



Licensed Independent Practitioner Collaborative

November 20, 2019

Member Engagement Resource Document

Partners' new Member Engagement Department supports members and families with resources, information, and advocacy. If you have members who need extra help navigating the system, refer them to Member Engagement.

Updates:

- 1) The annual member letter was mailed on November 18. If you get questions have members to call Member Engagement at 704-884-2666 or email memberquestions@partnersbhm.org
- 2) A Member Portal is available for members to register on the www.partnersbhm.org website (top of screen). They can access information and take screenings now and will be able to see their plan information and message care teams in the future.

The Member Engagement staff are dedicated to building strong partnerships with our internal departments, providers, NCDHHS, external stakeholder groups, and disability-specific advocacy groups to better serve our members with resource needs and continuity of care.

We engage with members and families to get input for Partners' operations and we assist members and their families needing:

- Information about LME/MCO mailings (*Annual Member Letter mailed this week!*)
- Website screening tool assistance
- Member Portal assistance (*Member Portal now live!*)
- Empowerment or advocacy
- Resources and information
- Help navigating the system or understanding communications they receive
- Guardianship
- Client rights and policy support
- Information on CFAC or other LME/MCO committees
- Help with Psychiatric Advance Directives

You may contact the department at memberquestions@partnersbhm.org ***or by calling:***

Member Engagement Department (704) 884-2666

Director: Allison Crotty - (704) 884-2564

Northern Region (Surry, Yadkin, Iredell) Beth Brooks — (336) 527-3225

Central Region (Rutherford, Catawba, Burke) *Position posted* — (828) 323-8047

Southern Region (Gaston, Lincoln, Cleveland) Lindsay Green — (704) 772-4271