

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*

FEB. 1, 2019

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 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 Service (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. 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 hearing impaired, use the TTY service at 1-866-518-6778 to speak to someone who will help you.

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 abuse 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 Abuse 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 CALLS:

- 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:

My behavioral health care provider’s name and number:

My Care Coordinator’s name and number:

OTHER

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 abuse are called the Sandhills Center Health Plan.

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

ARE SERVICES FROM ALL PROVIDERS COVERED

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.

ASSISTANCE IN OTHER LANGUAGES

Call Center staff will connect you to a translator, if needed. This service is free. Please call 1-800-256-2452 if you have questions.

HOW TO GET BEHAVIORAL HEALTH SERVICES

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

- Mental health problems
- Substance abuse problems, or who are
- People with intellectual/developmental disability

You can receive services based on three things:

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

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 for more information, or look under "For Consumers and Families" on the Sandhills Center website.

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.

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.

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

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.

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.

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.

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 a 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 Medical Assistance 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 Service at 1-800-256-2452.
- Ask your healthcare provider.

SPECIAL POPULATIONS:

Certain substance abuse clients have special service needs and can get priority admission to substance abuse treatment services. These clients 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 Clinical leadership team and Medical Director review requests for new services that have not been previously approved. The Medical Director makes a recommendation to the LME/MCO Director regarding service provision. Members or providers can submit the Non-Covered Services Request Form provided on our website for consideration of 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.

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.

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 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 has a list of providers in the Sandhills Center Network. The list includes names, locations, services, languages, and how to contact them.

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

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.

CO-PAYMENTS:

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

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 you receive unauthorized services from a provider not in the Sandhills Center Network, you may be responsible for the cost (except in an emergency).

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.

SERVICES FROM OUT-OF-AREA PROVIDERS:

If you are out of the Sandhills 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: 336-633-7000

Monarch Behavioral Health:

RHA:

Harnett: 910-893-5727

Lee: 919-774-6521

Moore: 910-295-6853

Richmond: 910-895-2462

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 Service 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 is to help 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

One of Sandhills Center's goals is that the service system will match our local communities. Choices of members and their families help to shape 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 instructions for your treatment in advance. There are three types of advance directives. These legal documents allow you to let your wishes be known in case you are not able make decisions for yourself.

- 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. The 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.

Sandhill Center's call center staff can provide information and help you with your Advance Directives. 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

You can reach the Call Center at 1-800-256-2452

Your service provider or care coordinator can also help you in writing this plan. The Psychiatric Advance Directive gives 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://www2.ncdhhs.gov/dma/medicaid/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, treatment choices, and are able to make your wishes known. Two qualified people must witness all three types of

advance directives. The Living Will and the Health Care Power of Attorney 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
- Treatment team
- Doctor
- 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).

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 committed to a 24-hour facility involuntarily 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.

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.
- The right to receive information about Sandhills Center, its services, and referrals for Specialty Care (including cost sharing, if any) and how to access Medicaid benefits that are not covered.
- Right to be free from restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- The right to 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.
- Right to 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.
- The right to 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.
- Choose a provider within 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.
- The right to be treated with respect, including dignity and privacy.
- The right to receive information on available treatment choices and alternatives and to have these choices explained in a way you can understand them.
- The right to a State Fair Hearing about any action taken by Sandhills Center, including a service denial.
- You have the right to recommend changes to Sandhills Center Policy and Procedures.
- The right to get information on how to recommend changes in Sandhills Center Policy and Procedures.
- The right to make written Advance Directives.
- You have the right for a second opinion for treatment. To get a second opinion, call Customer Service 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.

- If you live in an Adult Care Home and believe there has been any violation of your rights, you have the right to report that suspected violation to the NC Department of Health and Human Services.

YOUR CIVIL RIGHTS

Members are entitled to all civil rights including:

- To register and vote.
- To buy or sell property, 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 Service section 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 venereal 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
- 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)

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 hospital *and* at risk of being homeless

The TCLI program can help you find an apartment or other housing in the community.

You will continue to receive services while living in the community including:

- ACTT (Assertive Community Treatment Team)
- 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 the 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 to 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 this organization and 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 contribution 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 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 Medical Assistance)
- 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 CAN I DO IF I HAVE A GRIEVANCE ABOUT MY CARE

Please express any concern 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 Service at 1-800-256-2452. Sandhills Center staff will answer your questions and help you file a grievance.

WHAT IS A AND HOW DO I MAKE ONE

A is when you are not satisfied with any part of your services. Your concerns could be with any provider or Sandhills Center staff. Reasons for 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 or abusive to you, neglected you, or exploited you in any way.
- How to make a grievance
 - By talking to any Sandhills Center staff
 - By phone: 1-800-256-2452
 - Online: Complete a grievance form on the Sandhills Center web site
 - By writing: Sandhills Center Customer Service PO Box 9 West End, NC 27376
 - In person: Sandhills Center 185 Grant St., West End NC 27376.
- For hearing impaired: TTY number: 1-866-518-6778
- Our staff will provide assistance as needed to assist you in your grievance.
- Assistance will be provided, if needed, with filing appeals and State Fair Hearings.

NC Innovations Waiver Individual Budget Appeals

All members receiving 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.

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, LME Staff, (staff who work for any MCO/LME)
- 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 may request an extension of up to fourteen (14) days in the grievance review process. To request an extension, contact the Quality Management department at 1-800-256-2452. Your extension request will be reviewed and you will be notified in writing of the results.

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 letter within 20 calendar days from date on the decision letter. Your appeal will be reviewed by qualified staffs who were not involved in the original decision.

Sandhills Center
Customer Services Section
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 Service at 1-800-256-2452.

UTILIZATION MANAGEMENT, SERVICE REQUESTS, AND APPEALS

Utilization Management is the part of Sandhills Center which 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 medical necessity is met. Medical necessity 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 Medicaid services.

WHAT IF MY MEDICAID SERVICE IS NOT APPROVED

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

The letter includes information on these important areas:

- Members and/or their representative have the right to request an appeal. If the member chooses to have a representative assist them with the appeal, Sandhill Center may request a signed release of information to share clinical information.
- Timeframes for requesting the appeal
- You may ask a provider to act on your behalf and file an appeal

IMPORTANT:

The letter you receive will explain the time limits for filing your appeal, please read it carefully. You have up to sixty (60) days from the mailing date of the letter to file an appeal. Sandhills Center will process your appeal within (30) calendar days.

Sandhills Center can also process an appeal on an urgent basis. [If you prefer to have your appeal settled urgently, you may make a request for an urgent appeal verbally or in writing.](#) Sandhills Center will process the appeal and provide a verbal response within 72 hours and a written response within three (3) calendar days.

If you need more time to file your appeal, you may request a 14-day extension to provide additional information related to the appeal. Sandhills Center can also request a 14-day extension to obtain additional information that may help your request. Sandhills Center will provide you with a letter within (2) calendar days of the decision to extend the timeframe. Members have the right to file a grievance if Sandhills Center extends the timeframe.

If you disagree with the appeal decision of Sandhills Center, you can request an appeal to the Office of Administrative Hearings (OAH). This appeal must be requested within (120) days.

Continuation of Services During the appeal:

- You may ask for your services to continue during the appeal if you meet certain conditions. If the final decision of the administrative law judge agrees with Sandhills Center, you may be required to pay the costs of these services.

If you need help in understanding the letter or filing 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.

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 1-800-256-2452. A Customer Service 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 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 abuse 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:

Web sites and contact numbers approved by the Sandhills Center Quality Management Committees 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

- **The Arc of North Carolina**
4200 Six Forks Road
Raleigh, NC 27609
919-782-4632 or 800-662-8706
www.arcnc.org

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.

Statewide Family Help Line 1-800-377-1464 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.

Homeless Shelters

- Anson County: House of Hope, contact Steve Adams @ 704-695-2879; men only.
- Anson County: Samaritan Inn in Wadesboro: 90 day homeless program for both men and women @ 704-695-2453 contact Rev. Chambers.
- Guilford County: Greensboro Urban Ministry: 336-271-5959
- Guilford County: Open Door Ministries Men's Shelter: 336-886-4922
- Partners Ending Homelessness: 336-553-2715
- Harnett County: Beacon Rescue Mission @ 910-892-5772, men/women/children.
- Lee County: Shelter in Sanford, Pastor Kivett @ Men 919-776-8474, Women 919-774-7112.
- Lee County: Life Line Ministries in Sanford, contact Santiago Lopez @ 919-498-4424, women and men.
- Moore County: Family Promise in Aberdeen, Susan Bellow @ 910-944-7149; takes women and children.
- Moore County: Friend to Friend; for abused women and children, 24 hour crisis line, 910-947-3333 contact Anne Friesen.
- Moore County: Bethany House; halfway house for women, Southern Pines, 910-692-0779.
- Randolph County: C4 Central Carolina Community Church 336-633-4404. Open Mon. /Thurs. /Fri.; 1/14 - 3/15 when temp is below 32 degrees.
- Randolph County: Total Committed Ministry; Pastor Jeff Looney 336-879-4377, cell 336-302-3986; open 24/7.
- Richmond County: Outreach for Jesus - Rev. Taylor - 910-582-8888.
- Richmond County/Moore/Anson: SCAP; transitional housing, 704-694-5161 contact Sabrina Hough; for women, and children.

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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



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Health Network
Expires 05/31/2019



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Health Call Center
Expires 05/31/2019



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Health Transition
Management
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