Managing mental health, intellectual and developmental disabilities and substance use disorders for children and adults

**SERVICES**

<table>
<thead>
<tr>
<th>Corporate Office</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
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<tbody>
<tr>
<td><strong>Cardinal Innovations Healthcare</strong></td>
<td>4855 Milestone Avenue, Kannapolis, NC 28081</td>
<td>704.939.7700</td>
<td><a href="http://www.cardinalinnovations.org">www.cardinalinnovations.org</a></td>
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<tr>
<td><strong>Alamance-Caswell Community Office</strong></td>
<td>2929 Crouse Lane, Suite B, Burlington, NC 27215</td>
<td>336.513.4222</td>
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<tr>
<td><strong>Five County Community Office</strong></td>
<td>134 S. Garnett Street, Henderson, NC 27536</td>
<td>252.430.1330</td>
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<tr>
<td><strong>Mecklenburg Community Office</strong></td>
<td>1100 South Tryon Street, Suite 100, Charlotte, NC 28203</td>
<td>980.938.4200</td>
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<tr>
<td><strong>OPC Community Office</strong></td>
<td>201 Sage Road, Suite 300, Chapel Hill, NC 27517</td>
<td>919.913.4000</td>
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<tr>
<td><strong>Piedmont Community Office</strong></td>
<td>4855 Milestone Avenue, Kannapolis, NC 28081</td>
<td>704.939.7590</td>
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<tr>
<td><strong>Triad Community Office</strong></td>
<td>4045 University Parkway, Winston-Salem, NC 27106</td>
<td>336.714.9100</td>
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**CALL THE Access/Crisis Line if...**

- You or a family member are experiencing emotional or behavioral problems
- You or a family member are concerned about an alcohol or drug problem
- You or a family member has an intellectual/developmental disability
- You or a family member needs assistance accessing the Cardinal Innovations Healthcare network of providers
- You or a family member needs more information about Cardinal Innovations Healthcare and our services.

**24-HOUR ACCESS/CRISIS LINE**

1.800.939.5911

Assistance Available for Non-English Speakers

Hay Asistencia Disponible Para Los Que Hablan Español

Rev. 07/2016
Cardinal Innovations Healthcare is the largest specialty health plan in the country, serving more than 839,000 members through its Medicaid, state and county funded plans.

Using a community-based model of care management, Cardinal Innovations seeks to improve the health and wellness of individuals with complex needs by collaborating with local providers and stakeholders.

Cardinal Innovations Healthcare

- Manages, coordinates and monitors the mental health, intellectual/developmental disabilities and substance use disorder services (MH/IDD/SUD) in the Cardinal Innovations Healthcare region.

- Authorizes payment for Medicaid services for residents who need MH/IDD/SUD services and whose Medicaid originates in the Cardinal Innovations Healthcare Solutions region.

- Provides a toll-free number for access to information, assessment, crisis care and referrals to Cardinal Innovations Healthcare 24 hours a day, 7 days a week, 365 days a year through our Access Call Center.

- Manages a network of community provider agencies and licensed practitioners who offer a variety of services designed to meet member needs.

- Monitors the quality of services, and handles member concerns and grievances.

- Authorizes payment for state-funded services for residents without Medicaid or private insurance who live in the Cardinal Innovations Healthcare region.

- Requires a person-centered approach to member support that builds upon the individual’s ability to participate in activities that honor the individual’s choices, strengths and needs.

Committed To Wellness

Cardinal Innovations Healthcare is committed to personal wellness for individuals with mental health and substance use disorder. We are committed to the promotion of choice, independence and wellness for individuals with intellectual and other developmental disabilities. We strive to encourage, empower and support all individuals and families as they achieve their full potential in their communities.

Choice Of Providers

Cardinal Innovations Healthcare has a network of independent, specialty and comprehensive providers. Our licensed practitioners and professional practice groups include psychiatrists, psychologists, nurse practitioners, clinical social workers and professional counselors.

A full listing of providers and their services is available on our website at: https://www.cardinalinnovations.org/resources/handbooks-manuals.

Or you may call Cardinal Innovations Healthcare 24-hour, toll free Access/Crisis Line:

1.800.939.5911

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