



## Provider Communication Bulletin #84

August 16, 2018

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### **Registration Open - Partners September Provider Webinar**

Registration is now open for Partners September Provider Webinar, scheduled for Wednesday, September 12, 2018 at 1 p.m. To register, visit <https://attendee.gotowebinar.com/register/173064621454657539>.

After registering, you will receive a confirmation email containing information about joining the webinar.

Handouts and recordings of previous webinars are available at <https://providers.partnersbhm.org/provider-webinars-forums/>. If you have questions about future Provider Webinars, please contact Roanna Newton at 828-323-8054 or email [rnewton@partnersbhm.org](mailto:rnewton@partnersbhm.org).

### **Be featured in the Provider Spotlight during the next Provider Webinar**

Please join us for the Provider Spotlight segment of the Provider Webinar on Wednesday, September 12, 2018, from 1-3 p.m. We're setting aside 30 minutes for a provider in our network to present during each webinar. We invite you to use this time to:

- highlight new services
- provide education about referral processes
- update peers on your agency's service expansion

Please contact Roanna Newton, [rnewton@partnersbhm.org](mailto:rnewton@partnersbhm.org), with any questions or to arrange time on the agenda.

## Upcoming Requests for Services

Partners will be releasing three Requests for Services over the next few weeks:

- I. Request for Information (RFI) Residential Treatment Level II Services, Family Type, in Burke County for Males
- II. Request for Proposals (RFP) Dual Diagnosis Residential Services—This is a follow up to the Request for Information (ROI) released in July. Respondents to that ROI are eligible to respond to this RFP.
- III. Request for Proposals (RFP) Residential Treatment Level III Services-Problem Sexual Behavior.

All Requests for Services will be posted to Partners website at <https://providers.partnersbhm.org/>. Please watch for provider alerts and monitor the website for announcements.

Please contact [vanderson@partnersbhm.org](mailto:vanderson@partnersbhm.org) with any questions on Requests for Services.

## Reverification Overview

On August 9, 2018, Partners issued a provider alert regarding issues with NC Tracks and recredentialing. Providers need to know that:

- **MCR Logs should come from the LME-MCOs.** Please do not submit the log directly to NC Tracks.
- **A Reverification Overview webinar training** will be held by NC Tracks on Tuesday, August 28 from 1 p.m.-2:30 p.m. This course serves as a refresher for the steps taken by the provider to complete the Re-Verification process through NCTracks. At the end of training, providers will be able to:
  - Explain why provider Re-Verification is requested and what the process entails
  - Complete the Re-Verification process in NCTracks
  - Update Owners and Managing Relationships if necessary while completing the Re-Verification application process

**Training Enrollment Instructions:** *Providers can register for these courses in SkillPort, the NCTracks Learning Management System.* Logon to the secure NCTracks Provider Portal and click Provider Training to access SkillPort. Open the folder labeled **Provider Computer-Based Training (CBT) and Instructor Led Training (ILT)**. The courses can be found in the sub-folders labeled **ILTs: Onsite** or **ILTs: Remote via WebEx**, depending on the format of the course.

Refer to the [Provider Training page](#) of the public Provider Portal for specific instructions on how to use SkillPort. The Provider Training page also includes a quick reference about downloading Java, which is required for the use of SkillPort.

Additional trainings are offered by NC Tracks. Please [click here](#), or visit [www.nctracks.nc.gov](http://www.nctracks.nc.gov) to learn about training opportunities.

## Attention Innovations Providers:

### Joint Communication Bulletin #J297 LME-MCO, LS v Wos Instruction

On or after July 25, 2018, NC DHHS published online [#J297 LME-MCO, LS v Wos Instruction](#), regarding the State's settlement in December 2014 as to primarily Innovations Waiver utilization management and care coordination practices and communications.

The bulletin indicates that DHHS will share it with Innovations beneficiaries and asks LME/MCOs to likewise share the bulletin with Innovations providers. While Partners has asked for some clarifications and edits, and a revised version of JCB297 might at some time issue in the future, the current version is substantially no different than what Partners' practices have been for many years--education without discouragement, ensuring consumers request what they feel are medically necessary, ensuring SIS scores and Base Budgets under Resource Allocation are guidelines only while medical necessity remains the standard for service request authorizations, etc.

Innovations providers should review the bulletin as a reminder of these best practices.

## Attention IDD Providers: NC-SNAP

Partners has received many calls concerning the NC-SNAP and who can complete one. An NC-SNAP is required for individuals with Intellectual and/or Developmental Disabilities receiving services funded by State funds (IPRS), B3, ICF-IID, and state developmental centers who do not have a Supports Intensity Scale (SIS) Assessment completed.

**Completion of the NC-SNAP is the responsibility of the IDD agencies providing services.** Partners does not have the ability to complete NC-SNAPs on behalf of provider agencies. Agencies should have a certified NC-SNAP Examiner on staff. If your agency does not have a certified NC-SNAP Examiner on staff, Partners encourages you to work with other agencies to get NC-SNAPs updated annually as required.

NC-SNAP trainings are offered monthly. Each agency should ensure that employees are registered for the next available NC-SNAP Certification training. The NC DHHS MH/DD/SAS website includes information about NC-SNAP Registration Procedures. To view the site, visit <https://www.ncdhhs.gov/providers/provider-info/mental-health/nc-support-needs-assessment-profile>.

**NC-SNAP Training Registration Procedures:** Regularly scheduled NC-SNAP examiner training is held monthly on Dorothea Dix campus in Raleigh via DMH/DD/SAS. Trainings scheduled for the rest of the calendar year are listed below.

- All persons, except Developmental Center staff, are required to register through the area LME/MCO Training Coordinator. Developmental Center staff should register through your Developmental Center Training Coordinator.
- Training is provided free of charge and only to those referred by the LME/MCO or Developmental Centers (i.e., all persons referred for NC-SNAP training should have been assigned responsibility for the NC-SNAP by the LME/MCO, Developmental Center, or private provider).
- Contact information for DMH/DD/SAS training staff and for Partners' Training Coordinator is listed below.

**2018 NC-SNAP Examiner Certification Schedule:** NC-SNAP certification is available to professional intellectual disabilities/developmental disabilities (ID/DD) staff responsible for completing or reviewing NC-SNAP assessments as part of their job responsibilities. To facilitate the registration process, staff responsible for completing the NC-SNAP should email their LME/MCO's Training Coordinator for assistance completing registration. **The Qualified Professional is not registered for scheduled certification training until he or she has received a confirmation letter.**

#### Upcoming Trainings:

Date	Time	Location	Contact
<b>August</b>			
8/20/2018 Class Full	1:00 p.m. – 4:00 p.m.	<b>Dorothea Dix Hospital</b> Brown Building, Room 104 801 Biggs Drive Raleigh, NC 27603	Registration requests for NC-SNAP examiner certification training should be directed to your LME-MCO training coordinator.
<b>September</b>			
9/24/2018	1:00 p.m. – 4:00 p.m.	<b>Dorothea Dix Hospital</b> Brown Building, Room 104 801 Biggs Drive Raleigh, NC 27603	Registration requests for NC-SNAP examiner certification training should be directed to your LME-MCO training coordinator.
<b>October</b>			
10/15/2018	1:00 p.m. – 4:00 p.m.	<b>Dorothea Dix Hospital</b> Brown Building, Room 104 801 Biggs Drive Raleigh, NC 27603	Registration requests for NC-SNAP examiner certification training should be directed to your LME-MCO training coordinator.
<b>November</b>			
11/19/2018	1:00 p.m. – 4:00 p.m.	<b>Dorothea Dix Hospital</b> Brown Building, Room 104 801 Biggs Drive Raleigh, NC 27603	Registration requests for NC-SNAP examiner certification training should be directed to your LME-MCO training coordinator.
<b>December</b>			
12/03/2018	1:00 p.m. – 4:00 p.m.	<b>Dorothea Dix Hospital</b> Brown Building, Room 104 801 Biggs Drive Raleigh, NC 27603	Registration requests for NC-SNAP examiner certification training should be directed to your LME-MCO training coordinator.

- The NCDHHS NC-SNAP point of contact and **Lead instructor** is Rachel Noell, [rachel.noell@dhhs.nc.gov](mailto:rachel.noell@dhhs.nc.gov), 919-715-1294
- Partners Training Coordinator is Kali Sbalbi, [Training@PartnersBHM.org](mailto:Training@PartnersBHM.org), 704-884-2669

For additional information, visit: <https://www.ncdhhs.gov/providers/provider-info/mental-health/nc-support-needs-assessment-profile>.

#### **NC-SNAP REMINDERS:**

- An NC-SNAP is valid for one year. Authorization periods must be covered by a valid NC-SNAP. A gap in NC-SNAP coverage dates could result in recoupment of claims.

- A NC-SNAP Update must be completed if the consumer is transferred to another IDD service provider, is discharged, or will no longer receive any IDD services (including transitioning to non-IDD services). An update is done by completing the NC-SNAP Summary Report & Supplemental Information form (cover sheet), marking the Change in DD Support Status, and indicating the changes on the form.
- Fax updates to 704-884-2690 AND upload into AlphaMCS. Providers must do both to be in compliance.
  - All complete NC-SNAPs and updates must be faxed to 704-884-2690; Attention: Laura Reisinger and Roxann Revels. These are entered into the North Carolina NC-SNAP Database.
  - Complete NC-SNAPs (all pages) and updates must be uploaded into AlphaMCS.

If you have questions you may contact **Laura Reisinger** by email at [lreisinger@partnersbhm.org](mailto:lreisinger@partnersbhm.org); by phone at 704-884-2645 or fax to 704-884-2690.

## Medicaid Transformation—DHHS Releases Medicaid Managed Care Prepaid Health Plan RFP

On August 9, 2018, the NC Department of Health and Human Services released the Medicaid Managed Care Prepaid Health Plan Request for Proposals (RFP). This RFP solicits proposals to provide managed care services to most Medicaid and NC Health Choice beneficiaries. To learn more, [view](#) the fact sheet which includes an anticipated timeline for implementation, and the [Fact Sheet for Clinicians](#).

Per the RFP, “Through this Request for Proposal (RFP), the Department seeks experienced Medicaid Managed Care partners in the form of Prepaid Health Plans (PHPs) to support the goals of Medicaid Managed Care, through:

- a. Delivering **whole-person care** through the coordination of health, behavioral health, addressing unmet health-related resource needs and I/DD care models with the goal of improved health outcomes and more efficient and effective use of resources.” ([Request for Proposal #: 30-190029-DHB Prepaid Health Plan Services](#), pg. 5)

Providers are reminded that “The Department will exempt the following populations from Medicaid Managed Care until such point that Behavioral Health Intellectual/Developmental Disability Tailored Plans (BH I/DD Tailored Plans) are available:<sup>6</sup> Beneficiaries with a serious mental illness, a serious emotional disturbance, a severe substance use disorder, an intellectual/developmental disability, or who have survived a traumatic brain injury and who are receiving traumatic brain injury services, who are on the waiting list for the Traumatic Brain Injury waiver, or whose traumatic brain injury otherwise is a knowable fact.” .” ([Request for Proposal #: 30-190029-DHB Prepaid Health Plan Services](#), pg. 6)

**In addition, DHHS has also awarded a contract for [Medicaid Managed Care Enrollment Broker Services](#) to MAXIMUS, a government services provider based in Reston, Va. Under managed care (expected to take effect in 2019) MAXIMUS will provide choice counseling, enrollment assistance and education to beneficiaries as they select from a variety of health plans. As part of the enrollment broker function, MAXIMUS will help members select the health plan and primary care provider that is most appropriate to meet their needs and, to the extent possible, maintain existing physician-patient relationships. MAXIMUS staff will be available to help members enroll over the phone via a call center, online through an interactive and user-friendly website and face-to-face in some communities. To learn more, [click here](#).**

**To view all policy papers, waiver applications, the request for proposal, and additional information released by DHHS regarding Medicaid transformation, please visit <https://www.ncdhhs.gov/medicaid-transformation>.**

## Appointment Scheduling

Providers offering appointments through the AlphaMCS Slot Scheduler need to ensure that appointments are scheduled correctly. Please make sure that your appointments account for the:

- correct operating hours over holidays and vacations.
- type of funding and clients served (Medicaid or State).

Providers should upload appointments for the next month at least two weeks prior to the beginning of the month. In addition, please inform Access to Care if you are adjusting hours due to operational changes.

If you have any questions, please contact Access to Care at **1-888-235-4673**.

## Claims Information

Providers are reminded to use the email [claimsdepartment@partnersbhm.org](mailto:claimsdepartment@partnersbhm.org) for all email inquiries so that they are handled in the most efficient manner. Please do not send email directly to individual employees.

**Timely Filing Override Requests:** Please make sure claims are being submitted according to the timely filing guidelines available at <https://providers.partnersbhm.org/claims-information/>. If claims deny for any of the reasons below, make sure you submit timely filing override requests within the time frames.

Timely Filing Requests should be sent directly to [claimsdepartment@partnersbhm.org](mailto:claimsdepartment@partnersbhm.org) **prior to submitting the claims.**

[AlphaMCS Portal University](#) is an available resource and guide for navigating AlphaMCS. If you need additional claims training, email [rcolvard@partnersbhm.org](mailto:rcolvard@partnersbhm.org) to schedule a time for training.

### Medicaid—July 2018: Number of Days to Process and Pay All Claims

<b>Received Date to Paid Date:</b>	<b>8.4 days</b>
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### Top Five Medicaid Claim Denials—July 2018

Claim Denial	Provider Recommended Action Steps
Billing Taxonomy submitted is not associated with the Billing NPI	Rebill claim with a valid taxonomy/NPI information.
No coverage available for Patient/Service/Provider combo	Go to Patient -> Patient Search and search for the patient in question. Check the insurance to ensure the patient has effective insurance covering to date of service submitted on the claim. If this appears to be correct, contact the MCO for further assistance.
Referenced claims have already been submitted. Multiple resubmissions are not allowed.	Duplicate Claim. Do not refile claim. The original claim header ID submitted has previously be submitted.
Service is not authorized	Verify Service Authorization for the consumer. Contact Utilization Management.
Claim received after the billing period	Write off charges as non-billable. Do not rebill.

## Help Consumers Learn Good Tenancy Skills

Being a good tenant is perhaps one aspect of the housing picture that can be often overlooked but it is vital to maintaining tenancy. It is important that consumers are learning and practicing those skills daily. Some of those skills are paying your rent on time, reporting maintenance issues in a timely manner, and interacting well with neighbors.

It is important for providers to work with consumers with budgeting and understanding the importance of money management. Budgeting classes are excellent ways to bring consumers a hands-on approach to financial literacy in order to maintain their home. Property managers must protect their properties and they need to know about any damage as quickly as possible. We should not assume that all consumers know the correct procedure to report damage. In order to avoid calls from the property management office, providers should work with consumers with skills to interact well with their neighbors. These skills may include noise complaints, borrowing things excessively, or frequency of guests.

Partners Housing staff can provide trainings to your staff regarding budgeting and being a good tenant. For more information, contact Bre Griffin at [bgriffin@partnersbhm.org](mailto:bgriffin@partnersbhm.org).

## Partners Training Academy Opportunities

All Partners Training Academy sessions are **FREE** to registered attendees. Be sure to register at [www.PartnersTraining.com](http://www.PartnersTraining.com).

If you have any questions about Partners Training Academy events, or **would like to be added to the waiting list for a training that is already full**, please email [Training@PartnersBHM.org](mailto:Training@PartnersBHM.org).



### Documentation/Person Centered Planning

Thursday, August 16 – Friday, August 17, 2018, 9:00 a.m. – 4:30 p.m., Gastonia, NC (*Class Full*)

Thursday, October 4 – Friday, October 5, 2018, 9:00 a.m. – 4:30 p.m., Hickory, NC (*Class Full*)

**Description:** This training is an instructional course on the essential elements of documentation. Participants will develop awareness and skills to enhance documentation competence as behavioral healthcare providers.

Participants will learn the components to writing accurate service notes using the PIE format. Additionally, participants will learn the values and core concepts of being person centered thinkers. This training will teach the instructional elements of completing the person-centered plan.

**Attendance Fee:** \$0.00 – *Attendees of this training will receive 12 contact hours for completing this session.*

**Trainer:** Danielle Coleman, MSW, LCSW, ACSW

### Introduction to Dialectical Behavior Therapy (*Class Full*)

Thursday, August 23 – Friday, August 24, 2018, 8:30 a.m. – 4:00 p.m., Gastonia, NC

**Description:** Dialectical behavior therapy (DBT) treatment is a cognitive-behavioral approach that emphasizes the psychosocial aspects of treatment. The theory behind the approach is that some people are prone to react in a more intense and out-of-the-ordinary manner toward certain emotional situations, primarily those found in romantic, family and friend relationships. DBT is a support-oriented, cognitive-based, and collaborative method for teaching people how to cope with sudden, intense surges of emotion.

**Attendance Fee:** \$0.00 – *Attendees of this training will receive 12 contact hours for completing this session.*

**Trainer:** Laurie Conaty, MSW, LCSW, LCAS

### **Quadruple Aim Overview ([Registration](#))**

Wednesday, September 19, 2018, 10:00 a.m. – 12:00 p.m., Webinar

Description: Participants of this training should come away with the following information:

- A general understanding of Quadruple Aim, and the importance of adopting this in their thinking.
- Understanding of the origins of Quadruple Aim, coming from Triple Aim.
- Understanding why adding “satisfied providers” to create Quadruple Aim was critical for success.
- Better understanding of approach to advocate for better care, service and results in Behavioral Health Spectrum.

Trainer: Jerry Campbell BA, QMHP, QDDP, Integrated Care County Lead, Partners Behavioral Health Management

### **Collective Impact Framework ([Registration](#))**

Tuesday, September 25, 2018, 10:00 a.m. – 12:00 p.m.

Location: This training will occur in Partners’ Gastonia Corporate Office with live video conference available in Partners’ Hickory and Elkin Regional Offices

Description: Collective Impact (CI) is the commitment of a group of actors from different sectors to a common agenda for solving a specific social problem, using a structured form of collaboration. This interactive training will define the CI framework and will help identify challenges and opportunities to impact social change.

Learning Objectives:

- To raise awareness of the importance of Collective Impact.
- To provide participants with an introduction of Collective Impact as a framework.
- Participants will have an understanding of the 5 conditions to begin to approach social change and achieve a mission.
- Participants will identify readiness and potential application of Collective Impact.

Trainer: Lachelle Freeman, MA, SAMHSA Grant, Project Director, Partners Behavioral Health Management

### **Cognitive Behavioral Therapy (*Class Full*)**

Wednesday, September 26 – Friday, September 28, 2018, 9:00 a.m. – 4:30 p.m., Gastonia, NC

Description: Cognitive Behavioral Therapy, also known as CBT, is a type of therapy that helps a person focus on his or her current problems and how to solve them. This three-day training program teaches the essentials of CBT, and prepares treatment providers to begin or continue the appropriate use of this evidence-based practice.

Attendance Fee: \$0.00 – *Attendees of this training will receive 18 contact hours for completing this session.*

Trainer: Danielle Coleman, MSW, LCSW, ACSW

### **Introduction to Motivational Interviewing (*Class Full*)**

Thursday, October 18 – Friday, October 19, 2018, 8:30 a.m. – 4:30 p.m., Gastonia, NC

Description: Motivational Interviewing (MI) is an evidence-based treatment that addresses ambivalence to change. MI is a conversational approach designed to help people with the following:

- Discover their own interest in considering and/or making a change in their life (e.g., diet, exercise, managing symptoms of physical or mental illness, reducing and eliminating the use of alcohol, tobacco, and other drugs)
- Express in their own words their desire for change (i.e., “change-talk”)
- Examine their ambivalence about the change
- Plan for and begin the process of change
- Elicit and strengthen change-talk
- Enhance their confidence in taking action and noticing that even small, incremental changes are important



- Strengthen their commitment to change

Attendance Fee: \$0.00 – *Attendees of this training will receive 13 contact hours for completing this session.*

Trainer: Laurie Conaty, MSW, LCSW, LCAS

### **Update on NC-TOPPS Training:**

Looking for NC-TOPPS training? Partners has developed a recorded video to provide constant access to NC-TOPPS training. Please visit <https://providers.partnersbhm.org/> for NC-TOPPS 101 & Superuser Training. Live webinar trainings will no longer be offered on this topic.

## **Alerts and LME/MCO Joint Communication Bulletins**

**Provider Alerts** are sent to all providers subscribed to receive Partners' Provider Communications. Published alerts are available on the Provider Knowledge Base at <https://providers.partnersbhm.org/provider-alert-archive/>.

### **Alerts issued since the last Provider Bulletin:**

- July 24, 2018 – [AlphaMCS 2.06 Build; Credentialing Expiration](#)
- August 8, 2018 – [DD Residential Service Provider Meeting](#)
- August 9, 2018 – [DHHS Stakeholder Call Today; Assistance with NC Tracks](#)

All **LME-MCO Joint Communication Bulletins** are located at <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.

### **Joint Communication Bulletins issued since the last Provider Bulletin:**

- [#J295 National Core Indicators](#)
- [#J296 Update to Communication Bulletin #247 - North Carolina Interventions \(NCI\)](#)
- [#J297 LME-MCO, LS v Wos Instruction](#)
- [#J298 Medicaid and Health Choice Provider Enrollment Screening Changes](#)
- [#J299 Reporting of DHHS Performance Measures](#)
  - [DMHDDAS Quarterly Performance Measures Report Template](#)
  - [NC Medicaid Waiver Annual Template DMA Measures Revised](#)
- [#J300 Temporary Extension of North Carolina's Prepaid Inpatient Health Plan \(PIHP\) 1915 \(b\) Waiver Program and Concurrent 1915 \(c\) Innovations Waiver](#)

**Providers are encouraged to review the monthly NC Division of Medical Assistance Medicaid Bulletin.** Bulletins are posted at <https://dma.ncdhhs.gov/documents/2018-medicaid-bulletin-and-index>.

## **Announcements, Reminders, and Additional Training**

**HIE/NC Tracks Updates:** Providers are reminded to pay attention to notifications from NC Tracks for the latest information regarding a variety of topics, including recredentialing and NC Health Connex. You can sign up for emails from NC Tracks by visiting <https://www.nctracks.nc.gov/content/public/providers/getting-started.html>.

### **Community Resiliency Model Training (CRM) (Registration)**

Tuesday, August 21, 9 a.m. – 12 p.m., Partners' Elkin Office, 300 Elkin Business Park Dr., Elkin, NC 28621

Description: The Community Resiliency Model (CRM) is a biologically-based trauma intervention designed for

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community members who need information about trauma and coping skills but who have limited access to mental health resources. Participants will learn to stabilize the nervous system, reduce anxiety, anger and depression, assist in facing challenges, and create a renewed sense of hope for you and your family.

Trainer: Stephanie Funderburk, Child System of Care Liaison, Partners

**Partners Provider Council:** Partners Provider Council will meet on Friday, August 24, 2018 at Partners Hickory Office, Basement Multipurpose Room. Providers meet from 9:30-10:30 a.m., and Partners employees join the meeting from 10:30 a.m.-12 p.m.

The Partners Provider Council is a professional representative and advocate for all service providers in the Partners' catchment area. The Council facilitates an open exchange of ideas and brings forward concerns and solutions while promoting collaboration and mutual accountability among providers. All providers are welcome to attend Provider Council meetings. To learn more, please visit <https://providers.partnersbhm.org/provider-council/>.

*In addition, the IDD Sub-Committee* will resume meetings in September, directly after the Provider Council meeting. The sub-committee is also scheduled to meet in December, March, and June.

**Introduction to Child and Family Team Training (Registration)**

Friday, September 14, 9 a.m.-4 p.m., Partners' Gastonia Office, 901 S. New Hope Rd., Gastonia, NC 28054

Description: This training provides the basic information for families and providers about the components of a Child and Family Team (CFT) and the youth and family's rights during a CFT.

Trainer: Jeanne Patterson, Child System of Care Liaison, Partners

**Tenancy Support/Transition Management Services Training:** The Institute for Best Practices, UNC-Chapel Hill will host a training, Tenancy Support/Transition Management Services, on Thursday, August 23 from 10 a.m.-4 p.m. at the Guilford Convention Center, 3113 Cedar Park Rd., Greensboro, NC 27406.

Tenancy Support training covers the psychiatric rehabilitation services provided by ACT teams and TMS teams. In the training you will:

- Broaden our understanding of "tenancy supports"
- Learn strategies to help individuals develop and/or enhance relevant functional skills.
- Learn how motivational interviewing (MI) may be applied within the context of tenancy supports to help people harness change.
- Learn to use Person-Centered Planning to target recovery goals, and develop a plan that operates as a usable guide for focused skill-development within the context of tenancy supports.
- Create a plan of action that incorporate adult learning theory and considers possible cognitive impairments.

NBCC Credit (CEUs) is offered for this training. To register, please visit <https://www.eventbrite.com/e/tenancy-supporttransition-management-services-tickets-48288396895>.

**Connect Catawba Resource Forum:** The quarterly Connect Catawba Resource Forum will be held on Tuesday, September 11, 2018 from 8 a.m.-10 a.m. at the Newton Recreation Center (back entrance, lower level). The September forum will focus on supports and services available for students attending schools in Catawba County. You will hear from agencies/programs that provide services/resources for students Kindergarten through twelfth grades, so you can better connect those you serve.

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Our ultimate goal is to improve the ways our community accesses the important services you offer. It is our hope that everyone will have an easier time being CONNECTed to CATAWBA County services and resources! To register, [click here](#).

**Managing Pain in the Age of the Opioid Crisis:** This inter-professional event will provide timely and relevant continuing education for medical prescribers and behavioral health professionals in the midst of the opioid crisis. Topics include evidence-based analysis of the relative effectiveness of medications and their side effects, treatment recommendations for acute and chronic pain, and recognizing substance use/opioid use disorder (SUD & OUD), as well as statistics and nuanced data on prescribing and substance abuse patterns in Gaston County. The North Carolina Medical Board will provide important updates in state laws and explore legal and ethical dilemmas associated with prescribing opioids in North Carolina.

The event will be held on Saturday, September 15, 2018 at Gaston County DHHS, 330 Dr. Martin Luther King Jr. Way, Gastonia, NC 28052 from 7:30 a.m.-12:30 p.m. The event is free, however, registration is required. To register, please visit <https://mahec.net/event/56790>. For more details, please contact Mountain AHEC at [registration@mahec.net](mailto:registration@mahec.net).

**NAMI Family to Family Education Program:** NAMI South Mountains, NC (the local organization of the National Alliance on Mental Illness) will offer its FREE NAMI Family-to-Family Education Program September 29-November 24. The program will be held on Saturdays from 1:00 p.m. to 3:30 p.m. at Carolinas Health Care System Blue Ridge Morganton, NC. To learn more, please contact Diane Krisanda at 828-771-6305 or register at [namisouthmountainsnc@gmail.com](mailto:namisouthmountainsnc@gmail.com).

**Catawba Recovery Rally:** The Catawba County Adult Collaborative and Hickory Soup Kitchen are sponsoring a Recovery Rally on Saturday, September 29, 2018 at Hickory Soup Kitchen, 110 2<sup>nd</sup> St. Pl. SE, Hickory, NC 28602.

Recovery means different things to different people. Too often society thinks there is no hope for people struggling with substance use or mental disorders. Come and see recovery is possible for anyone and there is hope and healing for people living with substance use and mental disorders. This is a free event, which includes speakers, fellowship, information, entertainment, food, and empowerment.