



How to Provide Mental Health Services for Deaf, Hard of Hearing and DeafBlind Victims of Hurricane Helene

FREQUENTLY ASKED QUESTIONS (FAQ)

1. How do I provide pro bono services to Deaf and Hard of Hearing victims?

To offer pro bono services, you will need to be contracted with local organizations supporting Deaf and Hard of Hearing populations, such as [RHA Health Services](#) or other agencies working with the Local Management Entity/Managed Care Organization (LME/MCO) system.

You can also apply to join the LME/MCO network to provide these services:

- [Alliance Health](#)
- [Vaya Health](#)
- [Partners](#)

Additionally, you can sign up to volunteer to provide mental health services through [VolunteerNC Disaster Volunteer Opportunities survey](#)

2. How do I provide non-pro bono professional mental health services to Deaf and Hard of Hearing victims?

The same process as mentioned above in question #1 with the exception being that the provider would register to provide billable services.

3. To be placed on a list of providers, what types of information do I need to provide about myself or my agency to the LME/MCOs?

Each LME/MCO has its own requirements for their network providers. Minimally you will need to provide the following information:

- Proof of licensure and credentials.
- Are you American Sign Language (ASL) fluent?
 - If not, are you set up to provide a qualified ASL interpreter or other requested communication accommodations?
- Do you have experience providing mental health services to the Deaf, Hard of Hearing or DeafBlind populations?
- If providing remote services to these populations, is the platform you use accessible?
 - Can you add ASL interpreters or an external captioner to a call with the platform you use?

4. What type of service directory/provider list will my information be placed on?

Once you are in the network on an LME/MCO you will be added to their network list.

5. Must I have a mental health license in the state of North Carolina to provide mental health services for victims of Hurricane Helene?

No, North Carolina Governor Roy Cooper signed Executive Order No. 318 on October 5, 2024, waiving licensure regulations for many mental health professionals. [See here for more details.](#)

- Providing mental health services with reimbursement through FEMA funding?
 - FEMA funding for mental health services will be available through LME/MCOs. Your first step will be to join the LME/MCO network as explained in question #1

6. I want to provide mental health services for the Deaf, Hard of Hearing and DeafBlind populations, but do not have experience in doing so. What can I do to gain the needed understanding to serve those populations well?

Contact one or both of the following to learn more:

- [NCDHHS Division of Mental Health, Developmental Disabilities and Substance Use Services](#)
- [NCDHHS Division of Services for the Deaf and Hard of Hearing](#)

