sexual preference, or ability to pay.
- Participate in making your Service Plan and in decisions regarding your Health Care including the right to refuse treatment.
- Receive information about Sandhills Center, its services, its practitioners and providers, and referrals for Specialty Care (including cost sharing, if any) and how to access Medicaid benefits that are not covered.
- Receive information about your rights and responsibilities.
- Be free from restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Request and receive a copy of your medical record. If your doctor or therapist decides that this would be harmful to your physical or mental well-being, you may ask that the information be sent to a doctor or professional of your choice.
- Receive your services in a safe place.
- Refuse services, unless the services are court-ordered.
- Include any persons you wish in your treatment.
- Have your protected health information kept private.
- Obtain information in your own language or have it translated.
- Receive oral interpretation services at no cost to you.
- File a grievance, or appeal without penalty.
- Receive good care from providers who know how to take care of you.
- Participate with your practitioners in making decisions about your health care.
- Choose a provider from the Provider Network.
- Use your rights with no negative action by the NC Division of MH/DD/SAS or Sandhills Center and maintain the same civil and legal rights as anyone else.
- Be treated with respect, including dignity and privacy.
- Receive information on available treatment choices and alternatives, regardless of cost or benefit coverage, and to have these choices explained in a way you can understand them.
- A State Fair Hearing about any action taken by Sandhills Center, including a service denial.
- Recommend changes to Sandhills Center Policy and Procedures, including its member rights and responsibilities policy.
- Get information on how to recommend changes in Sandhills Center Policy and Procedures.

- Make written Advance Directives.
- For a second opinion for treatment. To get a second opinion, call Customer Services at 1-800-256-2452 and request to speak to a staff member who can set up a second opinion within the network or arrange for one outside of the network at no cost to you.
- To report that suspected violation to the NC Department of Health and Human Services if you live in an Adult Care Home and believe there has been any violation of your rights.

## **YOUR CIVIL RIGHTS**

Members are entitled to all civil rights including:

- To register and vote.
- To buy or sell property, or to own property.
- To sign a contract.
- To sue others who have wronged you.
- To marry or get a divorce. To have and raise children.
- If you have been determined to be incompetent and have a court appointed guardian, you still keep all legal and civil rights except those that are given to the guardian by the court.

## **YOU HAVE THE RIGHT TO ASK FOR THIS INFORMATION AT ANY TIME:**

- A Member Handbook at least annually and as needed from Sandhills Center.
- The name, location, and telephone number of the current providers in your service area that speak a language other than English and the name of the language(s) spoken.
- The name, location, and telephone number of the providers in your service area.
- Any limits of your freedom of choice among network providers.
- A description of how after-hours and emergency coverage is provided.
- A description of what is an emergency medical condition and what are emergency and post stabilization services.
- The process for getting emergency services, including the use of the 911 telephone system or local emergency numbers.
- The location of providers and hospitals that provide emergency/post stabilization services. Your right to use any hospital or other setting for emergency care.
- Your right for a second opinion for treatment. (Without cost from a Qualified Health Care Professional within the network, or outside the network if necessary).
- Your right to get emergency services without getting approval first.
- The amount, duration, and scope of your benefits.
- The process for getting services, including approval requirements.

- How you may get benefits from out-of-network providers.
- The rules for post stabilization care services.
- How and where to get services. How transportation can be provided.
- The structure and operation of Sandhills Center.
- The grievance, appeal, and fair hearing procedures and timeframes.
- You have the right to recommend changes to LME-MCO Policy and Procedures. To recommend changes, contact the LME/MCO:
  - 1) By phone: 1-800-256-2452
  - 2) By writing: Sandhills Center P.O. Box 9 West End, NC 27376
  - 3) In person: 185 Grant St, West End NC 27376
- The right to develop Advance Directives.
- The right to receive procedures for recommending changes in LME-MCO Policy and Procedures by:
  1. By phone: 1-800-256-2452
  2. By writing: Sandhills Center PO box 9 West End, NC 27376
  3. In person: 185 Grant St., West End, NC 27376

To request any of this information, contact Sandhills Center Customer Services toll free at 1-800-256-2452.

## **YOUR RIGHTS IN A 24-HOUR FACILITY**

If you enter a 24-hour treatment facility, the rules for that facility will be given to you and explained. The facility rules must be given to you within 72 hours or within your first three visits to the program. These rules will cover hygiene, grooming, your living environment, your personal funds, and storage and protection of clothing and possessions.

## **RIGHTS OF MINORS**

If you are a minor living in a 24-hour facility, the following rights cannot be restricted. You have the right to:

- Access proper supervision and guidance.
- Communicate with your parents or guardian.
- Have opportunities to mature physically, emotionally, intellectually, socially, and vocationally.
- Receive services separate from adults as appropriate.
- The right to socialize with other persons in the program.
- To make suggestions about the program operations and its rules.

For more information, you may ask for a copy of “Client Rights Rules in Community MH/DD/SA Services” or contact:

- The Division of MH, 3022 Mail Service Center; Raleigh, North Carolina 7699-3022

A minor has the right to agree to some treatments without the consent of his or her parent or guardian, including the following:

- Treatment of sexually transmitted diseases

- Pregnancy services
- Use of controlled substances or alcohol treatment
- Emotional disturbance treatment

If you have a legal guardian or are under the age of eighteen, your parent(s) or legal guardian may have access to treatment information and authorize release of information on your behalf unless services are being provided to minors in accordance with the law.

## **YOUR RESPONSIBILITIES**

You have the responsibility to:

- Give information needed for your care to your providers.
- Follow instructions and guidelines from your providers.
- Understand your health problems and participate in developing treatment goals that you and your practitioner agree on, as much as possible.
- Know the name of your clinical home and the staff working with you.
- Schedule appointments during regular office hours when possible, limiting the use of Urgent Care and Emergency Room facilities.
- Arrive on time for appointments.
- Attend all scheduled appointments or call to cancel before the scheduled time.
- Participate in creating your Service Plan.
- Be aware of your rights.
- Take care of yourself.
- Assist in moving towards your recovery.
- Treat others with respect and work cooperatively with others.
- Provide financial information and document your income.

## **ACCOMMODATIONS**

Sandhills Center and our providers follow all the rules of the Americans with Disabilities Act (ADA). Accommodations will be provided when requested, to assure that everyone has equal access to services.

## **OTHER SERVICES:**

### **TRANSITION TO COMMUNITY LIVING (TCLI)**

The TCLI program can help you find an apartment or other housing in the community. Special housing assistance may be available to members who:

- Have a severe mental illness *and*
- Live in assisted living or an adult group home *or*
- Are in a state-operated hospital *and* at risk of being homeless

Sandhills Center offers a variety of supportive services that TCLI members

can continue to receive as they move into the community. These services include:

- ACTT (Assertive Community Treatment Team)
- CST (Community Support Treatment)
- Supported Employment
- Tenancy Support
- Transition Management Services
- Psychosocial Rehabilitation Services
- Peer Support Services

Community living can be an exciting chance to make your own decisions and may result in fewer hospital stays. If you think you may qualify and want more information, call 1-800-256-2452.

Sandhills Center obeys all federal requirements related to the ease of use of services delivered under this program. Sandhills Center makes sure that printed information about services and the crisis hotline are available to members who have limited use of the English language, and those who have hearing/visual impairments

## **ADVOCACY**

### **WHAT IS AN ADVOCATE**

An advocate is someone who has knowledge and can speak with you about your rights. The following local and state advocacy resources are available to you:

- **NAMI** North Carolina (National Alliance on Mental Illness). NAMI North Carolina's Help Line provides information on mental illness, referrals to treatment and community services, and information on local member and family self-help groups throughout North Carolina. NAMI North Carolina provides emotional support, education, and advocacy for people of all ages who are affected by mental illness. Phone: 919-788-0801 or 800-451-9682 (Helpline) Website: <http://www.naminc.org>
- **The Arc** website provides information about services for people with intellectual/developmental disabilities. Website: <http://www.thearc.org>

## **CONSUMER AND FAMILY ADVISORY COMMITTEE (CFAC)**

The Sandhills Center Consumer and Family Advisory Committee recognizes the contributions of members, their abilities, and perspective through:

- Advocating for improvements in quality care
- Identifying barriers and service gaps
- Recommending solutions.

The committee serves as a link between Sandhills Center and the community. It is made up of members and families who live in the Sandhills Center area. For more information, you may contact the Sandhills Center CFAC staff liaison about this committee at 1-800-256-2452.

## **WHAT IS A DESIGNATED REPRESENTATIVE**

If you have a mental illness, you have the right to have a designated representative to help you in protecting your rights. A designated representative may be a parent, guardian, friend, peer advocate, or any other person who may help you protect your rights and knows about your service needs.

## **MEDICAID FRAUD, WASTE, AND ABUSE**

Anyone with knowledge of Medicaid fraud, waste, or abuse should report it.

If you are unsure what Medicaid fraud, waste or abuse is, it could include any of several dishonest acts. Examples include:

- Letting someone else use your Medicaid card
- Having unnecessary medical procedures.
- Billing for services not received.
- Using unqualified staff

You can report fraud, waste, and abuse by:

- 1-877-362-8471 (the Division of Health Benefits)
- The Division of Health and Human Services 1-800-622-7030

If you have questions, call the Sandhills Center Call Center at 1-800-256-2452 day or night.

## **GRIEVANCES AND APPEALS**

### **WHAT IS A GRIEVANCE?**

A statement about a situation or issue regarding your services in which you are not satisfied. Your concerns could be with any provider or Sandhills Center staff. Reasons for reporting a grievance could include:

- The quality of care or services received or access to any service.
- A disagreement about the service you receive or with Sandhills Center.
- The failure of a provider or Sandhills Center to respect a person's rights, privacy, or confidentiality.
- An employee of a provider or Sandhills Center being rude, abusive, or neglectful to you, or taking advantage of you in any way.

### **WHAT CAN I DO IF I HAVE A GRIEVANCE ABOUT MY CARE?**

Please express concerns or problems with your provider and give them a chance to solve the problem. If you are not happy with the results, you may contact Sandhills Center Customer Services at 1-800-256-2452. Sandhills Center staff will answer your questions and help you file a grievance.

### **HOW TO MAKE A GRIEVANCE?**

You can report a grievance if you are not satisfied with any part of your services.

- By talking to any Sandhills Center staff
- By phone: 1-800-256-2452
- Online: Complete a grievance form on the Sandhills Center website
- In writing: Sandhills Center Customer Services, PO Box 9, West End, NC 27376
- In person: Sandhills Center 185 Grant St., West End NC 27376.

For members who are hard of hearing or deaf: TTY number: 1-866-518-6778  
Our staff will provide assistance as needed with your grievance. Assistance will be provided, if needed, with filing appeals and State Fair Hearings.

### **WHO CAN MAKE A GRIEVANCE?**

A grievance can be made by a member or on behalf of a member by one of the following:

- A member or person from any advocacy agency
- A friend, neighbor, family member, or others
- A parent or guardian
- Provider staff or staff who work for any LME-MCO
- Any member of the community
- Other organizations, including DMH/DD/SAS
- An attorney

## **DO I HAVE TO GIVE MY NAME?**

No, a grievance can be made anonymously if you prefer.

## **WHAT HAPPENS AFTER I MAKE A GRIEVANCE?**

After you make a grievance, Sandhills Center staff will contact you within five (5) days. If more information is needed, the staff will ask you for the information. After the grievance is reviewed, you will receive a letter with the results of the review. Sandhills Center must complete the grievance review within 30 days.

You or Sandhills Center may request an extension of the grievance review process up to fourteen (14) days if needed. To request an extension, contact the Customer Services Department at 1-800-256-2452. Your extension request will be reviewed and you will receive a prompt verbal notice of the extension, followed by a written notice within 2 calendar days of the approved extension.

## **GRIEVANCE APPEAL PROCESS**

If you are unhappy with the results of your grievance, you may file an appeal by phone or mail. If you call, you must send a written request within 20 calendar days from the date on the decision letter. Your appeal will be reviewed by qualified staff who were not involved in the original decision.

Sandhills Center  
Customer Services Department  
P.O. Box 9  
West End NC 27376  
Phone: 1-800-256-2452

If you would like additional information about the appeal process, you can do this by contacting Customer Services at 1-800-256-2452.

## **NC Innovations Waiver Individual Budget Appeals**

All members who receive NC Innovation Waiver funding will be assigned an Individual Budget. This Base Budget is used during the member's Individual Support Plan planning. The Base Budget is not a limit on the amount of services a member and/or legally responsible person can request or receive.

1. If a member or legally responsible person disagrees with the Base Budget or Individual Budget Category Level, they may file a grievance.
2. The member or legally responsible person may file a grievance by phone, in person or in writing.



3. A Sandhills Center staff will respond within five days after we receive the grievance.

If you have questions about your Individual Budget or this process, call your Innovations Care Coordinator.

## **UTILIZATION MANAGEMENT, SERVICE REQUESTS, AND APPEALS**

Utilization Management is the part of Sandhills Center that reviews the service requests from providers. Utilization Management reviewers are licensed clinicians with special training in reviewing service requests.

Services are reviewed based on:

- Is it the service you need?
- Is it the right amount?
- Is it for the right length of time?

Utilization Management reviews your need to see if it is medically necessary, which means you need the service to improve your condition. If the Utilization Management reviews the service request and it is approved, you will receive the service.

Utilization Management reviewers do not receive rewards or bonuses for denying services. [NCQA UM 4 E.1-3]

### **WHAT IF MY MEDICAID SERVICE IS NOT APPROVED?**

If your service or request is denied, reduced, suspended, or terminated, you have the right to appeal the decision. If your service request was not approved, you will receive a letter explaining the decision. Instructions on how to appeal the decision are included in the letter.

The letter includes information on these important topics:

- Who has the right to appeal
- Time limits for requesting an appeal
- Who to contact to file an appeal
- How to file an appeal

**IMPORTANT: The first appeal you file must be with Sandhills Center.**

This appeal is called a reconsideration.

You or your representative have the right to request a reconsideration. You may ask a provider to act on your behalf to file a reconsideration. If you choose to have someone assist you with the reconsideration, Sandhills Center will request a signed consent form to share clinical information.

Filing an appeal will not be held against you if you request services in the future.

The letter you receive will explain the time limits for filing your reconsideration. *Please read it carefully.*

You have up to sixty (60) days from the mailing date of the letter to file a reconsideration. You have the right to see information that was used in making the denial decision. You can submit new information that will help the reviewer better understand your condition and why you need the requested services.

Sandhills Center will process your reconsideration and notify you of the decision within 30 calendar days. If your health and safety is at risk, you may request an urgent reconsideration verbally or in writing. This urgent reconsideration is called an expedited reconsideration. Sandhills Center will process the expedited reconsideration and provide a verbal response within 72 hours of your request. A written response will be mailed within three (3) calendar days of your request. Asking for an expedited appeal will not be held against you.

If you need more time for your reconsideration, you may request a 14-day extension. During those 14 days, you may provide additional information related to the appeal. Sandhills Center can also request a 14-day extension to gather additional information that may help your request. Sandhills Center will provide you with a letter within two calendar days if we decide to extend the timeframe. You have the right to file a grievance if Sandhills Center extends the timeframe and you do not agree with the extension.

If you disagree with the reconsideration decision, you can request a State Fair Hearing with the Office of Administrative Hearings (OAH). This appeal must be requested within 120 days of the mailing date on the decision letter. You will be offered a chance for mediation. If you are not happy with the mediation result, you can present your case to an administrative law judge. You or anyone you choose can represent you during a mediation or in front of the administrative law judge. Mediations and hearings are scheduled at your convenience. They typically take place over the phone, but you can request that the hearing be held in person. Mediations will be over the phone.

#### Getting Services During the Appeal:

- You may ask for your services to continue during the reconsideration and State Fair Hearing or you may make a new request for services. If the administrative law judge agrees with Sandhills Center's decision, you may be asked to pay for the costs of these services.

We can help you file an appeal. Call the Utilization Management Department at 1-800-241-1073.

## **NON-MEDICAID (STATE-FUNDED SERVICES)**

If your provider's request for state-funded services is denied, reduced, suspended, or terminated, and you disagree, you have the right to appeal the decision. You will receive a letter explaining the reason for the denial, reduction, suspension, or termination of the service. Instructions on how to appeal the decision will be included in the letter. If you want to appeal the decision, but don't know how, Sandhills Center staff can help you. You can receive help in filing your appeal by calling the Utilization Management Department at 1-800-241-1073.

### **IMPORTANT:**

You have up to fifteen (15) working days from the date of the letter to file your appeal of a denial of state-funded services.

## **Care Coordination**

Care Coordination is a part of Sandhills Center that helps people with the highest needs get the right care.

When your needs put you in high-risk positions (such as repeated crises, hospitalizations, homelessness, imprisonment and/or being between services), Care Coordinators take special care to link you with the special services you need. By working with you and your provider(s), Care Coordinators help by making referrals or suggesting the use of other resources.

Care Coordinators are available to help people in the groups:

1. Adults and children with Intellectual/Developmental Disabilities (I/DD)
2. Adults and children with Mental Health/Substance Use Disorder (MH/SUD) issues
3. Children in need of placement in Level III Group Homes
4. Adults with Serious Mental Illnesses who are in or are going to be placed in an Adult Care Home
5. Children who have both Intellectual/Developmental Disabilities and mental health issues

Care Coordinators do the following:

- Identify members who fit into one of the groups listed above
- Get members with the highest needs linked to Care Coordination
- Get members with the highest needs linked with a clinical home and community-based intervention services
- Pinpoint the services that will best meet the person's needs
- Look at your treatment plan to make sure the plan is correct
- Have conversations with providers about ways your treatment plan can be made better

- Bring together services for you across different agencies including primary care
- Measure effects of help and treatment provided
- Make sure that your medical care is talked about between the providers
- Make sure members who are well connected to a clinical home do not make repeated use of crisis services.

## **NOTICE OF PRIVACY PRACTICES**

All new enrollees receive a copy of our Notice of Privacy Practices. For information about the Notice of Privacy Practices, please see the Sandhills Center website under “For Consumers and Families” to read the Notice.

You can also receive a copy of the Notice of Privacy Practices by calling the Sandhills Center Call Center at 1-800-256-2452. A Customer Services staff member will mail you a copy of the notice.

## **IS MY BEHAVIORAL HEALTH INFORMATION PRIVATE?**

Your behavioral health information (electronic and written) is private and confidential. Your provider may ask you to sign a release of information authorization to share your behavioral health information with others who are working with you. In special situations, your information may be released without your permission. Examples of these are:

- A court order to release your record.
- If you are in jail and it has been determined that you are in need of mental health or substance use disorder services, or intellectual/developmental disabilities support.
- To a physician, or other health care provider who is providing emergency medical services.
- Coordination of your care with other area or State facilities when it has been decided that disclosure of that information is needed to ensure appropriate and effective care.
- If you appear to law enforcement personnel to be a danger to yourself or others.
- The reporting of suspected abuse, neglect, or exploitation of a child or disabled adult.
- If there is legal action related to your treatment, our outside attorneys may review the record.
- If your treatment records must be reviewed or audited to abide by government regulations.

If you feel that your right to confidentiality has been violated, you have the right to file a grievance. You may call the Call Center at 1-800-256-2452. You also have the right to ask someone you trust to assist you in making this grievance.

## **SUPPORTS**

### **HOW CAN I GET TRANSPORTATION ASSISTANCE?**

You should discuss your needs with your service provider to decide which community resources might help you. Call the number below to find out about transportation services in your area.

#### **County/ System/Telephone**

Anson County Transportation System (ACTS)

704-694-2596

Guilford County Transportation and Mobility Services

336-641-4848

Harnett Rural Area Transportation System (HARTS)

910-814-4019

Hoke Area Transit Services (HATS)

910-875-8696

Lee County of Lee Transit System (COLTS)

919-776-7201

Montgomery RCATS Transportation

910-572-3430

Moore County Transportation

910-947-3389

Richmond Area of Richmond Transit (ART)

910-895-1313

Randolph Coordinated Agency Transit System (RCATS)

336-629-7433

## **HELPFUL WEBSITES:**

Websites and contact numbers approved by the Sandhills Center Quality Management Committee to serve as informational reference for members include:

- **NAMI North Carolina (National Alliance on Mental Illness)**  
Phone: **919-788-0801 or 800-451-9682 (Helpline)**
  - Website: **www.naminc.org****National Alliance on Mental Illness (NAMI)** in
    - Lee, Harnett, and Cumberland County: 910-223-5244
    - Moore County: 910-295-1053; <http://www.nami-moorecounty.org/>
    - Guilford County: 336-370-4264

NAMI North Carolina's Help Line provides information on mental illness, referrals to treatment and community services, and information on local member and family self-help groups throughout North Carolina. NAMI North Carolina provides emotional support, education, and advocacy to people of all ages who are affected by mental illness.

- **The Arc of North Carolina**  
4200 Six Forks Road  
Raleigh, NC 27609  
919-782-4632 or 800-662-8706  
[www.arcnc.org](http://www.arcnc.org)
- **Statewide Family Help Line 1-800-377-1464 [www.bianc.net](http://www.bianc.net)**  
**(regarding TBI Services)**
  - The "Healthy Minds" website provides a broad array of information about mental illness, including characteristics and symptoms, causes, and treatment.  
<http://healthyminds.org>
  - The "Mental Health Recovery" website is focused on prevention and recovery through education, training, and research.  
<http://www.mentalhealthrecovery.com>

**Association of Self-Advocates of NC**

1-800-662-8706  
www.arcnc.org

**North Carolina Customer Services/Community Rights**

3001 Mail Service Center  
Raleigh, NC 27699-2001  
919-715-3197 or 1-800-662-7030  
Email: dmh.advocacy@dhhs.nc.gov

**Disability Rights North Carolina Community Rights Persons with Disabilities**

3724 National Drive, Suite 100  
Raleigh NC 27612  
Toll free # 1-877-235-4210  
919-856-2195 Fax: 919-733-9173  
E-mail: info@disabilityrightsncc.org

**Alcohol/Drug Council of NC**

800-688-4232

**Autism Society of North Carolina**

5121 Kingdom Way Suite 100  
Raleigh, NC 27607  
919-743-0204 or 800-442-2762  
www.autismsociety-nc.org

**Information on Drug Interactions**

<http://healthtools.aarp.org/druginteractions>

**Exceptional Children's Assistance Center (ECAC):**

1-800-962-6817  
(Parent Info Line)  
907 Barra Row, Suite 102/103  
Davidson, NC 28036  
<http://www.ecac-parentcenter.org>

**National Center for Missing and Exploited Children**

1-800-843-5678  
www.ncmec.org

**Amber Alert/Silver Alert: To active a Silver Alert**

NC Center for Missing Persons  
1-800-522-5437 (HWY Patrol)  
<https://www.ncdps.gov/>

**North Carolina Families United**

795 Boone Station Dr.  
Burlington, NC 27215  
336-395-8828

**Carolinas Poison Control Center at (800) 848-6946** – Calling the National Poison Control Center at (800) 222-1222 connects callers to the nearest poison control center. If a child is unconscious or has trouble breathing, call 911 immediately.

## Crisis Service Providers

County	Service Provider	
Anson, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond	<b><u>Daymark Recovery Services</u></b> Hours: Monday-Friday 8am-5pm (walk-in services 8am-3pm)  After 5:00pm: Go to Local Hospital Emergency Department	
Guilford	<b><u>Monarch</u></b> (Greensboro) 201 N. Eugene St. Greensboro, NC 27401 336-676-6840 336-676-6905 (crisis)  Hours: 24/7 (walk-in services)	<b><u>RHA</u></b> (High Point) 211 S. Centennial St. High Point, NC 27260 336-899-1505 Hours: Mon.- Fri. 8am-5pm (walk-in services 8am-3pm)  After 5:00pm: Go to Local Hospital Emergency Department
All Counties: Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond	<b><u>Therapeutic Alternatives</u></b> <b>Mobile Crisis</b> <b>1-877-626-1772</b> Mobile Crisis is available 24/7. <i>This service provides assessments and interventions for youth and adults experiencing Mental Health and Substance-related crisis. The provider comes to the consumer's location within 2 hours of the call being made.</i>	

### Daymark Locations

<b>Anson County</b> 704 Lilesville Rd. Wadesboro, NC 28170 704-694-6588 704-964-6706 (fax)	<b>Harnett County</b> 5841 US Highway 421 South Buies Creek, NC 27506 910-893-5727 910-893-6404 (fax)
<b>Hoke County</b> 121 East Elwood Ave. Raeford, NC 28376 910-875-8156 910-875-9560 (fax)	<b>Lee County</b> 130 Carbonton Rd. Sanford, NC 27330 919-774-6521 919-776-6179 (fax)
<b>Montgomery County</b> 227 North Main St. Troy, NC 27371 910-572-3681 910-572-5579 (fax)	<b>Moore County</b> 205 Memorial Dr. Pinehurst, NC 28374 910-295-6853 910-295-9183 (fax)
<b>Randolph County</b> Archdale Center 205 Balfour Dr. Ave. Archdale, NC 27263 27203 336-431-0700 336-431-0762 (fax) (fax)	<b>Richmond County</b> Asheboro Center 110 West Walker Ave. Asheboro, NC 336-633-7000 336-624-3817
523 N US #1 Rockingham, NC 28379 910-895-2462 910-895-9896 (fax)	
These locations provide assessments and interventions for youth and adults experiencing Mental Health and Substance-related crises	



## Homeless Shelters

### Anson

House of Hope: Harvest Ministries—Men only (Contact Steven Adams) 704-695-2879  
 Samaritan Inn: Men, women, & families (Contact Michael Chambers) 704-695-2453

### Guilford

ACT Together: Male & Female Youth ages 11-17 years old 336-375-1332

- Services available to Spanish speaking youth through translator app.

Greensboro Urban Ministry: Pathways (Family Shelter) 336-271-5988

Greensboro Urban Ministry: Weaver House- GSO—Men & Women 336-271-5959

- Winter Emergency Shelters (Dec 1-March 30) 336-553-2665

Leslie's House: West End Ministries: High Point—Women Only 336-884-1105

Mary's House: Women (pregnant or with children) only 336-275-0820

My Sister Susan's House: Youth Focus 336-335-1185

- Female (pregnant or with children) only, ages 16-21

- Services available to Spanish speaking families

Open Door Ministries: High Point—Men 18+ only 336-885-0191/336-881-5420

Room at the Inn: Women (pregnant or with children) 336-275-0206

Salvation Army Greensboro Center of Hope: Men, women, & families 336-907-3635

Salvation Army High Point Center of Hope: Men, women, & families 336-881-5400

The Servant's Center: Greensboro—Men 18+ only 336-275-8585

Youth Focus Transitional Living Program --- TLP/HEARTH 336-907-3830

### Harnett

Beacon Rescue Emergency Shelter: Men, women, & families 910-892-5772

SAFE of Harnett County: Victims of DV 910-893-7233

### Lee

Family Promise of Lee County: Families only 919-718-1540

HAVEN in Lee County: Women and Children only (DV) 919-774-8923

- Bilingual staff

Sanford Outreach Mission: Men's Shelter 919-776-8474

Sanford Outreach Mission: Women's Shelter 919-774-7112

### Moore

Family Promise of Moore County: Women with children 910-944-7149

Friend to Friend of Moore County: Women and Children only (DV) 910-947-3333

- Bilingual staff

### Randolph

Asheboro Shelter for Hope: Men only 336-318-0012

Randolph County Family Crisis Center: 336-629-4159

(Asheboro)

- Women and Children only (DV) 336-434-5579

(Archdale)

### Richmond

New Horizons 910-997-4448

Place of Grace Campus 910-206-2339



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[www.SandhillsCenter.org](http://www.SandhillsCenter.org)

Toll free, 24-Hour Call Center

**1-800-256-2452**

TTY: 1-866-518-6778

*Administrative Office:*

*P.O. Box 9*

*West End, N.C. 27376*

