

Who to Contact for Questions:

PLEASE CHECK CCMHC WEBSITE FOR UPDATES: www.ccmentalhealth.org under Provider Information.

Screening, Triage, and Referral (STR)

Day Time: 910-222-6540

After Hours: 1-877-223-4617

Provider Relations – *Information on NC-SNAP, NC TOPPS, LME Procedures; To obtain NC-SNAPS and MR-2s; Assistance finding information on trainings, Medicaid DMH and Value Options rules, Division of MH/DD/SAS mandates, general information about becoming a provider, to update contract information.*

Vince Wagner, Director	(910) 222-6129	vwagner@mail.ccmentalhealth.org
Rose-Ann Bryda, Provider Development Specialist	(910) 222-6074	rbryda@mail.ccmentalhealth.org
Mary Kavanaugh, Temporary Processing Assistant	(910) 222-6083	sstaton@mail.ccmentalhealth.org

Utilization Management and Utilization Review (UMUR) – *Authorization of State Funded services*

Claretta Johnson, UM/UR Director	(910) 222-6110	cjohnson@mail.ccmentalhealth.org
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Quality Management (QM) – *Endorsement Process and issues; Questions regarding Incident Reporting, Quarterly Reporting, Monitoring, Letters of Support for Licensure; Complaints about services and practices of a provider.*

Debbie Jenkins, QA/QI Director	(910) 222-6354	djenkins@mail.ccmentalhealth.org
Wanda McCoy, QA Administrative Assistant	(910) 222-6421	wmccoy@mail.ccmentalhealth.org

Customer Services Advocacy – *Consumer Complaints and Advocacy; Consumer Choice of Providers; to speak to a Consumer Advocacy Representative*

Belinda Drayton, Administrative Support	(910) 222-6111	bdrayton@mail.ccmentalhealth.org
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Customer Services Relations – *Concerns about Clinical Services provided by CCMHC staff.*

Debbie Jenkins, DCSW	(910) 222-6421	djenkins@mail.ccmentalhealth.org
Latoya Cain, Administrative Support	(910) 222-6111	lcain@mail.ccmentalhealth.org

Volunteer Services – *A 501c3 Organization, The Cumberland County Mental Health Auxiliary, Inc., Financial and In-Kind assistance for needy consumers; Payee Program; emergency funds, food and clothing for consumers.*

Deborah McMillan, Director of Volunteer Services	(910) 222-6155	dmcmillan@mail.ccmentalhealth.org
Marta Rodriguez	(910) 222-0601 x 4711	
Juanita Richardson	(910) 222-0601 x 4005	

Contracts – *Insurance Updates; To Sign a Contract.*

Marili Melchionne	(910) 222-6070	mmelchionne@mail.ccmentalhealth.org
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