



## About Crossroads Behavioral Healthcare – What is a LME?

Crossroads Behavioral Healthcare serves as the Local Managing Entity for Mental Health, Developmental Disabilities, and Substance Abuse Services in Iredell, Surry, and Yadkin Counties.

Crossroads does not provide direct services. Instead, in our role as manager of funds for services we ensure that consumers in our communities have access to quality, appropriate, and timely services.

**Crossroads operational activities focus on nine key functions:**

**24/7 Access to Services:** Access staff quickly and accurately perform initial screening, triage, and referral for consumers 24 hours a day, every day of the year. This centralized point of referral for service providers enables the capture of extensive data that expedites assessments, fosters therapeutic relationships, and allows tracking of consumer care from the initial contact.

**Utilization Review & Services Management:** Consumer-by-consumer, Utilization Services provides authorization and oversight for care, ensuring up front that service dollars are well spent where they're most needed and that each service provided is needed and appropriate.

**Provider Development and Support:** From recruiting new providers into the area, through approval and contracting, to maintaining healthy business relationships, Provider Relations works to make sure that our community members have access to a strong network of quality local providers and meaningful consumer choice.

**Business Management and Accounting:** As a public entity, Crossroads takes our role as local steward of public dollars very seriously. Our finance staff operates with a clear commitment to responsible stewardship, carefully managing your tax dollars and community contributions so that we can get the most good out of each dollar.

**Claims Management & Payment:** Making sure that the organizations we contract with receive timely payment for services is crucial to maintaining a healthy community of service providers. The exceptional level of knowledge and experience of our claims staff helps us keep state, federal, and other resources flowing to our community for valuable services, and also allows us an additional level of oversight.

**Quality Improvement & Outcomes Evaluation:** Quality Management Services helps our providers maintain the highest levels of operational and service quality through monitoring, oversight, consultation, and measurement. Focusing on the future of services, we work to develop quality measurements that providers can use to continuously improve their organizations, and steadily enhance the quality, availability, and diversity of services for our consumers.

**Customer Services:** As the primary contact and advocate for our consumers, Customer Services works to make sure that our citizens who need care can take advantage of appropriate services, including housing, transportation, and access to other community resources. Through the Consumer and Family Advisory Committee and the Human Rights Committee, our customers have direct input into the behavioral healthcare system.

**Information Management and Analysis:** Our commitment to our consumers means doing our job as well as possible. Crossroads makes use of cutting edge information technology and systems to help us manage service and billing data and communications efficiently, accurately, and securely. Quality data and powerful systems enable us to identify needs and close gaps in community services quickly and effectively.

**Governance:** Directing the growth and overall vision of Crossroads is a local Board of Directors, with representation from each of the three counties that we serve. Because we are governed by local leaders, our local consumers will always be the top priority for Crossroads.