

RESPONSES
To
ANNUAL MEETING QUESTIONS & COMMENTS

CenterPoint thanks all who submitted Questions and Comments at its Annual Meeting on October 21, 2009. Those submissions are set out below in bold along with CenterPoint's responses.

- 1. A Consumer Support group at CPHS for adults with #1 a physical long-term permanent disability and on Social Security Disability, a history of MH/SA. Physical Disabilities would include the neuro & auto-immune, i.e. MS, Insulin diabetes, Parkinson's, Lupus, Chronic Fatigue, etc.**

A local advocacy group is talking with CenterPoint to start this support group.

- 2. COMMENT: It's time for the ACCESS Line to update their information. The referrals they made are either not taking new patients or no longer providing services. They should update their provider list, at least, quarterly, if not more often.**

ACCESS information is updated continuously; however, the system can only be updated if and when a Provider submits the information. Provider status changes constantly so that there may be a short delay in the change being entered into the system.

All state-funded (IPRS) providers take new referrals. ACCESS has no control over a Medicaid Provider's decision regarding a referral and can only convey information given CenterPoint previously by the Provider.

- 3. Who can utilize Telepsychiatry? How do you sign-up for Telepsychiatry?**

Telepsychiatry offers access to psychiatric assessment services through a secure audio and visual electronic connection between the consumer and behavioral health professionals. Telepsychiatry expands the coverage of limited psychiatric services to underserved areas.

DayMark Recovery Services currently provides telepsychiatry in their Advanced Access Clinics in Winston-Salem (Forsyth County) and Wentworth (Rockingham County). DayMark's Mobile Crisis Management Team will soon be using telepsychiatry in Morehead Hospital in Eden to increase access and improve timeliness of response.

- 4. Telepsychiatry services offered in Davie County? The schools and Davie County have the technology to extend services to children and adults via telecommunication. Connect the consumers with the providers on equipment we have available.**

This would be a strong resource for Davie County. Providing telepsychiatry requires both the availability of the technology and a provider. Please contact Jeff Eads at 336-714-9154 to explore this option for Davie County.

- 5. ? How can CenterPoint collaborate “better” with W-S/FCS to provide a seamless transition from school to adult pursuits? Students without supports (i.e. CAP, Community Support, etc.) face significant challenges in participating in community events – volunteering/work/recreation/faith based inclusion due to lack of support or transportation. They need assistance via resources and programs without wait lists that give them self worth. Suggestions. Hook up retirees with those who could benefit from their expertise or care – seems win-win. Thanks for all you do...**

Resources and supports for children transitioning into adulthood has long been a concern of the Developmental Disabilities Advisory Committee. CenterPoint will work closely with the Committee to identify targeted initiatives responding to the need to be included in strategic planning this year.

- 6. I think that consideration should be given to those agencies that have adhered to LME and State mandates, have never had a payback, and have achieved National Accreditation. There are so many agencies that do things unethically, illegal and not in the best interest of the consumer. These agencies have “gotten rich” doing things the wrong way, but the smaller agencies that are doing things the right way are the ones suffering with the new cuts in services and rates. A Private Agency Investigation needs to be put in place to bring these agencies to light.**

The provision of clinically sound, medically necessary services delivered within a strong ethical framework is the expectation for all providers. Consumers, family members and community stakeholders rely on this basic tenet of service delivery and deserve nothing less. The CenterPoint Area Provider Council developed a Code of Ethics which providers may endorse upon joining the organization. In order for CenterPoint or regulatory agencies to address unethical or illegal activities, facts and supporting documentation are required. CenterPoint has and will continue to assertively address concerns with unethical providers when fact-based information is communicated to Provider Operations staff.