

Call the 24-hour, toll-free Crisis and Referral Line if...

- You or a family member are experiencing emotional or behavioral problems
- You or a family member are concerned about an alcohol or drug problem
- You or a family member has an intellectual/developmental disability
- You or a family member needs assistance accessing the Cardinal Innovations Healthcare network of providers
- You or a family member needs more information about Cardinal Innovations Healthcare and our services.

1.800.939.5911

Assistance Available for Non-English Speakers

Hay Asistencia Disponible Para Los Que Hablan Español

Cardinal Innovations Healthcare

Corporate Office

550 South Caldwell St., Suite 1500
Charlotte, NC 28202
704.939.7700
www.cardinalinnovations.org

24-hour, toll-free Crisis and Referral Line

1.800.939.5911

Report Fraud and Abuse

1.800.357.9084

Report Concerns/Grievances

1.888.213.9687



Cardinal Innovations
Healthcare

Who We Are

Cardinal Innovations Healthcare insures more than 850,000 North Carolinians with complex needs.

We provide access to Medicaid and State-funded benefits and providers that best meet the needs of our members with mental health conditions, intellectual or developmental disabilities, or substance use disorder.

For more than a decade, our mission has been to improve the health and wellness of our members and their families. We believe that every person has the right to respect, dignity, personal choice, and a healthcare plan designed to meet their unique needs. Our health benefits, supports and services are based directly in the communities we serve, and we hold ourselves and others to the highest standards of care.

What We Do

- Connect individuals to a network of community services and supports provider agencies and licensed practitioners who offer a variety of services designed to meet unique member needs
- Provide a toll-free number for access to information, assessment, crisis care and referrals to Cardinal Innovations Healthcare 24 hours a day, 7 days a week, 365 days a year
- Authorize payment for specialty Medicaid services
- Authorizes payment for specialty State-funded services for residents who do not have Medicaid or adequate insurance

Community-Based. Quality-Focused. Person-Centered.

Community-Based

Our community-based model of managed care supports natural interaction among members, local providers and stakeholders. We live and work in the communities we serve so that we can identify needed services and resources. Our local presence is a key part to improving a community's overall health and creating a positive experience. We rely on:

- Care Coordinators who work directly with members and their families
- Community Operations staff who provide training and education, advocacy and outreach
- Network and Quality Management Specialists who partner with providers to help our members live their best lives

Quality-Care

Cardinal Innovations Healthcare has a network of independent, specialty and comprehensive providers. Our licensed practitioners and professional practice groups include psychiatrists, psychologists, nurse practitioners, clinical social workers and professional counselors. To locate, visit the Cardinal Innovations website: <http://bit.ly/provider-directory>.

Person-Centered

Cardinal Innovations believes in care plans that are unique to individual needs. This approach is called person-centered planning, and uses a variety of supports, including training, therapy, treatment and other services needed to help members reach their goals.

