



Wake County LME Consumer Handbook



Falls Lake – Wake County

*A Guide to Mental Health, Developmental
Disability, and Substance Abuse Services in
Wake County*

INTRODUCTION



Welcome to the Wake County Local Management Entity and our community of providers in Wake County. Local Management Entities (LMEs) are agencies of local government – area authorities or county programs – who are responsible for **developing, managing, coordinating, facilitating and monitoring** the provision of **mental health, developmental disabilities and substance abuse services** in the area served. We are here to assist you and your family with services in the community. We will do our best to give you help and hope in your current situation. While we understand that this can be a stressful time for you, please let us provide some insight into this next step in your life. The LME and their partners are committed to providing quality services, while ensuring that your rights are respected and your privacy is protected.

HOW TO GET HELP

Mental Health or Addictive Disorders

If you are seeking help for help with Mental Health or Addictive Disorders, you may call a Provider on the LME Provider List. The LME Provider List can be found at the following web address:

- <http://www.wakegov.com/NR/rdonlyres/34E5DAD7-0422-460E-9453-75BE334BE2EE/0/ProviderNetworkList0708updates.pdf>

If you would prefer to speak to someone in person, you can call the following numbers for assistance about Mental Health or Addictive Disorders:

- **Local: (919) 250-3133 or Toll Free: 1-866-518-6784**

Developmental Disability

If you are seeking help for a Developmental Disability, you can go to the following website and download an application for services:

- <http://www.wakegov.com/humanservices/adult/disabilities/ddservices.htm>

If you would prefer to speak to someone in person, you can call the following number for assistance about Developmental Disabilities:

- **Local: (919) 856-6400**

If you have other questions about Wake LME, please call (919) 250-3100

CRISIS SERVICES



24-Hour Access and Crisis line

Local: 919-250-3133

Toll Free: 1-866-518-6784

TTY: 919-250-1499

If you are currently receiving services and are in an emergency situation you should contact your service provider.

As “First Responder”, your service provider will have the options for 24-hour emergency response. Your provider will be able to assess your situation and determine if it is necessary for you to seek additional assistance in the crisis department or by calling the 24-Hour Access and Crisis line.

Non-crisis services are for Wake County residents only.

- If you are not currently receiving services or if your current service provider has determined that you need additional assistance, you may contact the 24-Hour Access and Crisis line.
- If you are already receiving services, you should call your provider to make or change an appointment or to discuss any urgent needs. Your provider should always be available to meet your needs or provide support. Based on decisions made during your treatment team meeting, you may choose to do one of the following:
 1. Refer to your crisis plan
 2. Call your provider and ask for help

If you are in a life-threatening situation or having a medical emergency, immediately call 911.

FEES FOR SERVICE

As a consumer, you have the right to know the cost of the services you are receiving. Fees for any service should be discussed with you at your first visit. You will be asked a series of questions regarding insurance, payments, income, etc. These questions will help you and your provider determine the best way to pay for your services. Always let your provider know of any changes to your family, job, income or insurance status. If you are unable to make the required payment, please talk with your provider and arrangements will be made to assist you. Wake County LME will not authorize publicly funded services for individuals who are able to pay full cost according to the income guidelines, or for those who do not accurately complete the “Fee Application.” If you need help, please ask your provider for assistance.

APPEALS PROCESS

Before anyone can change your service or deny your request for a service, you will receive a notice explaining your rights. You have a right to appeal any changes to the services you already receive or any services you and your service provider have requested to receive.

All appeals about reduction or termination of state funded services (IPRS) can go through the LME Utilization Review Team. They can be reached at **(919) 250-3120**.

COMPLAINTS AND CONCERNS

If at anytime you have questions, concerns, or complaints about the services you are receiving, you have the right to have your concerns or complaints heard. Both the LME and your service provider have established procedures in which your concerns and complaints can be responded to in a timely manner.

When you are receiving services from a particular provider, we ask you first to address those concerns or complaints with that provider. This will 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 result, you should call the LME Quality Management Team at **(919) 856-6440**. A Quality Services Specialist will assist you with your concern or complaint. We understand the importance of confidentiality, so we will only take your name and contact information if you wish to be contacted for follow-up. You may report any complaint anonymously and without fear of retaliation.

WAKE CONSUMER and FAMILY ADVISORY COMMITTEE (CFAC)

The Wake Consumer and Family Advisory Committee (CFAC) is the representative body advising the Wake County Local Management Entity on all issues of interest to consumers and their families. The mission of Wake CFAC is to advocate on behalf of consumers and their families. By doing so, Wake CFAC assists the LME in ensuring the highest quality of services are available to consumers.

Wake CFAC is composed of consumers and family members who reside in Wake County and live with mental illness, developmental disabilities, and/or addictive disorders.

CFAC meets on the 4th Tuesday of each month from 5:30 - 7:30 p.m. in the Boardroom at 220 Swinburne St. in Raleigh. Call **919-212-7167** if you are interested in participating.

WAKE COUNTY COMMUNITY COLLABORATIVE FOR CHILDREN & FAMILIES (WCCCF)

The Wake County Community Collaborative for Children and Families (Community Collaborative) brings together agencies responsible for service delivery and those who receive services to make sure the voice of families is included in the development and management of mental health and substance abuse services for youth in Wake County. The Community Collaborative supports a service system that builds on each family's strengths and culture, and offers youth needed supports in their home community. The goal is to strengthen and preserve children and families in Wake County.

Community Collaborative members are parents or other family representatives, provider agency staff, interested individuals in the community, LME staff and staff of other child serving agencies like the school and juvenile court systems. Members are elected and serve for a two-year time period.

The Community Collaborative meets on the 1st Tuesday of each month from 10:00 a.m. - 12:00 p.m. Please contact the System of Care Coordinator at **919-212-9494** or e-mail wakecountysystemofcare@co.wake.nc.us for more information if you are interested in participating in activities of the community collaborative.

TRANSPORTATION

The Wake County LME does not provide transportation services. Please contact the appropriate transportation authority listed below for assistance in meeting your transportation needs.

Wake Coordinated Transportation Service

Wake County Human Service Transportation 919-212-7005

Transportation may be available if you are a Medicaid recipient or participate in services from Public Health, Mental Health, Work First and other programs. Contact your Provider to see if you are eligible.

TRACS 919 -212-7005

General public transportation is available to residents of Wake County residing in non-urbanized areas. Service is delivered by zone. The service zones are the northern, eastern, southern and southwest areas of the County. Services are provided five days a week. There is a nominal charge per person per trip for TRACS services. Service is by reservation, first-come, first-served, on a seat-available basis.

Triangle Transit Authority 919-485-7433

Capital Area Transit (CAT) 919-833-5701

Accessible Raleigh Transportation (ART) 919-890-3459

IMPORTANT CONTACT NUMBERS

The Wake County LME is responsible for ensuring that quality mental health, developmental disability, and substance abuse services are readily accessible and available within our community. If you have any questions, concerns, or comments about these services, please call us:

Complaints/ Customer Service	(919) 856-6440
General Questions	(919) 250-3100
Consumer and Family Advisory Committee (CFAC)	(919) 212-7167
LME Utilization Review Team (Appeals for IPRS services)	(919) 250-3120
Wake County Community Collaborative for Children & Families	(919) 212-9494

24-HOUR ACCESS AND CRISIS LINE

Local: 919-250-3133

Toll Free: 1-866-518-6784

TTY: 919-250-1499

For more information, please visit our website at:

<http://www.wakegov.com/lme/>

Go to the **LME Website** and click on “**Find a Service Provider**” to find a Provider.