

REALIGNMENT REPORT – OCTOBER 27, 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 accelerates county transitions to Alliance for 12/1 at the request of NC-DHHS.
Cardinal reminds providers of its providers’ hotline (1-855-270-3327) for transition issues.*

REALIGNMENT

- Cardinal and Alliance revised their transition schedule for Mecklenburg and Orange Counties from Dec. 15th to Dec. 1st at the request of NC-DHHS after the department considered a number of operational factors that make the first day of the month preferable to a mid-month transition. Please see [this link](#) for NC-DHHS’s realignment fact sheet.
- Cardinal is participating in bi-weekly meetings with the NC-DHHS realignment oversight team and the LME/MCOs to ensure realignment milestones are met and that state-provided data and records are transmitted on schedule.

MEMBERS

- Cardinal transferred its initial continuity of care and member record files for Forsyth and Davie Counties to Partners including care plans and screenings, Innovations, state wait lists, TBI, NADD, discharges, and complex cases, and is preparing all client data files for final transmission on Oct. 29th. Similar first-run files are being prepared and uploaded to Sandhills and Alliance.
- Cardinal continues to ensure that continuity of care is a priority. For services currently covered by Cardinal and not the receiving LME/MCO, referrals continue to be received and Cardinal is communicating closely with the LME and performing warm handoffs. Continuity of care is closely coordinated with the receiving LME/MCO to prevent service disruption.
- Cardinal is compiling complex case summaries for Alliance and Sandhills to ensure case management cohesion and uninterrupted service provision in preparation for the Dec. 1st cut over.
- Cardinal launched a social media campaign Oct. 1st via Facebook and Twitter to publicize transition milestones and contacts, with a reach of 35,000 to date; members should 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 has transmitted all provider records to the LME/MCOs, including rate schedules, claims, and services.
- Cardinal reminds providers to call its provider hotline (1-855-270-3327) for any transition issues not addressed on its transition or providers’ websites and provides [this link](#) to its revised Provider Assignment list.
- Cardinal is tracking and publishing on its website those provider alerts and meetings offered by the new LME/MCO.

COMMUNITY

- CCR provided an update on realignment activities to Davidson, Davie, and Forsyth Counties along with their new LME/MCOs.
- Cardinal’s Realigning CFAC meets for its last time Nov. 2nd and its Consolidating CFAC meets Nov. 9th. Cardinal would like to thank all its CFAC members, community partners and stakeholders for their efforts in support of members and their families.

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