



Partnership for the Future

Talking Points

- On Thursday, April 25, 2013, Western Highlands Network (WHN) and Smoky Mountain Center (SMC) Boards of Directors signed resolutions to establish a partnership to manage the Medicaid 1915 (b)/(c) Waivers, as well as other operations, and to begin working toward the development of a consolidated organization to best serve the 23 western and foothills counties of North Carolina.
- The partnership is committed to ensuring system stability for consumers and their families so there is no disruption in service for any individual receiving behavioral health and/or intellectual/developmental disability services.
- WHN and SMC will work together to establish an organizational structure that promotes a responsive system of care for individuals in need of behavioral health and intellectual/developmental disability services.
- The partnership will build on the strong history of maintaining a local presence in the western and foothills communities of the state.
- Providers are critical to ensure continuity of care for individuals receiving behavioral health and intellectual/developmental disability services. The partnership plans to maintain the current providers in both the Western Highlands Network and Smoky Mountain Center networks.
- Staff is a valuable resource. The partnership enhances availability of a diverse and highly qualified workforce.

Frequently Asked Questions

We understand that as consumers, families, providers, and other stakeholders you will continue to have questions as this process unfolds. We are committed to being responsive to your questions and will update you as additional, accurate information becomes available.

Are Western Highlands Network and Smoky Mountain Center merging?

No. The Smoky Mountain Center and Western Highlands Network Boards of Directors intend to work toward the creation of a consolidated organization.
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What will happen to my services? Will I continue to get the services I have now?

Consumers should experience no interruption in current services.
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Will my provider change?

Providers who have contracts with Western Highlands Network will automatically become part of Smoky Mountain Center's Provider Network.

What phone number do I call if I need services?
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Continue using the same toll-free number you have used for both Smoky Mountain Center and Western Highlands Network.
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- Smoky Mountain Center: 1-800-849-6127
- Western Highlands Network: 1-800-951-3792

Will I still receive care coordination?
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Yes. Care coordination will continue to be offered to all consumers and their families who qualify for the service.

Will it become more difficult for consumers to get help?

No. Consumers and families can still call Western Highlands Network at 1-800-951-3792, Smoky Mountain Center at 1-800-849-6127, or a provider of their choice for information about services.

Who do I call if I have more questions?

Please call our Customer Services departments with questions or for more information.

- Smoky Mountain Center: 1-888-757-5726
- Western Highlands Network: 1-800-671-6560

Will Smoky Mountain Center lose focus on its 15 counties and instead focus on the 8 Western Highlands Network counties?

The partnership will continue to maintain a local presence and responsiveness to the unique needs of each community we serve.

Will Smoky Mountain Center and Western Highlands Network continue to have Consumer and Family Advisory Committees?

Yes. Both organizations will maintain their own Consumer and Family Advisory Committees. The committees will identify opportunities to work together in preparing for the future.