



Complete Care

About Alliance

- Behavioral health MCO for Durham, Wake, Cumberland and Johnston counties
- Serves 200,000+ Medicaid consumers among a total population of over 1.7 million
- Operating under Medicaid 1915 (b)/(c) waivers

About Alliance

- The public behavioral health **Managed Care Organization** (MCO) serving the people of Durham, Wake, Cumberland and Johnston counties
- Responsible for authorizing and paying for Medicaid, State and locally-funded services
- Provides 24/7 information and access to mental health, substance abuse and developmental disability services and supports

About Alliance

**HELP & INFORMATION AVAILABLE 24/7 EVERY
DAY:**

800-510-9132

**Promoting recovery in Cumberland, Durham, Johnston and
Wake Counties**

Managed Care

- Allows for predictable Medicaid costs by using capitated (fee per patient) payment structure
- Functions as an insurance company to provide high quality services in the most cost-effective manner
- Ensuring a person with mental health needs and chronic medical issues receives the proper level of treatment and access to primary care as opposed to frequent ED visits

Managed Care

- Ability to right-size the provider network to best meet consumer needs while providing a full array of services
- Ability to set rates and establish programs and benefit packages based on community need
- Savings remain with MCO and can be reinvested back into services

Alliance Departments



Accessing Services

- 24/7/365 Toll-free Alliance Crisis & Access Information Line at **(800) 510-9132**
 - Serving Wake, Durham, Johnston and Cumberland County Residents.
- Provides immediate live answers by behavioral health qualified professionals and clinicians who screen, provide crisis intervention, information and referral for services.

Accessing Services

- Crisis and Assessment Centers, inpatient facilities or emergency departments
- Detention centers, prisons, courts, law enforcement
 - Healthcare providers
 - Human service agencies
- Public schools and other educational settings

All services are voluntary and must be requested by the person, parent or legal guardian

Community Health & Well-Being



Community Health & Well-Being

- Provide education and awareness regarding MH/SA/DD services
- Identify service gaps and system trends and make recommendations
- Liaison with DPS to ensure court involved youth and adults receive the most appropriate level of care in the least restrictive environment

Community Health & Well-Being

- Promote a System of Care approach across the life span and across multiple systems
- Increase Jail Diversion efforts to direct people into treatment rather than incarceration
- Increase safe and affordable housing options along a housing continuum from homelessness to permanent housing

Community Health & Well-Being

- Identify barriers to treatment and make recommendations
- Facilitate holistic and wraparound treatment planning for high risk children, youth and adults
- Provide leadership to cross-system collaboratives to address social determinants of health and wellness

Community Health & Well-Being

- **Independent Living Initiative (ILI)**-Rental subsidy for qualified Alliance consumers who are homeless or facing eviction
- **Care Review**- a process where consumers can discuss needs and wishes with community service providers, known as the Care Review Team, who can assist in finding and accessing the resources needed.

Networks of Care

www.wakenetworkofcare.org

www.durham.nc.networkofcare.org

*A comprehensive online resource database with enhanced features designed to increase access to resources of Wake & Durham counties.

**The Wake Network of Care is shared as a public service by Alliance Health and Wake County Government and Durham County Government.

***Neither entity specifically endorses nor promotes any agency or listing in the Service Directory.

Networks of Care

County Database

- *Comprehensive
- *Up To Date
- *Search by:
 - Category
 - Program/Agency
 - Keyword/Zip Code
- *118 Languages
- *Large Print Feature

Enhanced Features

- *Extensive Health Library
- *Real time Legislation tracking
- *Social Network
- *Community Calendar
 - *Mobile App

Contact Information

**For more information, please
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