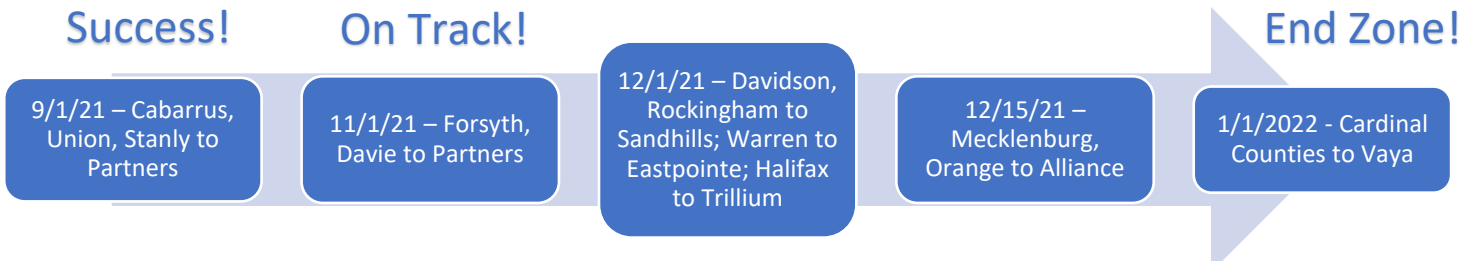


## REALIGNMENT REPORT – OCTOBER 13, 2021

Every other week, the Realignment Report will provide an “at-a-glance” update on Cardinal Innovations’ activities related to the realignment of counties and their members as an FYI for its members, providers, and the community. The report will highlight current cycle accomplishments, address any issues for resolution, and feature important milestones for the upcoming cycle.



### REALIGNMENT HIGHLIGHTS THIS CYCLE:

*Cardinal prepares for operational consolidation of its remaining counties with Vaya Health by January 1, 2022.*

#### REALIGNMENT

- Cardinal has finalized its strategy for records archiving and retention and has shared its retention structure and responsibilities with each of the LME/MCOs in the weekly Core Team meetings.

#### MEMBERS

- Cardinal mailed info packets last week to all members, including those on wait lists and those in state facilities, to notify members of access to services, provide contacts to the new LME/MCOs, and update them on consolidation activities with Vaya.
- Cardinal launched a social media campaign Oct. 1<sup>st</sup> via Facebook and Twitter to publicize transition milestones and contacts.
- Cardinal confirmed with NC-DHHS and Alliance that the state will provide data on *Home and Community Based Services* (HCBS).
- Cardinal has transmitted its crisis management plans to Partners, Sandhills, Alliance, Trillium, and Eastpointe.
- Cardinal transmitted its Registry of Unmet Needs (RUN) file last week to Partners for integration with Partners’ registry and completed its transfer of non-member data to Sandhills and Alliance.
- Cardinal has scheduled its warm hand-off meetings for complex cases with Partners to ensure case management cohesion and uninterrupted service provision in preparation for the November 1<sup>st</sup> cut over.
- 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.

#### PROVIDERS

- Cardinal is tracking and publishing on its website those provider alerts and meetings offered by the new LME/MCO.
- Cardinal is no longer processing new provider applications or services in order to focus on member transition processes.

#### COMMUNITY

- Cardinal’s joint Realigning CFAC met Oct. 5<sup>th</sup> to consider updates on realignment and state activities. Forsyth and Davie County CFAC members were thanked roundly for their commitment and service, given that it was their last meeting. The committee will meet for its last time Nov. 2<sup>nd</sup>. Cardinal’s joint Consolidating CFAC met this Tuesday to consider similar updates and will meet again Nov. 9<sup>th</sup> for its last session. Vaya’s CEO was in attendance to report out on consolidation efforts and progress. Cardinal invites their members, families, and stakeholders to attend these virtual meetings.
- Vaya sponsored a *Meet & Greet* on Oct. 1<sup>st</sup> for those CFAC members in the nine counties that are consolidating with Vaya.

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