

Screening, Triage, and Referral (STR)

Day Time: 910-222-6540

After Hours: 1-877-223-4617

LME website: <http://ccmentalhealth.org/wp/>

Provider Relations

Information on NC-SNAP, NC TOPPS, LME Procedures; To obtain NC-SNAPS and MR-2s; Assistance finding information on trainings, Medicaid, Division of MH/DD/SAS mandates, general information about becoming a provider, to update contact information.

Vince Wagner, Provider Relations Director	(910) 222-6129	vwagner@mail.ccmentalhealth.org
Rose-Ann Bryda, Provider Development Specialist	(910) 222-6074	rbryda@mail.ccmentalhealth.org
Administrative Assistant	(910) 222-6084	prcclme@mail.ccmentalhealth.org

Utilization Management and Utilization Review (UMUR)

Authorization of State Funded services

Laura Pollock, UM/UR Processing Assistant	(910) 222-6112	lpollock@mail.ccmentalhealth.org
UM/UR Fax:	(910) 484-4963	
Claretta Johnson, UM/UR Director		cjohnson@mail.ccmentalhealth.org

Quality Management (QM)

Endorsement Process and issues; Questions regarding Incident Reporting, Quarterly Reporting, Monitoring, Letters of Support for Licensure; Complaints about services and practices of a provider.

Wanda McCoy, QM/QI Administrative Assistant	(910) 222-6421	wmccoy@mail.ccmentalhealth.org
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Customer Services Advocacy

Consumer Complaints and Advocacy; Consumer Choice of Providers; to speak to a Consumer Advocacy Representative

Latoya Cain, Processing Assistant	(910) 222-6111	lcain@mail.ccmentalhealth.org
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Volunteer Services

A 501c3 Organization, The Cumberland County Mental Health Auxiliary, Inc., provides Financial and In-Kind assistance for needy consumers; Payee Program; emergency funds, food and clothing for consumers.

Deborah McMillan, Director of Volunteer Services	(910) 222-6155	dmcmillan@mail.ccmentalhealth.org
Marta Rodriguez, Processing Assistant	(910) 222-6154	mrodriguez@mail.ccmentalhealth.org
Juanita Richardson, Clothing Closet	(910) 323-0601 x 4005	

Contracts

Insurance Updates; To Sign a Contract.

Cassandra Haire, Director for Contracts	(910) 222-6087	chaire@mail.ccmentalhealth.org
Sylvia Edwards, Contracts Assistant	(910) 222-6070	sedwards@mail.ccmentalhealth.org

MIS/Finance

Technical Assistance (Calcium Calendar)	Yvonne Abernethy	(910) 222-6045
Technical Assistance (Electronic Billing)	Rafael Garcia	(910) 222-6043
CareLink Training	Colette Gelin	(910) 222-6960