

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL011-454	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/08/2026
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NAME OF PROVIDER OR SUPPLIER MAYRX RECOVERY	STREET ADDRESS, CITY, STATE, ZIP CODE 302 STONERIDGE BOULEVARD ASHEVILLE, NC 28804
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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 January 8, 2026. The complaints were unsubstantiated (intake # NC00234886, NC00234848, and NC00235087). A deficiency was cited.</p> <p>This facility is licensed for the following service categories: 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 24. The .4400 Substance Abuse Intensive Outpatient Program (SAIOP) has a current census of 11 and the .4500 Substance Abuse Comprehensive Outpatient Treatment Program (SACOT) has a current census of 13. The survey sample consisted of audits of 3 current SAIOP client, 3 current SACOT clients.</p>	V 000		
V 268	<p>27G .4403 Sub. Abuse Intensive Outpt - Operations</p> <p>10A NCAC 27G .4403 OPERATIONS</p> <p>(a) A SAIOP shall operate in a setting separate from the client's residence.</p> <p>(b) Each SAIOP shall operate at least three hours per day, at least three days per week with a maximum of two days between offered services.</p> <p>(c) A SAIOP shall provide services a maximum of 19 hours for each client.</p> <p>(d) Each SAIOP shall provide services a minimum of nine hours per week for each client.</p> <p>(e) Group counseling shall be provided each day program services are offered.</p> <p>(f) Each SAIOP shall develop and implement written policies to carry out crisis response for their clients on a face to face and telephonic basis 24 hours a day, seven days a week, which</p>	V 268		

Division of Health Service Regulation LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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V 268	<p>Continued From page 1</p> <p>shall include at a minimum the capacity for face to face emergency response within two hours.</p> <p>(g) Before discharge, the program shall complete a discharge plan and refer each client who has completed services to the level of treatment or rehabilitation as specified in the treatment plan.</p> <p>This Rule is not met as evidenced by: Based on interviews the facility failed to operate in a setting separate from the clients' residence. The findings are:</p> <p>Interview on 1/7/26 with Client #1 revealed: -Enrolled in SAIOP 10/15/25. -SAIOP was done virtually, from 6pm-9pm, Monday, Wednesday and Friday. -She would log into the SAIOP link on her own personal computer while at her residence from 6pm-9pm, Monday, Wednesday and Friday.</p> <p>Interview on 1/7/26 with the Certified Alcohol and Drug Counselor revealed: -Facilitated SAIOP online Monday and Wednesday from 6pm-9pm. -Never facilitated SAIOP group and individual therapy in person at the facility. -Would email clients the SAIOP link once clients were enrolled in SAIOP. -Report concerns with clients enrolled in SAIOP directly to the Staff Director of Operations.</p> <p>Interview on 1/7/26 with the Staff Director of Operations revealed: -SAIOP was done virtually through link emailed to clients enrolled in SAIOP since her employment in August 2025, "always been that way (SAIOP</p>	V 268		

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V 268	Continued From page 2 done virtually and not separate from clients' residence)." -"Clients are at their residence and log in to the system for group and therapy Monday, Wednesday and Friday from 6pm-9pm." -"Was never told we (facility) couldn't do 4400 (SAIOP) virtual (not separate from clients' residence)." -"Want to do what's right so we will make the corrections we need to." -"It would work with them (clients) coming into the facility for IOP (SAIOP)."	V 268		