

**In This Bulletin:**

- **NC DHHS Sending Letter to Medicaid and NC Health Choice Beneficiaries**
- **COVID-19 Updates**
- **Member Feedback Needed - 2020 Needs Assessment and Gaps Analysis Survey**
- **Claims Information**
- **Upcoming Partners-Sponsored Provider Meetings**
- **Partners Training Academy**
- **Provider Alerts**
- **Training, Announcements and Reminders**

## **NC DHHS Sends Letter to Medicaid and NC Health Choice Beneficiaries**

The North Carolina Department of Health and Human Services is mailing a letter to Medicaid and NC Health Choice beneficiary households with information on COVID-19. These 1.2 million letters will be mailed in batches through April 22, 2020. The letter template is available in [English](#) and [Spanish](#). Please send any questions to [Medicaid.COVID19@dhhs.nc.gov](mailto:Medicaid.COVID19@dhhs.nc.gov).

## **COVID-19 Updates**

Providers are reminded to check [Partners' COVID-19 provider webpage](#) for the most up-to-date information regarding the pandemic and service delivery. If you have questions, please email your [provider account specialist](#) or the Provider Network Help Desk at [pnas@partnersbhm.org](mailto:pnas@partnersbhm.org).

### **Correction: Provider Alert COVID-19 #18 - Appendix K Retainer Payment Requests | Webinar:**

Incorrect information was shared in the email version of Partners' Provider Alert COVID-19 #18. Item #1 in the section titled Procedures for the Provider Agency to Follow should read:

1. When the waiver participant/primary caregiver or the hired employee notifies the **provider** that the hired employee cannot provide the care, a retainer payment agreement may be initiated for a 30-day period or until such a time that the staff has returned to work.

The correct version of the alert is available on the Partners' Provider Knowledge Base: <https://providers.partnersbhm.org/covid-19-18-appendix-k-retainer-payment-requests/>.

### **Modification: Provider Alert COVID-19 #9 - Focus Groups | Service Changes | Clozapine REMS |**

**SAMHSA Grant Info:** In [Partners' Provider Alert COVID-19 #9](#), we shared a number of service changes due to COVID-19. Please note that H2035CV (SACOT) can be submitted with a minimum of four, 15-minute units.

**NC DHHS: Increase in Therapeutic Leave Days for ICF/IDD Facilities Due to COVID-19:** Effective March 10, 2020, through the conclusion of the North Carolina declared state of emergency related to the COVID-19 crisis, NC Medicaid is temporarily increasing the number of therapeutic leave days for Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IIDs) from 60 days to 90 days and waiving the requirement of approval needed more than 15 consecutive days per Clinical Coverage Policy 8E.

At the time of the initiation of the extended leave request, the provider should document the leave in the record and confirm with the beneficiary/guardian the intent to return to the facility and any specific instructions related

April 16, 2020

to meeting the IDD and physical health care needs of the beneficiary. The provider should check in with the beneficiary/guardian at least every 15 days and document this check in the record in to ensure the beneficiary's needs are still being met and that there is still an intent to return the facility.

For more information, please refer to [SPECIAL BULLETIN COVID-19 #45: Increase in Therapeutic Leave Days for ICF/IDD Facilities Due to COVID-19](#)

**NC DHHS COVID-19 Special Medicaid Bulletins:** The NC Department of Health and Human Services has issued numerous Special Medicaid Bulletins related to COVID-19. You can review the bulletins at <https://medicaid.ncdhhs.gov/providers/medicaid-bulletin>.

**COVID-19 Exploited by Malicious Actors:** *The United States Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA) and the United Kingdom's National Cyber Security Centre (NCSC) have released a joint alert referencing a growing use of COVID-19-related themes by malicious cyber actors. At the same time, the surge in teleworking has increased the use of potentially vulnerable services, such as virtual private networks (VPNs), amplifying the threat to individuals and organizations. [Read the full alert.](#)*

**Joint Communication Bulletins,** which are issued by the NC Department of Health and Human Services, can be found at <https://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>.

Recent Joint Communication Bulletins:

- #J358: [Department of Health and Human Services COVID-19 Service Guidance for State Funded Behavioral Health Services](#)
- #J359: [Using modifiers GT and CR for Medicaid and State Funded Services](#)

### **DHHS COVID-19 Update Call – For BH/IDD Consumers, Family Members and Community**

**Stakeholders:** The Division of MH/DD/SAS and Division of Health Benefits (NC Medicaid) remain committed to working hard to assess service gaps, create and amend policies, and direct funding into service areas that will be impactful in preventing the interruption and delay of BH/IDD services during this challenging time. The COVID-19 situation is ever-changing and evolving rapidly; we all must continue to work together to meet the needs of individuals, families and communities. As promised, in an effort to help keep consumers, family members and community stakeholders informed and updated on policies and actions impacting service access and health outcomes for BH and IDD consumers, and perhaps more importantly – to hear directly from you about any questions or issues that have emerged since we last communicated.

Date and Time: Every Monday at 2 p.m.

Location: Conference Call via telephone

Registration: Call Toll-Free: 844-291-5495 | Access Code: 1279313

**NCDHHS COVID-19 Health Care Professional Webinar Series, in partnership with CCNC and AHEC,** is held on Thursdays at 5:30 p.m. [Register for the webcast.](#)

### **Weekly Joint NC DMHDDSAS and DHB (NC Medicaid) COVID-19 Update for NC Providers:**

During this call, you will receive updates from DMHDDSAS and DHB representatives followed by an open Q&A session. IN addition to DMHDDSAS and DHB subject matter experts we will also have a representative from DHSR on the call to answer questions you might have. In consideration of the limited time we have on the call, we ask that you review the guidance link (below) on the DHHS website and FAQs on the NC Medicaid site to see if an answer to your question has already been provided.

April 16, 2020

As things continue to change and move quickly during the COVID-19 pandemic, please continue to stay abreast of emerging issues, guidance, and policies by visiting:

- [Broad information and updates](#)
- [Policy and Guidance updates](#)
- [COVID19 Executive Orders](#)

This call is held from 3 p.m.-4 p.m. on Thursdays.

Register Here: <https://attendee.gotowebinar.com/register/71764430652521740>

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

## Member Feedback Needed - 2020 Needs Assessment and Gaps Analysis Survey

Partners continues to conduct its annual Needs Assessment and Services Gaps Analysis to understand the behavioral health needs of the citizens in the regions we serve. We are seeking survey responses from members. Please direct members to our website, [www.partnersbhm.org](http://www.partnersbhm.org), or to <https://www.partnersbhm.org/community-needs-assessment-survey/> to complete the survey.

## 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.

[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.

**Explanation of Benefits Requests for Coordination of Benefits Claims:** As a reminder, Partners does request copies of the Explanation of Benefits (EOB) for members/claims submitted indicating *Coordination of Benefits*. The request will originate via email from Partners' Claims Department. Once requested, please submit the information, via secured email, prior to the date indicated in the emailed request. If a response is not received, the original claim payment will be recouped.

### March 2020: Medicaid—Number of Days to Process and Pay All Claims

Received Date to Paid Date:	8.7
-----------------------------	-----

### Top Five Medicaid Claim Denials for March 2020

Claim Denial	Provider Recommended Action Steps
Claim received after billing period.	Write-off charges as non-billable. Do not rebill.
Service is not authorized	Verify Service Authorization for the member. Contact Utilization Management.
Duplicate Claim	The claim has previously been submitted and adjudicated. Do not refile.
Invalid DCN (Document Ctrl#) or resubmission ref #	Look at the Remittance Advice with the original claim number and make sure you entered it correctly.
Client has other covered insurance.	Ensure primary insurance for the member has been billed and is indicated in the claim submitted to the MCO.

April 16, 2020

## Upcoming Partners-Sponsored Provider Meetings

**Partners Information Sessions:** Partners continues to host information sessions focused on provider input and brainstorming. Please register for each event individually. Thanks in advance for your ideas and for the opportunity to interact and stay connected.

- Friday, April 17, 2020, 10 a.m. (General Discussion) [Register here](#)
- Friday, April 17, 2020, 11 a.m. (ICF-IID Specific) [Register here](#)
- Tuesday, April 21, 2020, 11 a.m. (General Discussion) [Register here](#)
- Friday, April 24, 2020, 1 p.m. (Innovations and I/DD Specific) [Register here](#)

**April Provider Council Meeting:** Partners' Provider Council will meet via teleconference on Friday, April 24, 2020. Providers will meet from 9:30 a.m.-10:30 a.m. Partners' employees will join the meeting at 10:30 a.m. Register for Provider Council [here](#). If you have questions or would like to learn more about the Provider Council, visit <https://providers.partnersbhm.org/provider-council/>.

**Licensed Independent Practitioner Collaborative:** Partners will host the next Licensed Independent Practitioner Collaborative on May 13, 2020 at noon. [Click here to register](#). If you have questions, please contact [training@partnersbhm.org](mailto:training@partnersbhm.org).

## Partners Training Academy

Providers should check the Partners Event Calendar, <https://www.partnersbhm.org/event-calendar/>, frequently for the most up-to-date information. We will strive to make decisions about in-person training one week in advance of the scheduled date. If you are registered for an event or training that is canceled, you will receive an email notification.

All Partners Training Academy sessions are free to registered attendees. Register in advance at [www.PartnersTraining.com](http://www.PartnersTraining.com). If you have any questions about Partners Training Academy events, please email [Training@PartnersBHM.org](mailto:Training@PartnersBHM.org).

## Provider Training

### Provider Open House

*Due to the implementation of the stay at home order by Governor Roy Cooper and counties in Partners catchment area, we will be canceling the Provider Open House until further notice.*

### Ethics in a Managed Care Environment ([Register](#))

*This training was originally scheduled for April 28, 2020 from 9 a.m.-4:30 pm. and has been rescheduled for June 1, 2020.*

**Date, Time, Location:** June 1, 2020, 9 a.m.-4:30 p.m. with lunch on your own. Gastonia Auditorium

**Description:** Please join us for an Ethics training. All providers are invited. CEU's are pending per application to NBCC for approval of six credit hours. *Individuals can not miss more than 15 minutes and gain CEU credit.*

**Target Audience:** Network Providers

**Trainers:** Partners employees

April 16, 2020

**PCP Instructional Elements Training ([Register](#))**

*Partners is shifting this in-person training to a virtual format. Registrants will receive email communication at least 24 hours in advance of the scheduled class with directions on how to engage virtually.*

Date, Time, Location: April 29, 2020, 1 p.m.-4 p.m., Online training

Description: This course will meet the requirement for 3 hours of training for PCP Instructional Elements. Training content will include documentation requirements for both Person Centered Plans (PCP's) and Crisis Plans. All providers are invited, especially those that write PCP's and Crisis Plans. Each attendee must individually pre-register as this course is limited to 40 participants.

Target Audience: Providers

Trainer: Partners' Utilization Management Department

**Person Centered Thinking Training (PCT) ([Register](#))**

*Partners Training Academy will monitor local and state guidance surrounding COVID-19 and will make decisions on face to face training one week prior to the scheduled training date. Thank you for your patience as we all navigate this unprecedented time together.*

Date, Time, Location: May 4-5, 2020, 9 a.m.- 5 p.m. (one-hour lunch on your own), Hickory Multipurpose Room

Description: Person Centered Thinking (PCT) is a foundation and philosophical framework for those involved in supporting people with disabilities. This activity-filled, two-day training consists of applied stories, guided exercises, group work and discussion. This approved National Learning Community Curriculum meets the 12-hour requirement of NC service definitions.

Target Audience: Providers

Trainer: The Learning Community Trainers

**Understanding and Supporting Health in LGBTQ Clients (Multiple Sessions Available)**

*Partners Training Academy will monitor local and state guidance surrounding COVID-19 and will make decisions on face to face training one week prior to the scheduled training date. Thank you for your patience as we all navigate this unprecedented time together.*

(Two sessions offered, please click on the date to register)

[May 8, 2020](#), 1 p.m.-4 p.m., Gastonia Auditorium | [May 11, 2020](#), 1 p.m.-4 p.m., Hickory Multipurpose Room

Description: LGBTQ individuals are shown to face high levels of health disparities compared to the general population. They often receive inadequate services and/or avoid reaching out to providers because of frequent discrimination and multiple levels of trauma. LGBTQ and especially transgender individuals face homelessness, abuse, poverty, violence, and attempt/commit suicide at higher rates than perhaps any other group. This workshop will explore how service providers can better understand, create safe space for, and serve these clients in a way that avoids traumatization and instead promotes authenticity and feelings of empowerment for both providers and LGBTQ individuals with whom they interact. NBCC CEUs pending.

Target Audience: Providers

Trainer: Trey Greene, LCSW is a transgender man and clinical social worker working in private practice through Transcend Counseling & Consulting and an active member of the Charlotte Transgender Healthcare Group. Trey is the co-founder and former executive director of Transcend Charlotte, which serves transgender adults in Charlotte and the surrounding region. Along with specializing in issues related to gender, Trey is a clinician and educator on trauma prevention and recovery, with a special focus on trauma associated with sexual assault. He practices from a trauma informed, person-centered, and empowerment-based framework and has presented on

April 16, 2020

trauma-informed LGBTQ care at multiple national conferences including the National Sexual Assault Conference, Philly Trans Wellness Conference, and A Call to Men.

### **Harm Reduction 101 (Multiple Sessions Available)**

*Partners Training Academy will monitor local and state guidance surrounding COVID-19 and will make decisions on face to face training one week prior to the scheduled training date. Thank you for your patience as we all navigate this unprecedented time together.*

(Two sessions offered, please click on the date to register)

[May 20, 2020](#), 10 a.m.-12 p.m., Gastonia Auditorium | [May 29, 2020](#), 10 a.m.-12 p.m., Hickory Multipurpose Room

Description: This course includes an introduction to harm reduction as a philosophy specifically focused on working with individuals with substance use disorder. Topics covered include:

- Harm Reduction terminology
- Fentanyl myths
- Naloxone
- Overdose prevention and reversal
- Recognizing stigmatizing language as a barrier to care
- Ways to get involved in harm reduction at multiple levels

Target Audience: Providers

Trainer: Michelle Mathis, Olive Branch Ministries

### **Re-envisioning Care for People with Involved Disabilities ([Register](#))**

Date, Time, Location: Ongoing Online Training

Description: The Center for Consumer Engagement in Health Innovation has launched a new video series to help clinicians and health system leaders understand and adopt principles of person-centered care. The videos examine how the values of the independent living model can help to create a system of care that lowers barriers to care and honors the lived experience of people with disabilities; explore how changes to organizational culture can reflect a holistic, person-centered system of care; and highlights how home-based primary care can improve the support of people with complex health and social needs.

Target Audience: Providers

### **Supervising NC Certified Peer Support Specialists ([Register](#))**

Date, Time, Location: Ongoing Online Training

Description: This course is designed to introduce participants to the identified supervisory competencies and to enhance their understanding of the central principles of Peer Support. Participants are asked to evaluate their own systems of service and to apply course concepts to the implementation of Peer Support Services within their organizations. This course has been approved for three hours of General Skills Building credit from the North Carolina Substance Abuse Professional Practice Board. Approval #16-228-H-S Contact Hours: 3.00  
Continuing Education: NCCPSS and NCSAPPB.

Target Audience: Providers working with members with housing needs.

Trainer: Online, through Behavioral Health Springboard.

### **Additional Training Resources:**

Peer Support Specialist Training: <https://pss.unc.edu/>

Peer Support Supervisor Training: <https://bhs.unc.edu/supervising-nc-certified-pss>

## Community Training

### QPR Suicide Prevention During COVID 19 Crisis

*This is online training. There are three sessions available (click on date and time to register)*

- [Monday, April 20, 2020 12 p.m. - 1:30 p.m.](#)
- [Wednesday, April 22, 2020 8:30 a.m.-10 a.m.](#)
- [Friday, Apr 24, 2020 1:30 p.m. – 3 p.m.](#)

Description: During the COVID-19 crisis, many people are isolated and may experience mental health issues. Some may consider suicide. This training teaches the skills to help someone who is in a suicidal crisis.

Target Audience: Community, Providers

Trainer: Jeanne Patterson, SOC/Community Training Coordinator, Partners

### Helping Children and Youth Manage Stress and Trauma During Quarantine ([Register](#))

Date, Time, Location: Tuesday, April 21, 2020, 2 p.m.-3:30 p.m., Online Training

Description: All of us, including our children and youth are feeling the effects of stress as we continue with "Shelter in Place". This training uses the Community Resilience Model skills to help all of us manage the stress we are experiencing.

Target Audience: Community, Providers

Trainer: Jeanne Patterson, SOC/Community Training Coordinator, Partners

### Domestic Violence During COVID 19-How to Help ([Register](#))

Date, Time, Location: Thursday, April 23, 2020, 8:30 a.m.-10 a.m., Online Training

Description: During this trying time, many of us are staying at home in order to social distance. For survivors of domestic violence, this may mean being with an abuser every day. Learn more about domestic violence, the warning signs and how you can help.

Target Audience: Community, Providers

Trainer: Jeanne Patterson, SOC/Community Training Coordinator, Partners

### Human Trafficking: How to Help A Survivor and Protect Our Children ([Register](#))

Date, Time, Location: Friday, April 24, 2020, 8:30 a.m.-10 a.m., Online Training

Description: As we think about those most vulnerable during the COVID-19 crisis, survivors of human trafficking may have no one to look out for them. Also, as our children are at home and perhaps online more, they are at risk of being preyed upon by a trafficker. Learn some basics about trafficking, how to spot the signs and how to protect our children.

Target Audience: Community, Providers

Trainer: Jeanne Patterson, SOC/Community Training Coordinator, Partners

## Provider Alerts

**Provider Alerts** are sent to all providers who subscribed to receive Partners' Provider Communications.

Published alerts are available on the Provider Knowledge Base at <https://providers.partnersbhm.org/provider-alert-archive/>. To subscribe to Partners' various communications, please visit <https://www.partnersbhm.org/subscribe/>.

### Alerts issued since March 10, 2020:

- March 10, 2020 – COVID-19 #1 – [NC DHHS COVID-19 Information](#)
- March 11, 2020 – COVID-19 #2 – [DMH/DD/SAS Webinar | Special Medicaid Bulletin](#)
- March 12, 2020 – COVID-19 #3 – [NC Medicaid Updates](#)

April 16, 2020

- March 13, 2020 – COVID-19 #4 – [Provider Teleconference | Medicaid Special Bulletin](#)
- March 16, 2020 – COVID-19 #5 – [Follow up to March 16, 2020 Provider Teleconference #1 | Temporary Service Disruption Form | Communication to Groups from Kody Kinsley](#)
- March 24, 2020 – COVID-19 #6 – [Letter to Members | Telehealth Service Decisions/Changes Under EPSDT | NCTracks COVID-19 Q and A](#)
- March 25, 2020 – COVID-19 #7 – [Exceptional Funding | Provider Council | NC DHHS Provider Call](#)
- March 26, 2020 – COVID-19 #8 – [Weekly NC DHHS COVID-19 Call with BH and I/DD](#)
- March 26, 2020 – COVID-19 #9 – [Focus Groups | Service Changes | Clozapine REMS | SAMHSA Grant Info](#)
- March 30, 2020 – COVID-19 #10 – [Partners' Information Sessions – New Registration Information](#)
- March 31, 2020 – COVID-19 #11 – [Additional COVID-19 Provider Information Sessions; April Provider Council Meeting](#)
- April 1, 2020 – COVID-19 #12 – [Partners Service Stability Program: Special CARES Act Resources for Providers](#)
- April 3, 2020 – COVID-19 #13 – [Joint Division Call | CARES Act Paycheck Protection Program Accepting Applications](#)
- April 3, 2020 – COVID-19 #14 – [Innovations-Specific Information Session Materials](#)
- April 6, 2020 – COVID-19 #15 – [PSR In Lieu of Service Discussion | Webinars for Appendix K](#)
- April 8, 2020 – [Joint NC DMHDDSAS and DHB \(NC Medicaid\) COVID-19 Update for NC Providers](#)
- April 9, 2020 – [Training Today, April 9 – COVID-19 Best Practices for Congregant Living Settings](#)
- April 10, 2020 – COVID-19 #16 – [Time-limited Rate Increase](#)
- April 13, 2020 - COVID-19 #17 – [Additional Info Session | Authorizations | Monitoring Site Visits | NC DHHS Provider Update](#)
- April 14, 2020 – COVID-19 #18 -- [Time-limited Rate Increase for Facility Based Crisis, Mobile Crisis and PRTF](#)
- April 15, 2020 – COVID-19 #19 -- [Appendix K Retainer Payment Requests | Webinar](#)

## Training, Announcements and Reminders

*The following events are being held by various organizations. Please check with the organization regarding registration and cancelation information.*

**Nightly Mindfulness Workshops:** Feeling overly stressed, isolated or nervous due to COVID-19? Mindfulness meditation is a great tool used to calm and stabilize the mind. Join Eric Ottinger, LCAS, LCMHC, Mindfulness Meditation and Clinical Trainer, for free Zoom Mindfulness sessions offered nightly at 7 p.m. [Learn more.](#)

**i2i Survey Request – Coronavirus Impact on Services:** State and federal leaders are making policy changes today to meet the current challenges of the coronavirus pandemic. Whether temporary or permanent, these changes will impact future decisions, particularly as our state legislature moves forward in budget discussions post COVID-19.

In anticipation of those important conversations, the i2i Center for Integrative Health is collecting data on the COVID-19 pandemic's impact on Behavioral Health/I-DD Consumers, Providers, and Payers in the public system. Our plan is to collect and share our findings with legislators, state leaders, and other partners to provide information that informs decisions on state Medicaid policies, service funding, and overall support for the Behavioral Health/I-DD service system.

*i2i Center for Integrative Health asks that you please take a few minutes to complete the appropriate survey (Provider, LME/MCO, Consumer) using the links below by April 22, 2020.*

April 16, 2020

There are two surveys available for consumers: a BH/SUD survey and an I/DD survey. Consumers and their families are welcome to complete one or both according to service needs. i2i plans to collect the information received and to develop a report based on the data. **All responses will be kept confidential.**

[Provider Survey](#)

[LME/MCO Survey](#)

[Behavioral Health/SUD  
Consumer Survey](#)

[I/DD Consumer Survey](#)

**Webinar on the COVID-19 Pandemic and Legislative and Regulatory Changes: A Behavioral Health**

**Provider's Legal Guide:** Benchmarks and Parker Poe are continuing their discussion covering all things related to federal relief options during this pandemic. This webinar will be held Monday, April 20, 2020 from 11-11:40 a.m. [Click here to register.](#)

**NCCDD Seeks Community Input on Impact of COVID-19:** The North Carolina Council on Developmental Disabilities is conducting a brief survey of people with intellectual and other developmental disabilities, family members, caregivers and other stakeholders to gather perspectives on the impact of the Coronavirus, or COVID-19, in daily life. Please take a few minutes to answer the [survey questions](#). The Council staff will compile the responses and share them with policymakers and with you. Your perspective will influence the work of the Council staff as we participate daily in discussions about COVID-19 and its impact across our state and country. Deadline to complete the [survey](#) is April 22, 2020.

**North Carolina Prevention Conference:** The 2020 NC Substance Misuse Prevention Conference has been moved to a virtual format and is free for attendees. It will be held May 5-7, 2020. [View the agenda here.](#) [Register here.](#)

**Individual Placement and Support (IPS) 101 Training:** UNC Institute for Best Practices is hosting ISP 101 training in Hillsborough May 18-19, 2020 at Durham Technical Community College. The Individual Placement and Support (IPS) 101 training (formerly called SE Foundations) is required by all IPS team members (Team Lead, Employment Specialist, Employment Peer Mentor, and program assistant) and Assertive Community Treatment team members (Vocational Specialists and Team Leaders). This training meets the service definition requirement for IPS and ACT teams.

Due to limited availability, this training is currently only available for all IPS team members AND ACT Employment Specialists and Team Leaders. We are respectfully asking no more than three staff members per team to register for the training. If there is space, we will extend the invitation to Vocational Rehabilitation Counselors, MCO representatives, behavioral health clinicians, etc. We will offer additional training for other interested parties in the near future.

The two-day training will be an introduction to the evidence-based practice, incorporating the philosophy, practice principles, and the elements of the practice.

The training will take place at Durham Tech on the Hillsborough Campus, on Monday, May 18th and Tuesday, May 19th from 8:30 a.m. to 5 p.m. with an hour and fifteen-minute lunch break each day (lunch will not be provided). Registration will begin at 8:30 a.m. on Monday and the training will begin promptly at 8:45 a.m. To learn more or register, visit <https://www.institutebestpractices.org/training/ips-101-training-in-hillsborough/>.

## Provider Communication Bulletin #104

April 16, 2020

**NC TIDE Rescheduled**: NC TIDE is very concerned about the health of others as we move toward COVID-19. As a result, the Executive Team of NC TIDE has decided to reschedule the conference for **June 28-July 1, 2020** at the Hotel Ballast. We hope that you will join us as we plan for the future and our 2020 conference. [Register here.](#)