



**North Carolina Department of Health and Human Services
Division of Medical Assistance**

Pat McCrory
Governor

Richard O. Brajer
Secretary

Dave Richard
Deputy Secretary for Medical Assistance

June 15, 2016

Dear County Director of Social Services:

Subject: Managed Care Organizations (MCO)

The purpose of this letter is to inform you about a change within the Behavioral Health Managed Care Organization (MCO). CenterPoint Human Services Offices will merge with Cardinal Innovations Healthcare Solutions effective July 1, 2016. Cardinal Innovations Healthcare Solutions will now serve Alamance, Cabarrus, Caswell, Chatham, Davidson, Davie, Forsyth, Franklin, Granville, Halifax, Mecklenburg, Orange, Person, Rockingham, Rowan, Stanly, Stokes, Union, Vance and Warren.

Former CenterPoint beneficiaries will be mailed information and welcome letters from Cardinal Innovations Healthcare Solutions. New Medicaid cards will not be issued nor will the merge trigger the issuance of new cards. New Medicaid cards will be issued on the beneficiary's regular annual schedule. The phone number on their current card will provide access to receive needed services. The welcome letters inform beneficiaries residing in the affected counties of the change and effective date.

If you have any questions regarding this information, please contact the Operational Support Team (OST) at ost.policy.questions@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Richards".

Dave Richards
Deputy Secretary for Medical Assistance