

APPEALS

If you are receiving Medicaid Assistance, you will receive a letter if your services are denied, suspended, reduced, or terminated. This letter will explain how to appeal. Medicaid appeals are conducted by the Division of Medicaid Assistance's Hearings Unit.



For information about *Medicaid Appeals* you may contact the Division of Medicaid Assistance's website at:

<http://www.dhhs.state.nc.us/dma/>

Or call the CARE LINE at:

(800) 662-7030

If you do not receive Medicaid and or not covered by another insurance agency, your services will be periodically reviewed by the LME. If your services are denied, reduced, suspended, or terminated the LME will send a letter to your service provider informing them of the decision. Included in this letter is information on how your service provider can appeal this decision. The LME Appeal Review Team convenes regularly to review appeal requests and determine to support or deny each request.

For more information about Appeals you may contact Consumer Services at:

(336) 513-4200 ext. 4220

As the Local Management Entity for Mental Health, Developmental Disability, and Substance Abuse Services in Alamance, Caswell, and Rockingham Counties the ACR-LME is responsible for ensuring that quality services are readily accessible within our communities. If you have any questions, concerns, or comments about these services, please call us:

**ACCESS/Customer Relations
(336) 513-4200**

**Provider Relations
(336) 513-4200 ext. 4108**

**Quality Improvement/Complaints
(336) 513-4200 ext. 4220**



**24-HOUR CRISIS HOTLINE
Local: 336-513-4444
Toll Free: 1-888-543-1444**

For more information, please visit our website at:

www.acmhdds.org



Complaint And Appeal Process



LAKE CAMMACK-ALAMANCE COUNTY

**319 N. Graham Hopedale Road
Suite A
Burlington, North Carolina 27217
(336) 513-4200**



**ACR-LME
Consumer
Service and
Complaints**

**(336) 513-4200
ext. 4220**

If at any time you have a question, concern, or complaint about the services you are receiving you have the right to be heard. The LME and your service provider have established procedures in which your concerns and complaints can be heard and resolved in a fair and timely manner.

When you are receiving services from a particular provider, we ask that you first address any concerns or complaints with that provider. By doing so, you allow them the opportunity to resolve the issue. However, if you feel uncomfortable talking with your provider or if you were not satisfied with the results, you may call the LME. A consumer services representative will assist you with your concern or complaint.

The LME is committed to the timely resolution of all questions, concerns, and complaints. Typically, issues are resolved within 10 business days. However, timeframes may vary depending on the nature of the issue as well as the number and availability of respondents and/or involved parties.

WHAT TO EXPECT...

- A professional, unbiased consumer services representative will listen to your complaint/concern and gather information in order to work with you and advocate on your behalf to find solutions.
- You will not be required to give your name and/or contact information. However, this information will be necessary if you wish to be contacted for any follow-up.
- The consumer service representative will contact the appropriate personnel at the agency involved and work towards resolution of your concern. This may include informal problem-solving discussions, mediation between you and the provider, technical assistance and/or training, or a written plan of correction.
- If necessary, the consumer services representative may begin a more formal investigation of your concern.



- In order to ensure the safety and well being of individual consumers, the LME may collaborate with other agencies (i.e. Department of Social Services, Division of Health Service Regulation).

- You will have the opportunity to be notified in writing of the outcome of your concern/complaint. If you are not satisfied with the outcome or disagree with the findings, you may appeal to the Human Rights Committee. The Human Rights Committee will review your complaint and determine whether or not further action is necessary.



- After your specific issue is resolved, further work is completed to prevent future occurrences. The LME tracks all complaints and resolutions for quality improvement purposes. In addition to local review by the Human Rights Committee and Quality Improvement staff, quarterly reports are submitted to the North Carolina Division of Mental Health, Developmental Disability, and Substance Abuse Services in an effort to track statewide trends and identify state and local strengths and needs.

For more information about filing a complaint, concern, or appeal about Mental Health, Developmental Disability, or Substance Abuse Services call the ACR-LME Consumer Service and Complaint Department at:

(336) 513-4200 ext. 4220