

where to turn

OPC

24-Hour Access/Crisis Line: 1.800.939.5911

Cardinal Innovations is a Managed Care Organization (MCO) that manages behavioral health services for NC residents with Medicaid or who are uninsured. Use the Access/Crisis line for connection to services, supports, or questions regarding your Mental Health, Intellectual/Developmental Disabilities and Substance Use Disorder needs.

Apply for Medicaid

Department of Social Services (DSS)

Chatham County - 919.542.2759

www.chathamnc.org/services/social-services

Orange County - 919.245.2800

orangecountync.gov/departments/social_services

Person County - 336.599.8361

www.personcounty.net/departments-services/departments-i-z/social-services

Apply for Supplemental Security Income (SSI)

For an appointment with your local Social Security Office
1.800.772.1213 - TTY 1.800.325.0778

Veteran's Link 1.800.939.5911

We link community-based programs, services and care within a system that improves the well-being and health of service members, veterans and their families.

www.cardinalinnovations.org/veteranslink

Intellectual Developmental Disability Registry Of Unmet Needs

A waiting list for those with intellectual and developmental disabilities to receive support services: 704.939.7980

Consumer/Family Advisory Committee (CFAC)

An advisory committee to the Cardinal Innovations Healthcare Board of Directors. The CFAC works in partnership to ensure the voices of members and their families are heard. **For more information:** 704.939.7700

Free Trainings

Request a training from Community Engagement or Member Engagement, both offering a variety of programs to increase awareness, decrease stigma, support member and family specific recovery, and encourage self-advocacy education.

Email: trainingrequest@cardinalinnovations.org

Concern or Grievance

You may file verbally or in writing to express dissatisfaction by or on behalf of a member about a matter.

Toll-free 24-hour anonymous concern line:
1.888.213.9687

Unsure of Who to Call

Member Engagement Specialists are available to help you navigate the system, provide education and training, and offer non-clinical support. **Call the 24-hour Access Line - 1.800.939.5911** - and request to be connected to a Member Engagement Specialist. Or e-mail us at MemberQuestions@cardinalinnovations.org

Call Our Access Call Center – 1.800.939.5911

- Get a Comprehensive Clinical Assessment, an appointment with a service provider, or connect for help in a behavioral health emergency.
- Make a referral to Care Coordination, the department focused on high risk, high need members.
- Make a referral to Member Engagement for non-clinical support navigating the mental health system.
- Request information on Transitions to Community Living (TCL), which helps people with mental illness currently living in an adult care home to find housing of their choice in their communities.
- Language assistance available.