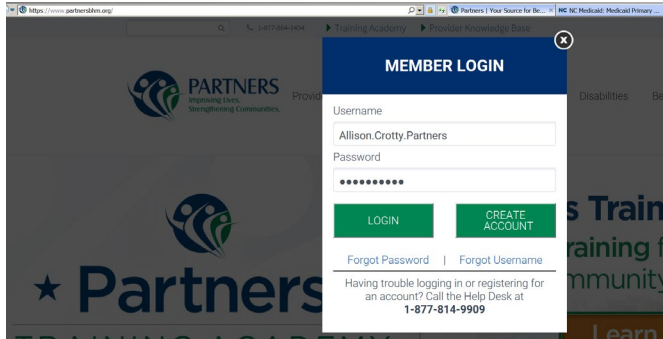




Member Engagement Department Resources

Register for Partners' Member Portal

Top Right of website <https://www.partnersbhm.org/>



The member portal is a secure website that helps you stay connected with Partners and your services. You can access it from any computer or mobile phone to:

- Find resources
- Find a Provider
- Take a health screening
- Private message your health team
- Learn about events in your community
- Understand your Rights and Responsibilities
- Stay connected to information and updates

You will be able to access much more information about your plans and services coming soon! Using the member portal is fast, easy and available at no cost to you.

Need help? Call (704) 884-2666 or email memberquestions@partnersbhm.org Monday through Friday 8-5 PM or If you need services or have other clinical needs please call Access to Care at 1 (888) 235- HOPE (4673) 24 hours a day, 7 days a week.

Partners Available Services Booklet https://www.partnersbhm.org/wp-content/uploads/2019/07/Available_Services_017_web_Rutherford.pdf

ASK Me 3 Empowerment Planning sheet

https://www.ihs.gov/sites/healthcommunications/themes/responsive2017/display_objects/documents/AskMe_8-pg_NatAmer.pdf



Member Engagement Department Resources

Resources

211 First Call for Help (24/7) <http://www.211.org/>

Low Cost-Aunt Bertha <https://www.auntbertha.com/>

All Medicaid and State Funding Service Questions <https://www.ncdhhs.gov/>

Beneficiary and Provider Support-Medicaid and NC Health Choice Policies and Procedures

Call NC Medicaid Contact Center Phone: 888-245-0179

Provider and beneficiary information on Medicaid and NC Health Choice policies and procedures.

Behavioral Health Clinical Coverage Policies <https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies/behavioral-health-clinical-coverage-policies>

ACTT https://files.nc.gov/ncdma/documents/files/8A-1_6.pdf

CST <https://medicaid.ncdhhs.gov/blog/2019/11/05/community-support-team-service-update>
<https://files.nc.gov/ncdma/documents/files/8A-6.pdf>

Inpatient BH Services https://files.nc.gov/ncdma/documents/files/8B_0.pdf

Peer Support <https://files.nc.gov/ncdma/documents/files/8G.pdf> Peer Support Services State Plan Amendment and Policy Update <https://medicaid.ncdhhs.gov/blog/2019/11/05/peer-support-services-state-plan-amendment-and-policy-update>

Concerns/Complaints/Grievances-

Call Partners-(877) 864-1454 (option 3)

Medicaid (919) 855-4100

State Service Advocacy and Customer Service (919) 715-3197

Hospitals and other Facilities Division of Health Services **DHSR** 1-800-624-3004 and for Healthcare Personnel Investigations 919-855-3968

How to Start a Facility (Group Home) DHSR <https://info.ncdhhs.gov/dhsr/faclist.htm>

Find A Doctor <https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies/behavioral-health-clinical-coverage-policies>

Find other Health Services, Care Management, Specialty

Community Care of North Carolina <https://www.communitycarenc.org/networks>
Serving Rutherford and Cleveland Counties



Member Engagement Department Resources

The Carolina Community Health Partnership Network serves the two rural counties: Cleveland and Rutherford. Of the 23,808 Medicaid enrollees served, almost half are children. There are two small community hospitals that have inpatient psychiatric admission units. The Network has a large population of enrollees diagnosed with Diabetes and Chronic Obstructive Pulmonary Disease. Of the 4090 enrollees in the Aged, Blind and Disabled category of Medicaid, 52% have a mental health diagnosis and two of our network's primary care practices have a co-located mental health professional – one serving children and one serving adults.

<https://www.cchpnetwork.org/>

- Network Director Contact: Debbie Clapper debbie.clapper@clevelandcounty.com 980-484-5216
- Clinical Director Contact: William Casp, MD caspbill@gmail.com 828-289-5242

Coming Soon! Pyx Health phone app to help monitor your health and mental health. Through interacting with Pyxir, the chatbot, you can access resources and helpful tips to live a healthier life. The health app focuses on daily mood and wellness check ins, screenings, messages and assistance as needed either through the app or by calling the Care Call Center. Please view this video about others who have had success with the Pyx Health app <https://www.bing.com/videos/search?q=pyx+health+app&&view=detail&mid=779BE5A4A9BA318C9E32779BE5A4A9BA318C9E32&&FORM=VRDGAR> or this one to see how the app works <https://www.bing.com/videos/search?q=pyx+health+youtube&&view=detail&mid=9B0130A90DF2E03556429B0130A90DF2E0355642&&FORM=VRDGAR> .