



Administration: 800-513-4002
Access to Care: 800-913-6109
TTY Service: 888-819-5112

Managing Behavioral Healthcare for the citizens of Duplin, Lenoir, Sampson and Wayne Counties

100 South James Street, Box B
Goldsboro, NC 27530
Fax: (919) 731-1333

2901 North Herritage Street
Kinston, NC 28501
Fax: (252) 523-3262

PO Box 369
Beulaville, NC 28518
Fax: (910) 298-7191

How Do I Appeal Changes To My Services?

You must get a notice in the mail telling you about your rights before your services are changed. You may appeal changes to services you are now getting. You may appeal new services that are denied.

The way you appeal depends on who pays for your services:

- ✓ If Medicaid pays, you appeal to the Division of Medical Assistance. Follow the directions in your letter. Appeal the changes by the deadline and your services will go on while you appeal.
- ✓ If state (IPRS) funds pay, you appeal to Eastpointe. If you do not agree with Eastpointe, you appeal to NC Division of Mental Health/Developmental Disabilities/Substance Abuse Services. Your services may or may not go on while you appeal.
- ✓ If a private insurance company pays for your services, you contact them.

If you have questions, call 1- 800-513-4002 and choose option #3. An Eastpointe staff will tell you more about your rights.

If you call (919) 715-3197, staff at the NC Advocacy and Customer Services can also help you.

Kenneth E. Jones, MPA
Area Director/CEO

An Equal Opportunity/Affirmative Action Employer

Lee Smith
Board Chairperson

“Renewing the mind, restoring the spirit”

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