

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL011-423	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/09/2025
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NAME OF PROVIDER OR SUPPLIER OASIS RECOVERY TREATMENT CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 191 CHARLOTTE STREET, SUITE 100 & 200 ASHEVILLE, NC 28801
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>A complaint survey was completed on October 9, 2025. The complaint was unsubstantiated (intake #NC00233174). A deficiency was cited.</p> <p>This facility is licensed for the following service categories: 10A NCAC 27G .3700 Day Treatment Facilities for Individuals with Substance Abuse Disorders, 10A NCAC 27G .4400 Substance Abuse Intensive Outpatient Program, and 10A NCAC 27G .4500 Substance Abuse Comprehensive Outpatient Treatment Program.</p> <p>This facility has a current census of 55. The .3700 Day Treatment Facilities for Individuals with Substance Abuse Disorders (Day Tx) has a current census of 7, the .4400 Substance Abuse Intensive Outpatient Program (SAIOP) has a current census of 17 and the .4500 Substance Abuse Comprehensive Outpatient Treatment Program (SACOT) has a current census of 31. The survey sample consisted of audits of 2 current Day Tx clients, 4 current SAIOP clients, and 6 current and 1 former SACOT clients.</p>	V 000	<p>RECEIVED OCT 23 2025 DHSR-MH Licensure Sect</p> <p><i>Please see attached letter for the plan of correction</i></p>	
V 280	<p>27G .4501 Sub. Abuse Comp. Outpt. Tx.- Scope</p> <p>10A NCAC 27G .4501 Scope</p> <p>(a) A substance abuse comprehensive outpatient treatment program (SACOT) is one that provides a multi-faceted approach to treatment in an outpatient setting for adults with a primary substance-related diagnosis who require structure and support to achieve and sustain recovery.</p> <p>(b) Treatment support activities may be adapted or specifically designed for persons with physical disabilities, co-occurring disorders including mental illness or developmental disabilities, pregnant women, chronic relapse, and other</p>	V 280		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *ASC*

TITLE *Chief Compliance Officer* (X6) DATE *10/20/25*

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V 280	<p>Continued From page 1</p> <p>homogenous groups.</p> <p>(c) SACOT shall have a structured program, which includes the following services:</p> <ol style="list-style-type: none"> (1) individual counseling; (2) group counseling; (3) family counseling; (4) strategies for relapse prevention to include community and social support systems in treatment; (5) life skills; (6) crisis contingency planning; (7) disease management; (8) service coordination activities; and (9) biochemical assays to identify recent drug use (e.g. urine drug screens). <p>(d) The treatment activities specified in Paragraph (c) of this Rule shall emphasize the following:</p> <ol style="list-style-type: none"> (1) reduction in use and abuse of substances or continued abstinence; (2) the understanding of addictive disease; (3) development of social support network and necessary lifestyle changes; (4) educational skills; (5) vocational skills leading to work activity by reducing substance abuse as a barrier to employment; (6) social and interpersonal skills; (7) improved family functioning; (8) the negative consequences of substance abuse; and (9) continued commitment to recovery and maintenance program. <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to operate within the scope of a substance abuse comprehensive outpatient</p>	V 280		

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V 280	<p>Continued From page 2</p> <p>treatment (SACOT) program. The findings are:</p> <p>Review on 8/1/25 of Client #1's record revealed: -Date of Admission: 6/12/25. -Diagnoses: Cannabis Use Disorder, Severe; Other Psychoactive Substance (OPS) Related Disorders; Opioid Use Disorder (OUD), Severe, in early or sustained remission; and Major Depressive Disorder (MDD), recurrent, moderate. -Enrolled in SACOT.</p> <p>Review on 8/1/25 of Client #2's record revealed: -Date of Admission: 6/10/25. -Diagnoses: Cocaine Use Disorder, Severe; OPS, unspecified; Cannabis Use Disorder, Severe, in early or sustained remission; MDD, Recurrent Episode, Severe; Generalized Anxiety Disorder (GAD); Obsessive-Compulsive Disorder (OCD), unspecified; Personal History of Physical Abuse in Childhood; Personal History of Psychological Abuse in Childhood; and Primary Insomnia. -Enrolled in SACOT.</p> <p>Review on 8/1/25 of Client #3's record revealed: -Date of Admission: 7/2/25. -Diagnoses: Cocaine Use Disorder, Severe; Cannabis Use Disorder, Severe; Alcohol Use Disorder (AUD), Moderate; Amphetamine-Type Substance Use Disorder (ASUD), Moderate, in early or sustained remission; Bipolar II Disorder (BD); and GAD. -Enrolled in SACOT.</p> <p>Review on 8/1/25 of Client #8's record revealed: -Date of Admission: 7/4/25. -Diagnoses: AUD, Severe; Cocaine Use Disorder, Severe; MDD, Recurrent, Moderate; and Primary Insomnia. -Enrolled in SACOT.</p>	V 280		

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V 280	<p>Continued From page 3</p> <p>Review on 8/1/25 of Client #9's record revealed: -Date of Admission: 7/17/25. -Diagnoses: Sedative, Hypnotic, or Anxiolytic Use Disorder, Severe; OUD, Severe; ASUD, Severe; Other Substance Use Disorder (OSUD), Severe; Cannabis Use Disorder; and GAD. -Enrolled in SACOT.</p> <p>Review on 8/1/25 of Client #10's record revealed: -Date of Admission: 7/7/25. -Diagnoses: AUD, Severe; Cocaine Use Disorder, Severe; Cannabis Use Disorder, Moderate; OSUD; ASUD, Moderate; Post-Traumatic Stress Disorder (PTSD); GAD; Primary Insomnia; Nightmare Disorder; and BD. -Enrolled in SACOT.</p> <p>Review on 7/31/25 of the facility's website revealed: -"...proud to offer addiction and dual diagnosis treatment in Asheville, North Carolina, through our top-rated partial hospitalization program (PHP). This is the perfect option for individuals requiring post-residential treatment before stepping into an outpatient program." -"We can connect you with partnered residential treatment facilities and local sober living homes and provide transportation to and from treatment." -"...clients do not stay overnight at our PHP center. However, we can connect clients with local and reputable sober living facilities." -"If IOP doesn't sound right for you or you're struggling with severe cravings and addiction, we'll be happy to guide you to one of our partnered residential or PHP programs."</p> <p>Review on 8/1/25 of the facility's Program Rules for all service categories reviewed and signed by clients upon admission to the SACOT program</p>	V 280		

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STREET ADDRESS, CITY, STATE, ZIP CODE

OASIS RECOVERY TREATMENT CENTER

**191 CHARLOTTE STREET, SUITE 100 & 200
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V 280	<p>Continued From page 4</p> <p>revealed:</p> <ul style="list-style-type: none"> - "On your third day of admission you will receive your phone Mon-Fri for an hour." - "All mail is to be opened with staff supervision and only sent to the clinical building..." - "...cleanup at the end of the day at the clinical building, daily house and bedroom upkeep, and deep cleans performed weekly." - "No cell phone or laptops (unless during phone time or approved by a staff member)." <p>Interview on 7/30/25 with Client #1 revealed:</p> <ul style="list-style-type: none"> - Lived in the Licensee's residential off-site housing while enrolled in SACOT. - Required to turn in cell phone and money to staff upon admission to the off-site housing. - Was not allowed to receive mail at the off-site housing, "...all mail comes to the center (facility)...staff opens mail prior to giving it to me." - Was not allowed to drive your car while residing at the off-site housing, "staff take you to and from the facility." <p>Interview on 7/30/25 with Client #2 revealed:</p> <ul style="list-style-type: none"> - Lived in the Licensee's residential off-site housing while enrolled in SACOT. - If you did not reside in the off-site housing while enrolled in SACOT the service was called "day treatment" and you would "be in the same groups as PHP (SACOT)" services. - There was always a staff member at the off-site housing. - Staff administered his prescribed medications (meds) at their assigned times and they were stored in the facility staff office. - Able to walk the grounds of the off-site housing but "can't leave the property." - Was not allowed to drive your car while residing at the off-site housing, "techs (off-site housing staff) do the transportation for appointments and 	V 280		

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V 280	<p>Continued From page 5 to the facility."</p> <p>Interview on 7/30/25 with Client #3 revealed: -Lived in the Licensee's residential off-site housing while enrolled in SACOT. -Could not have "no phone no money, no alcohol based products, nothing that connects to the internet" while at the off-site housing. -Allowed to use her phone weekdays from 12pm-1pm and no less than 2 hours a day during the weekend. -Was not allowed to receive mail at the off-site housing, "mail comes here at the day program (facility)...staff opens mail prior to giving it to you." -"Staff keep meds (prescribed meds) locked in cabinet in tech room (at off-site housing)." -Was not allowed to drive your car while residing at the off-site housing. -Payment that covered SACOT services at facility and off-site housing was "one big charge."</p> <p>Interview on 7/30/25 with Client #8 revealed: -Lived in the Licensee's residential off-site housing while enrolled in SACOT. -Was not allowed to have money on your person and could not have visitors while at the off-site housing. -Believed it was required to live in the Licensee off-site housing while enrolled in the SACOT services. -Was not allowed to receive mail at the off-site housing, "staff open up mail before you get it." -"Payment covers housing and program (SACOT services at facility and off-site housing)."</p> <p>Interview on 7/30/25 with Client #9 revealed: -Lived in the Licensee's residential off-site housing while enrolled in SACOT. -Had to "turn over wallet and phone to staff" upon admission to the off-site housing.</p>	V 280		

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V 280	<p>Continued From page 6</p> <ul style="list-style-type: none"> - "Can't have money on your person at the home (off-site housing)." - There was a staff member "always at the home (off-site housing)." - Off-site housing staff did the transportation for clients residing at the off-site housing, "if you're at the house (off-site housing) you can't have your car." - Could not live in the off-site housing while not enrolled in the Licensee's SACOT program. <p>Interview on 7/30/25 with Client #10 revealed:</p> <ul style="list-style-type: none"> - Lived in the Licensee's residential off-site housing while enrolled in SACOT. - Required to turn in "phone, laptop and money" to staff upon admission to the off-site housing. - Everyone residing at the off-site housing went to the Licensee's SACOT at the facility. - While living at the off-site housing you could not have "visitors, no mail at the house, and can't leave property." - Prescribed meds were kept "in a locked locker in the tech (off-site housing staff) room" and administered by staff "at designated med times." - Not allowed to receive mail at the off-site housing, "had a lot of mail while in the home (off-site housing), staff opened it before giving it to me." <p>Interview on 7/30/25 with the Operations Director revealed:</p> <ul style="list-style-type: none"> - Had 5 total houses for "Partial Hospitalization (PHP)/sober living." - When enrolled in PHP, client's live at one of the PHP/sober living off-site housing and are transported to the facility for SACOT services by staff. - When enrolled in Day Treatment, client's receive SACOT services at the facility but do not live in the PHP/sober living off-site housing. 	V 280		

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V 280	<p>Continued From page 7</p> <p>-PHP and Day Treatment clients receive the same SACOT services at the facility, "PHP same as Day Treatment treatment wise (services received at facility)."</p> <p>-Clients who resided in the PHP/sober living housing must receive PHP (SACOT) services from the facility.</p> <p>Interview on 7/31/25 with the Clinical Director revealed:</p> <p>-Both Day Treatment and PHP clients received the same SACOT services at the facility, "doing same groups, clinical work, treatment work, same clinically."</p> <p>-Clients enrolled in Day Treatment received SACOT services at the facility but "live outside of our affiliated housing (PHP/sober living)."</p> <p>-The PHP/sober living housing was "affiliated with us (Licensee)."</p> <p>Interview on 7/31/25 with the Chief Compliance Officer revealed:</p> <p>-"Internally classified Day Treatment clients depending on where they were staying (living)."</p> <p>-"Currently don't have clients in the Day Treatment (licensed Day Treatment) services."</p> <p>-"Day Treatment based on the fact that they (clients enrolled in SACOT) drive themselves here to the center (facility)."</p> <p>-"Day Treatment and PHP get same treatment (SACOT services) work, groups and time frame at the center (facility)."</p> <p>-Clients who lived in PHP/sober living had more rules than clients who live outside of PHP/sober living and transported themselves to the facility, "little stricter (rules at PHP/sober living), little more confining (living in PHP/sober living)."</p> <p>Interview on 10/9/25 with the Chief Executive Officer/Owner revealed:</p>	V 280		

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V 280	Continued From page 8 -"Client form (admission documentation) and client awareness needs to be changed" so that "housing and services (SACOT) need to be separate (housing separate from Licensee)." -Needed to "clean up paperwork (housing/SACOT client documentation)...disconnect (identify as separate) SACOT and housing from services (SACOT) at treatment center (facility).	V 280		

This letter serves as the Plan of Correction for Oasis Recovery Treatment Center, MHL 011-423, in response to the Statement of Deficiencies provided to the Chief Compliance Officer on 10/15/25, following a survey that was completed on 10/9/25.

Oasis Recovery Treatment Center acknowledges the deficiencies cited, and the need to correct said deficiencies to maintain compliance with state regulations. Following is a list of items that will be corrected, along with timeframes, prevention and monitoring, as necessary. All deficiencies noted were cited under ID Prefix Tag V280 on the Statement of Deficiencies.

Regarding the website:

The Chief Compliance Officer will work with the IT department to ensure the website has clear language regarding sober living homes and arrangements that the facility works closely with. The IT Manager will review all information on the website no less than every 6 months to ensure accuracy of the information displayed, along with making necessary updates to the website to ensure an accurate description and details of the program is displayed. This will be completed by November 7, 2025.

Program Rules:

The Chief Compliance Officer and Facility Director will review the program rules. Changes will be made to the rules to remove any verbiage about sober living homes and bedrooms. Language will be added that states sober living is not a part of SACOT services and is not required. Additional verbiage will include sober living homes may have separate rules that residents are expected to follow, and that Oasis Recovery Treatment Center does not dictate to rules of sober living homes. The Chief Compliance Officer will review program rules no less than once annually to ensure all program rules maintain compliance with all federal and state regulations. Any rule changes will be updated immediately and reviewed with the Facility Director and all facility staff members. This will be completed by November 7, 2025.

Regarding Payment:

The Director of Admissions will provide training to Admissions Coordinators concerning the program description, and how it is portrayed to all potential service recipients and/or family member(s). Family members and potential service recipients will be educated on the difference between SACOT services and sober living. If invoices are due for services, those will be billed and paid separately. Potential service recipients and/or family member(s) will be educated that payment for SACOT services does not include payment for sober living, and if the service recipient chooses to reside in sober living while engaged in SACOT services, payment for that sober living will be made separately, as arranged by the sober living.

Chief Compliance Officer will discuss the above information with the Director of Admissions no later than 10/31/25. The Director of Admissions will provide training to the Admissions Coordinators no later than 11/7/25, and any/all necessary changes will be made immediately following the training. Phone calls will be reviewed for each member of the Admissions Department no less than once monthly to ensure the SACOT program is being described clearly, and to ensure clear language is being utilized when discussing sober living options.

These phone call reviews will be conducted by the Director of Admissions and the Assistant to the Director of Admissions.

Regarding Day Treatment vs SACOT:

Upon interview, the Chief Compliance Officer attempted to provide some clarification on the internal lingo used at the facility regarding Day Treatment and SACOT clients. The term "Day Treatment" has always been utilized by the facility and staff members to indicate the difference between where clients reside, as indicated on page 8 of the Statement of Deficiencies. The facility does not currently have anyone enrolled in the 27G.3700 Day Treatment service category. We understand now that this causes some confusion and will begin immediately to change the lingo utilized at the facility to mitigate the confusion. If/when clients enter the program in the .3700 service category, a separate group room will be utilized. The facility does not operate multiple service categories simultaneously (i.e. having a combined group with service recipients of multiple service categories present).

On or before 10/31/25, the Chief Compliance Officer will discuss the importance of changing the lingo utilized at the facility and will decide on new lingo to utilize. The Facility Director will inform all facility staff members of the change in verbiage, and the change will go into effect immediately.

Staffing Patterns:

We understand that staffing patterns has contributed to creating confusion about the difference between SACOT services and sober living arrangements. The Chief Compliance Officer and the Facility Director will review staffing patterns and schedules and will adjust schedules accordingly to mitigate this confusion. A review of support staff schedules will be conducted by 10/31/25. The Facility Director will then begin discussing the necessary changes with support staff in order develop schedules that maintain compliance with state regulations. All necessary changes to staffing patterns and schedules will be made by 11/14/25. Any additional hiring will begin, if necessary, as soon as new schedules and staffing patterns are adjusted. The Facility Director and Human Resources Manager will ensure staff are hired and trained according to their respective positions.

Signed: AS Date: 10/20/2025

Aaron Smith
Chief Compliance Officer
Oasis Recovery Treatment Center
asmith@hcana.com

