



Welcome to Partners Davie County!

HOW DO I LEARN MORE?

Check out this [FAQ](#).

Call the Partners Member Engagement Department at 704-884-2729 or call toll-free at 1-833-589-2184. Interpretation support is available.

Email questions to CountyQuestions@partnersbhm.org.

Visit <https://www.partnersbhm.org/Welcome-To-Partners-Davie-County/> or join Partners for one of its virtual information sessions.



WHAT IS HAPPENING?

On November 1, Partners Health Management will be Davie County's new manager of Medicaid and State-funded mental health, intellectual/developmental disabilities or substance use disorders (MH/IDD/SUD) services.

WHY IS THIS CHANGING?

Davie County Commissioners voted to make this change and the N.C. Department of Health and Human Services (NCDHHS) approved the county's request on August 23, 2021. [Click here](#) to see the alignment plan.

WHEN IS THIS HAPPENING?

November 1, 2021

WHO IS PARTNERS?

Partners oversees Medicaid and State-funded mental health, intellectual/developmental disabilities and substance use disorder services for people living in central and western North Carolina.

WHY PARTNERS?

The Partners model offers:

- Access to high-quality health care.
- A high-quality network of independent, specialty and comprehensive providers.
- Customized care systems to meet the unique needs of local communities.

WHAT DO I HAVE TO DO?

You don't have to do anything. The change will happen automatically.

WILL MY PROVIDER CHANGE?

No. Partners is working with providers currently serving realigning counties to include them in its network and will honor member service authorizations, annual plans and other documentation and decisions essential to a smooth transition.

WILL I GET TO KEEP THE SAME CARE COORDINATOR?

Partners is committed to a seamless transition for members and their families. Partners is hiring care coordinators already serving Davie County residents. Additional support is available for the highest-risk members.