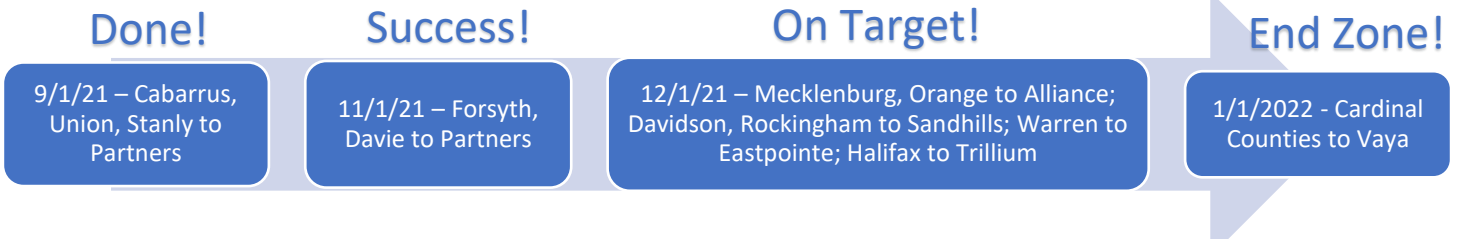


REALIGNMENT REPORT – NOVEMBER 24, 2021; **HAPPY THANKSGIVING!**

The Realignment Report provides an “at-a-glance” update every other week on Cardinal Innovations’ transition activities.



REALIGNMENT HIGHLIGHTS THIS CYCLE:

Cardinal has successfully completed file transfers of all member and non-member data as agreed to with the new LME/MCO. Refresher files will be transmitted at month’s end. Cardinal is assisting the receiving LME/MCO to ensure it can properly interpret the files.

REALIGNMENT

- Cardinal is sponsoring weekly Core Team calls with the receiving LME/MCO project leadership to monitor successful record transfers, manage individual member complexities, and resolve any last minute issues pre-transition. Cardinal’s project team is participating in bi-weekly NC-DHHS meetings with the receiving LME/MCOs to ensure successful transition of state-held records.
- Cardinal completed its post go-live support with Partners and has implemented its post cutover protocols to manage any member or provider issues arising after transition with the remaining LME/MCOs.

MEMBERS

- Cardinal thanks its dedicated employees who volunteered to work emergency triage during the Thanksgiving holiday and to those employees who delayed transition to their new LME/MCO until Dec. 1st to minimize service disruption and protect the health and safety of Cardinal’s members.
- Cardinal reminds its members to reach out to their care coordinators and Cardinal’s Member Support Line (1-833-580-1965) if assistance is needed prior to their go-live dates. Contact numbers for the new LME/MCOs are linked on this Cardinal [web page](#).
- Cardinal has transmitted all member data files for claims, authorizations, providers, and care designations to Alliance and Sandhills. Member and non-member files will be refreshed at month’s end. Cardinal has transmitted all summary member records to Eastpointe and Trillium.
- Cardinal will deliver all historical records for active and inactive members—digital and paper—to the members’ new LME/MCO, with digital records by Dec. 31, 2021, and paper records prior to April 1, 2022, according to N.C.’s records retention policies.

PROVIDERS

- Cardinal has transmitted all provider records to the receiving LME/MCOs including rate schedules, claims, and services.
- Cardinal has [clarified](#) its claims payment policies to providers to assist them in correct billing and payment.
- Cardinal is following state guidelines for Transitions to Community Living (TCL) landlord payments. NC-DHHS has designated Socialserve to manage any related TCLV payment issues. Please call Socialserve’s dedicated TCLV line at 704.727.4911.
- Cardinal reminds providers to call its provider hotline (1-855-270-3327) for any issues not addressed on its transition or providers’ websites and provides [this link](#) to its revised Provider Assignment list.

COMMUNITY

- Cardinal has sent its thanks to its community stakeholders, its advocacy groups, and its county partners for giving their time and efforts in support of members and their families.

For more information, visit <https://www.cardinalinnovations.org/County-Realignment>.