

Five County Mental Health Authority



Valerie Hennike, Area Director

Marcelle Smith, Area Board Chair

FCMHA COMMUNICATION BULLETIN #43

To: Five County Provider Network

From: Don Scott, Provider Services Director
Marni Cahill, Service Management Director

Date: September 9, 2011

Re: **AGENCY CALLS**

The Area Authority is committed to efficient, informative partnership with you as valued providers. A central goal in that relationship is to be reliably available to the contacts that you initiate. This bulletin comes as an important reminder about the best way for particular needs and requests to be addressed when trying to reach us by telephone.

FCMHA's Call Center toll-free line is restricted to service screening and referral calls only. In transition toward Waiver Implementation and merger with PBH, the Call Center staff has been significantly reduced in size. The Call Center is no longer staffed to handle general information calls nor transfer such calls to other departments. Currently, all non-service callers will be asked to hang up and call the agency's toll-free **General Information number at 1-866-375-1315** or the central desk at **252-430-1330**.

Also the following is an abbreviated guide to key departmental contacts (252-430-direct line number):

Service Management

Authorization information	Megan Daugherty	3059
	Marie Harrell	3040
Enrollment information	Carolyn Nutt	3034
Housing	Joel Rice	3073
DWI or Parenting	Anne Williams	3077

Provider Services

Applications & endorsement	Stephanie Callahan	3039
	Barbara Epanchin	3072
Medical Records requests	Mary Granger	3018

Contracts	Lynn Veldkamp	3071
Provider Monitoring	Bob Rhoden	3032

Quality Management

QM Reports & Surveys	Jim Kinnan	3069
Customer Complaints/Incidents	Robin Wheatley	3025
NC TOPPS, NC SNAP	Shawanna Lugardo	3066

Business Office

Finance, Reimbursement, CI	Lynn Fleming	3064
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Thank you for using this information as applicable to your needs, and for reserving Call Center calls to those that are specifically consumer service related.