

2025 LTSS Forum Q&A Session: PCS
Answers provided and vetted by DHB 7/15/2025

Q. We are getting people with CAP-C calling in with questions that suggest they are confused about the transition to Innovations slots. Who should we refer them to?

A. The contact information for the LME/MCO Directory (Innovations Waiver Waitlist and Tailored Plan) (5.31.24) is below:

Alliance Health Office

5200 Paramount Parkway, Suite 200 Morrisville, NC 27560 Phone: 919-651-8401 Fax: 919-651-8672
Crisis Line: 800-510-9132

Counties Served: Cumberland, Durham, Johnston, Mecklenburg, Orange, Wake, Harnett

Partners Health Management Office

901 South New Hope Road Gastonia, NC 28054 Phone: 704-884-2729 Fax: 704-884-2713 Crisis Line:
888-235-4673

Counties Served: Burke, Cabarrus, Catawba, Cleveland, Davie, Davidson, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union, Yadkin

Trillium Health Resources Office

201 W. First Street Greenville, NC 27858-1132 Phone: 866-998-2597 Crisis Line: 877-685-2415

Counties Served: Bladen, Brunswick, Carteret, Columbus, Halifax, Nash, New Hanover, Onslow, Pender, Beaufort, Bertie, Camden, Chowan, Craven, Currituck, Dare, Gates, Hertford, Hyde, Jones, Martin, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, Washington Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Warren, Wayne, Wilson, Anson, Guilford, Hoke, Lee, Montgomery, Moore, Randolph, Richmond

Vaya Health

200 Ridgefield Court, Suite 206 Asheville, NC 28801 Phone: 828-225-2785 Fax: 828-225-2796 Crisis Line:
800-849-6127

Counties Served: Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rockingham, Rowan, Stokes, Swain, Transylvania, Vance, Watauga, Wilkes, Yancey

Q. When will the Consumer Directions refresher training be rolled out?

A. The consumer direction (CD) annual refresher training will be available, on-demand, beginning January 2026. We will provide instructions on how to access the on-demand annual refresher training in the coming months. In the interim, for individuals who are currently enrolled in consumer direction and previously completed the CD initial enrollment and/or annual refresher training, they can use that CD training certificate to proceed with their 2025 continuing needs review (CNR) submission.

Q. With the ability to allow adult PDN recipients to be served under the cap/DA waiver, are there plans to add in nurse level of respite? Or could those recipients use a lower level of care for respite services?

A. While nurse level respite is not available in the CAP/DA waiver at this time, the beneficiary can access respite services that will assist with meeting their care needs. We continue to evaluate services offered in the CAP/DA waiver.