

## REALIGNMENT REPORT – SEPTEMBER 29, 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.

### Success!

9/1/21 – Cabarrus, Union, Stanly to Partners

11/1/21 – Forsyth, Davie to Partners

### New!

12/1/21 – Davidson, Rockingham to Sandhills; Warren to Eastpointe; Halifax to Trillium

12/15/21 – Mecklenburg, Orange to Alliance

### REALIGNMENT HIGHLIGHTS THIS CYCLE:

Cardinal implements a streamlined process to expedite transitions to Eastpointe & Trillium. Cardinal launches a social media campaign Oct. 1<sup>st</sup> to publicize transition dates & contacts.

#### REALIGNMENT

- DHHS, Trillium, Eastpointe and Cardinal agreed to a streamlined process to expedite transitions of Warren and Halifax, subsequently avoiding two moves for members and providers (initial transition to Vaya and then to another LME/MCO).
- Cardinal’s Realignment Core Team of executive leaders has initiated weekly meetings with Eastpointe and Trillium to monitor transition milestones. Weekly meetings with Partners, Sandhills, and Alliance continue to monitor realignment progress.

#### MEMBERS

- Cardinal is preparing a mailing to be sent to all of its members early next month to notify them of their access to services, provide them with contact information to their new LME/MCOs, and alert them to Cardinal’s consolidation with Vaya.
- Cardinal has implemented a staffing strategy that provides for member case coverage and a reassignment plan to schedule staff transitions to align with member transitions to help ensure continuity of care.
- Cardinal has transmitted numerous files of member-specific data to Partners, including reports on complex needs, Innovations, Transitions to Community Living, ready for discharges, registry of unmet needs, and the state services waitlist.
- Cardinal has transmitted numerous files of non-member data to Partners, Sandhills and Alliance, including descriptive processes for complex care management, alternative and state approved services, county-specific programs, and appeals and grievances.
- Cardinal has requested area court officials to transition Forsyth County juvenile orders to Partners effective Oct. 15 to allow ample time for Partners to schedule evaluations.
- 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 the go-live date.

#### PROVIDERS

- Cardinal has developed a new [Provider Bulletin](#) to outline the state’s newly approved delegation of credentials policy so providers do not need to request documents from Cardinal for contracting with the transitioning LME/MCO.
- Cardinal is no longer processing new provider applications or services in order to focus on member transition processes.

#### COMMUNITY

- Cardinal’s CFACs agreed to convene into two groups in October—one for counties consolidating with Vaya and one for counties realigning with other LME/MCOs. The Realigning CFAC meets the first Tuesday (Oct. 5 and Nov. 2) and the Consolidating CFAC meets the second Tuesday (Oct. 12 and Nov. 9). Both groups meet from 6 - 8 p.m. December dates have yet to be determined.
- Cardinal has provided transitioning CFAC members’ contacts and current CFAC initiatives to Partners, Sandhills, and Alliance.

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