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Alamance-Caswell LME Merger with PBH Brings Changes for Local Residents

When the merger between Alamance-Caswell Local Management Entity (LME) and PBH was finalized October 1, it brought some changes for residents of Alamance and Caswell counties. PBH, a nationally accredited Managed Behavioral Healthcare Organization, is the LME responsible for overseeing and authorizing services for residents of Cabarrus, Davidson, Rowan, Stanly and Union counties. It is also the only LME to operate the 1915 (b)(c) Medicaid Waivers, which are being expanded across the state of North Carolina. PBH operated the waivers as a pilot program for the state beginning in 2005. Because of the success of the pilot, the state decided last year to expand the waivers to the rest of the state.

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For Alamance-Caswell, partnering with Kannapolis-based PBH was an important step toward providing waiver services to individuals who receive Medicaid and experience mental health, intellectual/developmental disability and substance use/addiction service needs. Transitioning individuals from one program to another will be seamless, and PBH and Alamance-Caswell staff will be available to respond to any concerns and guide participants through the process. Still, Alamance-Caswell residents need to be aware of some changes:

- Effective October 1, Alamance-Caswell LME became the Alamance-Caswell Community Operations Center (COC). As part of PBH, the Alamance-Caswell COC will manage day-to-day operations and local community interactions in Alamance and Caswell counties.
- The Alamance-Caswell COC has moved from its former location and is now housed at 2451 South Church Street, Burlington, NC 27215.
- The local telephone number has changed. The new number is (336) 513-4222.
- Triumph LLC is operating a walk-in Advanced Access Center at 319 N. Graham Hopedale Road, site of the former offices of Alamance-Caswell LME. The center is open Monday through Friday from 8 a.m. to 5 p.m., but will have extended hours to 8 p.m. beginning in November. Services of the Advanced Access Center include: crisis evaluation, assessment and referral, jail consultations, jail diversion and follow-ups with individuals discharged from state or local psychiatric facilities.
- The phone number for the Advanced Access Center is (336) 513-4200, the former local number for the Alamance-Caswell LME.
- Toll-free access to services will remain the same. Individuals in Alamance and Caswell counties will continue to dial 1-888-543-1444 for referrals, appointments and crisis care. This number will

connect callers to the PBH Access Call Center, where staff can answer questions, provide information and assist in getting services.

- Individuals also have a toll-free number to call if they are dissatisfied with services or have a concern about a provider. Alamance-Caswell citizens can call the PBH Anonymous Concern Line at 1-888-213-9687 to file a grievance or leave a message about any concern. Callers may leave an anonymous message, but to receive a return call about the concern it is necessary to leave a name and telephone number.

Local presence and collaboration with community partners will ensure that PBH will be able to meet the needs of residents in the Alamance-Caswell area.

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