

REALIGNMENT REPORT – NOVEMBER 10, 2021

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



REALIGNMENT HIGHLIGHTS THIS CYCLE:

Cardinal completed its transition of Davie and Forsyth County members to Partners Nov 1st.

REALIGNMENT

- Cardinal transitioned its Davie and Forsyth County members to Partners on schedule and in adherence with its state-sanctioned transition playbook. All member data files for claims, authorizations, providers, and care designations were transmitted prior to Nov. 1st. Cardinal has initiated its post-cutover protocols to manage any member or provider issues arising after transition.
- Cardinal’s transition of members in Mecklenburg and Orange Counties has been moved up from Dec. 15th to Dec. 1st at the request of NC-DHHS. Cardinal is mailing a postcard notification of this change to these members this week.

MEMBERS

- Cardinal once again earns the National Committee for Quality Assurance’s (NCQA) full accreditation for Managed Behavioral Health Organization and its Long-Term Services and Support Distinction.
- Cardinal is pleased to report that half of its employees (500+) are staying in the LME/MCO system, with a third (340+) joining the Vaya Health team. Staff transitions aim to minimize service disruption and protect the health and safety of its 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 at this Cardinal [web page](#).
- Cardinal’s warm handoff process for complex cases is underway, to support case management cohesion and service provision.
- Cardinal transmitted its initial member records for Warren County to Eastpointe, began its file transfers for Halifax County members to Trillium, and completed transfer of initial member-specific records for Mecklenburg and Orange to Alliance.
- 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 Partners, Sandhills, Alliance, and Eastpointe, including rate schedules, claims, and services. Trillium’s provider records will be transferred in mid-November.
- Cardinal is processing to completion any credentialing applications received prior to 10/1/21; application requests received after 10/1/21 are reviewed based on addressing a member specific need. More information can be found [here](#).
- 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’s Consolidating CFAC met Nov. 9th to finalize its integration with the Vaya CFAC structure. Cardinal’s Realigning CFAC met for its last meeting on Nov. 2nd, during which Cardinal CEO Trey Suttan came to personally thank the CFAC members for giving their time and efforts in support of members and their families.
- Mecklenburg and Alliance are sponsoring a [virtual townhall](#) Wed., Nov. 17 at 6 p.m. to offer public Q&A on realignment.

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