**Frequently Asked Questions (Date)**

1. What is an LME-MCO?

A local management entity-managed care organization (LME-MCO) is a quasi-governmental entity that contracts with the NC Department of Health and Human Services to provide management and oversight of the public system of mental health, developmental disabilities and substance abuse services at the community level. This entity is publicly funded and subject to both state law and federal managed care regulations.

2. What is a Tailored Plan? Add website link for definition and description.

1. Who can I call if I have a TBI?

You may contact your LME-MCO for potential resources and information. You can find the LME-MCO that serves your county of residence by clicking [here](https://www.ncdhhs.gov/providers/lme-mco-directory). You can also contact the Brain Injury Association of North Carolina (BIANC) at 800-377-1464 or visit their website at [www.bianc.net](http://www.bianc.net) to access their online resource directory.

1. What if I have a crisis?

In the event of a crisis, please call 911. You can also call the LME-MCO that serves your county of residence. Every LME-MCO has a crisis response team that may be able to provide crisis intervention assistance. To find out which LME-MCO serves your county please click [here](https://www.ncdhhs.gov/providers/lme-mco-directory).

1. How do I access Medicaid?

You can apply for Medicaid through your local Division of Social Services (DSS). Your county DSS office can be found [here](https://www.ncdhhs.gov/divisions/social-services/local-county-department-social-services-dss-offices). You can also contact the Social Security Administration (SSA) at www.ssa.gov for information about Medicaid.

1. What is the TBI Waiver?

This is a pilot Medicaid Waiver program that provides services and supports to eligible individuals with TBI in their home and community~~. It will only be available in a portion of the state for the first three years.~~ It has been approved in a portion of the state since May 1, 2018.

1. Who is administering the TBI Waiver?

The pilot TBI Waiver is being administered by Alliance Health.

1. Where ~~will~~ is the TBI Waiver ~~be~~ available?

The TBI Waiver ~~will be~~ is available throughout the Alliance Health Catchment area. ~~for the first three years~~. This includes, Cumberland, Durham, Harnett, Johnston, Mecklenburg, Orange and Wake counties.

1. What if I don’t live in the Alliance Health Catchment area?

You would not be eligible to apply for the TBI Waiver during the pilot period if you do not live in the Alliance Health Catchment area. Please contact the LME-MCO that serves your county to find out about other potential resources.

1. Who can qualify for the TBI Waiver?

Individuals must have a diagnosed TBI and meet certain medical and financial eligibility requirements. For more information, contact Alliance Health at 800-510-9132.