

9. How Do I Choose A Provider for My Services?



Choosing a Provider

When you receive this Handbook, you will also receive a list of care providers in the PBH Network. The list includes:

- ◆ names
- ◆ address/locations
- ◆ telephone numbers
- ◆ services provided
- ◆ qualifications

The PBH Network is the group of individuals, agencies, or facilities who provide services to members of the Piedmont Cardinal Health Plan. If you want to know the professional qualifications and credentials of a doctor or therapist, call the Access Call Center to ask someone to look up the information for you: 1-800-939-5911.

A provider who has met the PBH Corporate Endorsement and Service Site criteria for enrollment, and is located and provides the services within the five counties of PBH, is eligible to be a member of the PBH Network. A Network Provider has a contract with PBH to provide services. Some providers will leave the Network and others will join, so if you cannot find a therapist or doctor near you, check with the Access Center for new providers. If your provider leaves PBH, or changes counties served or services offered, we will tell you in writing within 14 days and give you a list of other providers. In the event of the termination of a provider, PBH will make a good faith effort to give written notice to consumers within 15 days of the termination of the provider, and we will send you a list of other providers. Within the PBH Network of Providers (providers who are under contract with PBH), you have the right to change providers to find someone you think you could work with better. You have the right to evaluate providers you are currently using and request a change if needed. PBH strives to have enough providers enrolled in each county to offer choices to consumers. If many providers in your community sign up, you will have more choices than you have had in the past. Ask friends, relatives, doctors

and others you trust about who they would recommend as therapists or service providers. PBH is encouraging its provider network to develop cultural competency to ensure that the highest quality of care is provided to *all* consumers. To find out the qualifications, colleges graduated from, and credentials of a therapist, Ph.D. or M.D., call 1-800-939-5911 and someone will access the provider database to get that information for you.

Types of Providers

Comprehensive Community Providers

Comprehensive Community Providers (CCPs) are agencies that serve at least two disability groups and provide five different services, including emergency services. The CCPs are considered Official Enrollment Sites. As such, you may also walk into these agency locations and request enrollment in the PBH system. There is at least one CCP in each county.

Comprehensive Community Provider sites, by county, are:

Cabarrus County: DAYMARK Recovery Services, Inc.
284 Executive Park Drive
Suite 100
Concord, NC 28025
704-939-1100

RHA Health Services, Inc.
236 LePhillip Court, Suite K
Concord, NC 28025
704-782-1020

Davidson County DAYMARK Recovery Services, Inc.
220 East 1st Avenue Extension
Lexington, NC 27292
336-242-2450

RHA High Point - Davidson Office
1701 Westchester Drive, Suite 475
High Point, NC 27262
336-841-0172

MONARCH
820 Grimes Blvd
Lexington, NC 27292
336-224-6071

Rowan County

DAYMARK Recovery Services, Inc.
1807 Innes Street
Salisbury, NC 28146
704-633-3616

RHA Spencer - Rowan Office (formerly Excel)
906 Shaver Street
Salisbury, NC 28144
704-633-5716

MONARCH
128 N. Merritt Avenue
Salisbury, NC 28144
704-216-0283

Stanly County

DAYMARK Recovery Services, Inc.
1000-1 N. First Street
Albemarle, NC 28001
704-983-2117

MONARCH
350 Pee Dee Avenue, Suite A
Albemarle, NC 28001
704-986-1500

Union County

DAYMARK Recovery Services, Inc.
1190 West Roosevelt Blvd.
Monroe, NC 28110
704-296-6200

MONARCH
202 North Stewart Street
Monroe, NC 28112
704-296-4649

RHA Monroe - Union Office (formerly Excel)
1127 Curtis Street
Monroe, NC 28112
704-828-1408

Licensed Independent Practitioners

Licensed Independent Practitioners include Medical Doctors, Practicing Psychologists (Ph.D.), Psychology Associates (LPA), Masters Level Social

Workers (LCSW), Licensed Marriage and Family Therapists (LMFT), Licensed Professional Counselors (LPC), Certified Clinical Addiction Specialists (CCAS), Advanced Practice Clinical Nurse Specialists, Psychiatric Nurse Practitioners, and Licensed Physician Assistants. The Licensed Practitioners charge for services under their own license and must meet all criteria to bill Medicaid. Each Practitioner has been credentialed by PBH's Credentialing Committee.

Out of Area Providers

A provider who has met the PBH Corporate Endorsement and Service Site criteria for enrollment has a contract to provide services, but is located and provides the services outside of the five PBH counties.

Out of Network Providers

If you have contacted a provider for services who is not part of the PBH Network of Providers, you must call either the PBH Access Center at 1-800-939-5911 or your community support staff/support coordinator to discuss the process of how to request approval of this service through the PBH Medical Director. If the situation is an emergency approval is not needed.

Quality Services

Providers should treat you as an individual rather than a diagnosis. Building a relationship enhances your chances for quality of care. Some suggestions regarding choosing a provider are:

- ◆ Select a provider when you are feeling clear and able to communicate your needs effectively.
- ◆ Look for willingness to answer your questions.
- ◆ Awareness of the type of secondary conditions that you may also have, such as diabetes, lung conditions, hepatitis, or heart disease may be important.
- ◆ Try to find a professional who is willing to be part of a team to work with you to be as healthy as you possibly can be.

Once you choose your provider, take a list of your medications (prescribed and over-the-counter), a list of your hospitalizations and a list of programs you have attended to your appointment. Remember that most appointments with a doctor or psychiatrist will last only 15 to 20 minutes. You can request a longer appointment if you are having particular problems at home, work or with your medications.

Can I Receive Services from a Non-Network Provider?

Admission to a non-network facility/program will be authorized for payment if: 1) the consumer cannot be safely or appropriately transferred to a network facility/program or 2) the consumer requires care, but appropriate care is not available in a network facility. Authorization of payment for services in a non-network facility will continue until the consumer can be safely and

appropriately transferred to a network facility/program. PBH will only pay for services that have been previously authorized by PBH.

It is important to remember to keep appointments within the dates authorized for services. Once you are past the service dates for your authorization, you will need to get additional authorizations for services from Utilization Management even though you may not have exhausted your last authorized amount. If your individualized clinical needs cannot be met with a network provider or no bed or slot is available at a network facility, and you meet criteria for the requested level of care, the UM Coordinator will certify the treatment plan according to the guidelines for authorization at that level of care.

You will be responsible for payment of services if you go to an out of network provider for non-emergency services that have not been pre-authorized by PBH. You should have the out-of-town physician call Access Call Center at 1-800-939-5911.

Call the Access Call Center to request a Provider Directory at any time, or ask anyone on your service team for a copy if you have lost yours. Carry it with you when you go out of town.

Cultural Competence of PBH Providers

PBH's mission is, in part, that the system will reflect the uniqueness of our local communities and be shaped by the choices of consumers and their families. Cultural Competence has been embraced wholeheartedly by PBH and its network of providers.

Cultural Competence extends beyond cultural sensitivities into the behaviors, attitudes, and policies that enable our system to work more effectively in cross-cultural situations. PBH and our Provider Network have adopted a Cultural Competence Plan that highlights the steps toward the progression of Cultural Competence. They include Awareness, Sensitivity and Competence. As PBH becomes more aware of ethnic, racial, regional and cultural differences, sensitivities and skills are realized and developed.

- ◆ Consumers will experience the positive effects of a service provider through their diversity of décor (wall and table decorations) and atmosphere. Consumers will notice changes in decoration within PBH offices and those of service providers.
- ◆ Service providers will become more engaged in the community of the consumers. This may include participating in community events, focus groups, community advisory councils and other community events.
- ◆ Providers and their staff will become more educated on how to best deliver services to culturally and ethnically diverse consumers.

In addition, providers are being educated on how to ensure that barriers to treatment, such as language and interpretation, are eliminated.

PBH wants the benefits of cultural competence to positively affect the provision of quality services to consumers. For more information on the status of Cultural Competence, visit our website at www.pbhcare.org/cultural.

If you believe that the staff persons serving you do not understand your language or your religious, cultural, educational or social background, you have the right to ask about changing staff to better meet your needs.

Location of Providers

Most services will be available within thirty (30) miles or 30 to 45 minutes from your home. However, some specialty providers may be located in another county. PBH will assist you in locating a provider that can meet your needs, as close to your home as possible. You have the right to access emergency services at any location that provides Emergency Care without prior authorization.

Transportation to Appointments

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

Transportation is for medical appointments or getting your prescriptions at the drug store. Riders have to call 2-to-4 days ahead to arrange a ride. There is no fee for consumers who are enrolled in Medicaid. For those who are not enrolled in Medicaid, transportation depends on available space and may cost from \$1-\$2 each way. The transportation services and telephone numbers for each county in the PBH coverage area are:

- **Cabarrus County:** Dial-A-Ride Service: 704-920-2246; Public Bus: 704-920-RIDER.
- **Davidson County:** Davidson County Transportation: 336-242-2250; Check with Daymark at 336-242-2450, for scheduled service between Thomasville and Lexington.
- **Rowan County:** Share-A-Ride: 704-636-2344. Rowan needs 7-10 days advance notice to arrange transportation. Rowan also has a bus service, Salisbury Transit that runs until 6:00 p.m. Also, check with Helping Hands by calling United Way.
- **Stanly County:** SCUSA (Stanly County Umbrella Service Agency): 704-986-3790. Seniors can call Golden Age at 704-986-3769 or Oasis at 704-983-6483.

- **Union County:** Sign up for transportation with your Medicaid worker, call 704-283-3713 to schedule rides. Seniors should call 704-296-4300. Other transportation is provided by STAR Transportation and Barb's Special Transportation.

For medical transportation in the evening, and on weekends and holidays, you must arrange private transportation or call Access to see if other transportation is available in your county.

Paying for your Behavioral Healthcare

Consumers whose services are paid for, in whole or in part, by PBH must be enrolled in the PBH system. If you have any questions about eligibility, please call the Access Center at 1-800-939-5911. Consumers who are at 100 percent ability to pay for their state funded services according to PBH's sliding fee scale, or who have insurance coverage that pays 100 percent of their services, will not be enrolled into the PBH system, but may still receive and pay for services without PBH's involvement.