

Advantage Behavioral Healthcare, Inc.

Member Handbook

A guide for understanding the Mental Health, Developmental Disabilities and Substance Use service system in North Carolina with Advantage Behavioral Healthcare



Our Mission

Advantage Behavioral Healthcare, Inc. shall provide quality services through empowering members to enhance their lives through a person-centered approach while nurturing independence and healthy lifestyles.

Advantage Behavioral Healthcare, Inc.

Welcome

Advantage Behavioral Healthcare, Inc. is a Private, For Profit Corporation that began operating on October 10, 2006. We are certified as a Critical Access Behavioral Healthcare Agency (CABHA) and are Nationally Accredited by CARF International. Advantage is financially viable and currently experiencing growth in services and revenue. Our agency currently has three main locations with the corporate headquarters located in Whiteville NC. The other locations are in Pembroke, NC and Lumberton, NC. Our management has over 50 years of combined Mental Health and IDD service experience and approximately 10 licensed therapists on staff. Advantage is recognized by Eastpointe and Trillium MCO's and is a member of the NC Department of Juvenile Justice consortium for southeastern N. C. This Member Handbook has been adopted for use and modified by Advantage Behavioral Healthcare, Inc. for the dissemination of information that may be beneficial to Members.

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732 Davis Avenue
Whiteville, NC 28472
(910) 640-1038 phone
(910) 640-1465 fax
After Hour Crisis 910-770-5559
Office Hours: M-Th 8am-12pm, 1pm-6pm
Fridays 8am-12pm

1600 East 5th Street
Lumberton, NC 28358
(910) 738-3571 phone
(910) 738-6148 fax
After Hour Crisis 910-225-9814
Office Hours: M-Th 8am-12pm, 1pm-6pm
Fridays 8am-12pm

609 Harry West Lane
Pembroke, NC 28372
(910) 852-9811 phone
(910) 852-9811 fax
After Hour Crisis 910-225-9814
Office Hours: M-F 8am-5pm

Columbus Day Treatment
Chadbourn, NC 28431
(910) 640-1038 phone
(910) 640-1465 fax
After Hour Crisis 910-770-5559
Office Hours: M-F 7:45am-3:45pm

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Helpful Contacts

Advantage Behavioral Healthcare Website: www.advantagebeh.com



TITLE/PROGRAM	NAME	ADDRESS	PHONE NUMBER
State CARE-LINE			1-800-6627030
MCO Customer Service	Eastpointe MCO	514 East Main Street Beulaville, NC 28518	1-800-513-4002
	Trillium Health Resources	3809 Shipyard Blvd, Wilmington, NC 28403	1-866-998-2597
Insurance Company			
Service Provider	Advantage Behavioral Healthcare, Inc.		
Program Supervisor			
Therapist/Counselor/ Case Manager			
Crisis Contact			
MCO Access Line			
Doctor/Prescribers	Thomas A. Wilson, MD Natasha Jacobs, PA-C Clyde Epps, PA-C		
Pharmacy			
DMH/DD/SAS Customer Service			(919) 715-3197
Advocate			
Support Person/Friend			
Emergency Room			
County Department of Social Services			
POISON CONTROL #			1-800-222-1222
Other:			

At the end of this booklet, there is a list of organizations you can call for assistance.

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Who Can Help?

If you or a member of your family require services, we want to make sure you know who to contact for help:

Your Service Provider

Advantage Behavioral Healthcare will help you develop a plan of care and provide the services authorized in your plan. Your plan of care is a person-centered plan (PCP) or Individual Support Plan (ISP) because it is based on your unique needs, skills and wishes.

Managed Care Organizations (MCOs) or Standard Plan Payor

Your services are managed in the community through a Managed Care Organization (MCO) office or a Standard Plan Payor. The MCO or Standard Plan Payor has a relationship with service providers to ensure that quality services are provided to Members. Every MCO or Standard Plan Payor has a customer service office. Representatives in each of the customer service offices are available to assist members, families and the general public with questions, concerns/complaints and information requests. If you do not know how to contact the MCO or Standard Plan Payor, call the DHHS CARE-LINE -any time 24-hours-a-day, seven-days-a-week, 365-days-a-year - 1-800-662-7030 (English/Spanish) or TTY 1-877-4522514 for the hearing impaired.

DMH/DD/SAS

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (MH/DD/SAS) is responsible for overseeing the publicly funded mental health, developmental disabilities, and substance abuse services in North Carolina. The DMH/DD/SAS has a special section devoted to advocacy and customer service. The Advocacy and Customer Service Section has three teams of specialized professionals to help Members, families, guardians and advocates more fully understand how the MH/DD/SA service system works. If you have a question, problem or concern, contact the team that best meets your needs:

1. **Customer Service and Community Rights Team:** When you need information or believe services and supports are not meeting your or a family member's needs.
2. **Member Empowerment Team:** When you wish to learn about the Member and Family Advisory Committees (CFACs). These groups give Members and families a voice in DMH/DD/SAS policies that affect services. Only Members or family members of Members are eligible to serve on the CFACs. Each MCO is required to have a CFAC.
3. **State Facilities Advocates Team: Rights Team:** When you have a concern about how someone is being treated at a state facility, or if you are a Member at a state facility and have a concern about your treatment, contact the facility and ask to speak to the professional advocate on duty.

You can contact any of the teams above by Telephone:	(919) 715-3197 (Mon.-Fri.; 8am-5pm) DHHS CARE-LINE: 1-800-662-7030 (English/Spanish) TTY 1-877-452-2514
Email:	dmh.advocacy@ncmail.net
Address:	Advocacy and Customer Service Section 3009 Mail Service Center Raleigh, NC 27699-3009

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How to Access Services

You may contact our office and schedule an assessment directly when you or a family member need mental health, developmental disabilities, or substance use services or you may contact your Managed Care Organization (MCO) or Standard Plan Payor. Every community has a way to access services 24-hours-a day, seven-days-a-week and 365 days-a-year. This is done through your MCO access team or Standard Plan Payor. You can ask about obtaining ongoing services or emergency mental health, developmental disabilities, or substance use services. The access team is available by phone or by visiting the MCO office near you or Standard Plan Payor. **To find the access line in your area, contact the DHHS CARE-LINE at 1-800-662-7030.**

Person-Centered Planning

What is person-centered planning?

The process used to design your individual plan of supports, service(s) or treatment is called person-centered planning PCP or ISP and includes the following important points:

1. Your planning meeting occurs at a time and place that is convenient for you.
2. You can invite the people you want to your meeting.
3. You get the information you need and ask for from the people at your meeting.
4. The people at your meeting listen to you and respect your opinions and wishes.
5. The people at your meeting work together so you can be more independent and more involved in your community.
6. Consider the team's suggestions if you do not agree with the plan.
7. You are satisfied with the final plan.
8. You sign and receive a copy of the plan.

How to Obtain a Copy of Your PCP or ISP

You have a right to have a copy of your PCP. If you would like a copy of your PCP you may request one by contacting the Advantage Behavioral Healthcare Clinical Director or their designee to request one in writing or in person. Every attempt will be made to ensure that you receive a copy if requested within 24 hours of request but we request a timeframe of 72 hours from the date of your request for it to be mailed or to be picked up in person.

Crisis Plans

It is important to include a crisis plan in your person-centered plan. Your provider will work with you to develop a plan to help prevent a crisis and to help you during a crisis. Your crisis plan gives information about what you would like to happen should a crisis occur. Your provider will tell you the person to contact in that agency when you are in crisis. Examples of what might be in a crisis plan include friends or relatives to be called, contact numbers, preferred medicines, care of children and pets and bills to be paid.

Emergency Services

The crisis plan that you develop with your provider will make it easier for others to help you in the event that a crisis occurs. Sometimes, unexpected things can happen during a crisis.

Remember, in a crisis to call your crisis contact number. Your MCO access line is also available 24-hours-a-day, seven-days-a-week and 365-days-per-year.

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Who to call for a Crisis: Every community has a way to access services 24-hours-a-day, seven-days-a-week and 365-days-a-year. The following numbers are for Crisis:

- Advantage Behavioral Healthcare Crisis number (910) 770-5559 (Bladen, Columbus), (910) 225-9814 (Robeson)
- Mobile Crisis Integrated Family Services 1-866-437-1821 (Bladen, Columbus)
- Monarch Mobile Crisis 1-800-568-9689 (Robeson).

Your Client Rights

When you receive services from the public mental health, developmental disabilities and substance abuse services system, you have many rights supported by law. Understanding your rights will help you stand up for yourself and fully participate in your care. By law, you must be informed of all of your rights within the first three visits to your community provider (or within the first 72 hours if you are in a 24-hour facility).

Some of your basic rights, often called **Client Rights** are in North Carolina General Statutes Article 3. 122C. "It is the policy of the State to assure basic human rights to each client of a facility. These rights include the right to dignity, privacy, humane care and freedom from mental and physical abuse, neglect and exploitation." You also have the following rights:

- a) Confidentiality of all personal and treatment/service related information.
- b) The right to privacy, security, and respect of property.



- c) The right for protection from abuse, neglect, retaliation, humiliation, exploitation.



- d) The right to have access to their own records for review and to obtain copies of pertinent information needed to make decision regarding treatment/services in a timely manner.
- e) The rights to informed consent or refusal or expression of choice regarding participation in all aspects of care/services and planning of care/services to the extent permitted by law including: 1) Service delivery, 2) Release of Information, 3) Concurrent services, 4) Composition of the service team.

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- f) The right to access or referral to legal entities for appropriate representation.
- g) The right to access to self-help and advocacy support services.
- h) The right to investigation and resolution of alleged infringements of rights.



- i) The right to equal access to treatment/services for all persons in need regardless of race, ethnicity, gender, age, sexual orientation, or sources of payment.
- j) The right to a grievance procedure that includes the rights to: Be informed of appeal procedures, initiate appeals, have access to the grievance procedures posted in a conspicuous place, receive a decision in writing, and appeal to an unbiased source.



- k) Notification that release/disclosure of information may only occur with an authorization or consent unless it is an emergency or for other exceptions as detailed in G.S. or 164.512 of HIPAA.
- l) Right to only release minimum information necessary for coordination of care and services



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Changes or Termination of Services:

- If Medicaid pays for your services, you may appeal the changes through the Division of Medical Assistance. Follow the directions in the written letter for your federal rights. If you appeal the decision by the deadline in the letter, your services will continue during the appeal.
- If your services are paid for by state funds (sometimes called IPRS funds), you may appeal the decision to the MCO. If you still are unsatisfied with what the MCO decides, you may appeal to the state DMH/DD/SAS to review the decision. Your services may or may not continue while you are appealing this decision.
- If your private insurance company pays for your services you can appeal their decision through your insurance company. If you are unsure how to appeal changes to your services or if you have questions about appeals, contact your MCO customer service office at 1-800-513-4002 or contact the Advocacy & Customer Service Section at DMH/DD/SAS at (919) 715-3197. For all appeals, call the number on your appeal notice. **Ask your MCO, Standard Plan Payor and provider to let you review the policies and procedures about grievances and appeals.**

Formal Complaint/Grievance: If a member believes that a staff member or other member has violated their rights, the member is encouraged to complete the Member Complaint/Grievance form located in the form box of the lobby and submit it to an Administrator. If the member's rights were not violated but they have a complaint to air with the organization, the member is encouraged to complete the Member Complaint/Grievance form and check the complaint box.

To Request Special Accommodations:

If you need help or accommodations to participate in services, you may request: Accessibility and Accommodations: In accordance with federal and state laws, all buildings and programs of the NC Department of Health and Human Services are required to be physically accessible to individuals with all qualifying disabilities. If you need to request an accommodation on behalf of yourself or a family member or a friend, you can contact the MCO or Standard Plan Payor customer service representative. If you need more information, you can contact your MCO or Standard Plan Payor. Language Assistance including:

- Assistance with TTY.
- Sign language interpretation.
- Interpretive services if you do not speak English.
- Assistance for the visually impaired.

Substance Abuse Rights:

There are special rights regarding substance abuse that are protected in federal law (42 CFR). Ask your Agency Compliance Officer or MCO customer service representative about specific substance abuse rights.

Mandated Reporting:

Advantage Behavioral Healthcare staff who are working in any capacity are Mandated by state law to report **ANY** suspicion or allegation of Abuse, Neglect or Exploitation to the local Department of Social Services.

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Involuntary Commitments:

Sometimes when a person's illness makes it difficult for him or her to recognize the need for help, it is up to someone else who cares about the person to seek help and petition for what is called involuntary commitment. You are entitled to many rights when under an involuntary commitment petition. If you are unsure of what your rights are when you are under an involuntary commitment petition, you should ask staff at the facility to explain these rights to you.

This section of the handbook is intended to be a general overview of your rights and is not intended to be used as the sole source of information regarding your rights. If you have specific questions about your rights, please contact us at (910) 640-1038.

Final Tips:

- Use your rights to take charge of the services that you receive and your treatment.
- Try to learn about the many rights you have and use them in the way that is best for you.
- Sometimes, other people don't know what your rights are – but do not let that stop you from using your rights. Instead, teach others about your rights.
- If you run into problems with your rights, ask someone to help you out. You do not have to go it alone. There are many people and supports that can help with your recovery, but sometimes you have to ask for them.
- Remember, these are your rights, they can support and protect your recovery and they can make your life better!

You always have the right to contact the Disability Rights of NC (formerly the Governors Advocacy Board) at 1-877-235-4210 if you feel that your rights are being violated.

***** Don't be afraid to ask questions.

Treatment Success and Responsibilities

Your Responsibilities

- Your treatment success will be enhanced by how much you are involved in developing and implementing your person-centered plan. You are encouraged to assume some reasonable responsibilities for the success of your treatment. Your increased involvement in your care increases the likelihood of achieving the best results. Things you can do include:
- Be on time for all appointments and call if you can't make an appointment.
- Let the staff know about any changes to your medications or changes to your health.
- Treat staff and other team members with respect and consideration.
- Follow the rules of the program where you receive services.
- Respect the confidentiality and privacy of other Members.
- Be very involved in developing and reviewing your person-centered plan.
- Talk to your case manager, counselor or doctor and others on your planning team often about your needs, preferences and goals and how you think you are doing at meeting your goals.
- Tell your provider when you are experiencing problems.
- Let your provider know if you decide to discontinue services.
- Present your Medicaid, Medicare or insurance card each time you come for an appointment.
- Let your provider know about changes in your name, insurance, address, telephone number or your finances.
- Pay your bill or let your provider know about problems you may have meeting payments.

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Telehealth and Virtual Communications

Advantage Behavioral Healthcare will ensure each member has the ability to access Telehealth & Virtual Communications. We shall ensure that the instruction and trainings are provided, as appropriate to both the member and their family and support system.

The equipment used in service delivery are computer, cell phone, tablet or telephone. The platforms used by Advantage Behavioral Healthcare are Doxy.Me and Zoom. The member will need the necessary technology, equipment and internet service to successfully connect to the platform. Prior to the appointment the member shall be informed by the office manager or therapist as to the Platform as well as how to access and use it. The features include two-way audio visual communication with chat functions as well as ability to share documents. The setup includes a link that will be sent to the member vial email or text where they will be sent to a virtual waiting room where they will be let in by the appropriate person to start the session. Members will be instructed on what to do if they encounter any issues while trying to log into the session as well as other alternatives if needed. Members, family, and their support system shall be instructed to allow any installations and/or updates from the platform when prompted to ensure maintenance of the platform access. Members will be informed of expectations such as being on time and having equipment accessible and ready before the session.

Members and their family/support system shall be instructed to ensure a safe and confidential environment when accessing the platforms to ensure their safety such as being in a location that is safe. If it is dark, making sure you're in a lit area so that you can see, being in a location that provides an appropriate environment to receive services that will ensure safety and privacy, whether at home, work or in the community settings such as the library, school or community center.

Members and their family/support system will be instructed on infection control that addresses equipment use at their selected location as well as the provider staff such as:

- Equipment that touches any part of the body or is used to look into someone's eyes, ears, or mouth is properly sanitized between each use.
- The member and family members in the home are instructed in proper handwashing technique; shielding coughs and sneezes; and the use, if necessary, of gloves or masks to minimize risks associated with sharing equipment.
- When the member is using a computer at a school or library, the keyboard, mouse, and headset are cleaned before they are used.

Other Opportunities for Involvement:

The success of the mental health, developmental disabilities and substance abuse service system relies on active participation from concerned individuals. As a Member or family member of a Member, your contribution is especially important. There are a number of ways you can be involved:

- Participate in local Member and family advisory committees.
- Serve on area, MCO and service provider boards.
- Participate in focus groups and provide feedback on policies and proposed rules.
- Participate in the development of monitoring tools that measures the quality of services.
- Become a peer support specialist.
- Serve on a rights committee.
- Advocate at local, state and national levels either individually or with an established group.

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Other Helpful Resources

Organization	Phone Number	Web Address
Alcohol/Drug Council of North Carolina	1-800-688-4232 919-493-0003	www.alcoholdrughelp.org
The Arc of North Carolina	1-800-662-8706	www.arcnc.org
Disability Rights North Carolina	1-877-235-4210	www.disabilityrightsncc.org
Exceptional Children's Assistance Center (ECAC)	1-800-962-6817	www.ecac-parentcenter.org
Mental Health Association North Carolina, Inc.	1-888-881-0740	www.mha-nc.org/english
National Council on Alcoholism and Drug Dependence, Inc.	1-800-NCA-CALL (Hope Line)	www.ncadd.org
NC CARELINE	1-800-662-7030	www.ncdhhs.gov/ocs/careline.htm
NC care LINK		www.nccarelink.gov
NC Division of Health Service Regulation	1-800-624-3004	www.ncdhhs.gov/dhsr
NC Mental Health Members Organization, Inc.	1-800-326-3842	www.ncmhcosupport.org
Substance Abuse and Mental Health Services Administration (SAMHSA)	1-800-662-4357	www.samhsa.gov
Veterans Services	919-733-7011 ext. 216 or 1-800-662-7030	www.nccarelink.gov
NC Cares 360		www.Findhelp.org
Suicide Prevention Line. Dial:	988	

**Updated 11/30/2023

Adopted from:

Department of Health and Human Services

North Carolina Division of Mental Health, Developmental Disabilities and Substance Use Services

The Advocacy and Customer Service