

In This Bulletin:

- **Planning to be a CMA or AMH+? Let us know.**
- **Partners 2021 Needs Assessment and Gaps Analysis Survey**
- **Claims Information**
- **State News/COVID-19 Updates**
- **Upcoming Provider Meetings**
- **Partners’ Training for Members, Providers and the Community**
 - **Member Education and Involvement**
 - **Training for Providers**
 - **Community Events and Training**
- **Provider Alerts**
- **Trainings, Announcements and Reminders**

Planning to be a CMA or AMH+? Let us know.

Is your agency interested in becoming a **Care Management Agency (CMA)** or **Advanced Medical Home Plus (AMH+)**? As Medicaid Transformation moves forward, Partners would like to know which agencies are applying for certification as a Care Management Agency (CMA) or Advance Medical Home Plus (AMH+). Please help us by [completing this survey](#).

Partners 2021 Needs Assessment and Gaps Analysis Survey

Every year, Partners conducts a Needs Assessment and Services Gaps Analysis to understand the behavioral health needs of the citizens in the regions we serve. Partners will use several tools—focus groups, consultation with community and provider stakeholders, extensive data analytics, and web-enabled surveys—to develop an effective plan for a more targeted deployment of precious healthcare resources.

This year, a Community Needs Assessment survey will be delivered to members receiving services, family members of individuals receiving services, providers delivering services and community stakeholders from March 2, 2021, through March 26, 2021. To assist with this process, we want input from every person and from every perspective touched in some way by mental illness, substance use disorders, or intellectual and developmental disabilities.

Partners will share the survey link with providers when available. The Community Needs Survey will also be accessible through our website, www.partnersbhm.org. Please encourage members to participate in this year’s analysis.

If you have questions, please contact Lisa Jordan at ljordan@partnersbhm.org.

Claims Information

- Providers are reminded to use the email 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 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.

Reminder: Taxonomy Code 193200000X: Taxonomy Code 193200000X should not be submitted on claims as the rendering taxonomy code. All claims submitted with this taxonomy code as the rendering code will be reverted.

January 2021: Medicaid—Number of Days to Process and Pay All Claims

Received Date to Paid Date:	9.1
-----------------------------	-----

Top Five Medicaid Claim Denials for January 2021

Claim Denial	Provider Recommended Action Steps
Duplicate claim.	The claim has previously been submitted and adjudicated. Do not refile.
Service is not authorized.	Verify Service Authorization for consumer/member. Contact Utilization Management.
Claim received after billing period.	Write off charges as non-billable. Do not rebill.
No coverage available for Patient/Service/Provider combo.	Go to Patient -> Patient Search and search for the patient/member 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.
Submitting Replacement Provider does not match original Provider.	Look at the RA with the original claim header and make sure you entered correctly.

February 18, 2021

State News/COVID-19 Updates

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

Tailored Care Management Certification Deadline Extended to June 1, 2021: On Feb. 15, 2021, the North Carolina Department of Health and Human Services (the Department) announced that it is extending the Round 1 application deadline from March 1, 2021 to June 1, 2021 to continue supporting providers interested in obtaining certification as an Advanced Medical Home Plus (AMH+) or Care Management Agency (CMA).

This additional time will be used to engage stakeholders in additional listening session and educational opportunities. More information will be provided on the certification process, capacity-building funds, technical assistance and the AMH+/CMA rate model. The Department believes that Tailored Care Management is critical to ensuring that Behavioral Health and Intellectual/Developmental Disability (I/DD) Tailored Plan members obtain integrated, well-coordinated care. Over the next several months, the Department will continue working to empower providers to successfully implement the model and will offer opportunities for additional education.

The Department encourages stakeholders to submit questions to Medicaid.TailoredCareMgmt@dhhs.nc.gov. The Tailored Care Management Provider Manual and application can be found on the [Tailored Care Management website](#).

You have a spot. Take your shot. Make sure to frequently check <https://covid19.ncdhhs.gov/vaccines> for the most up-to-date information about North Carolina's COVID-19 vaccine efforts.

Teen Town Hall: COVID-19 has been a roller-coaster ride of events and emotions, with lots of unexpected changes, twists, and turns. NC DHHS' Division of Mental Health, Developmental Disabilities, and Substance Abuse Services wants to give teens and young adults a place to voice and share your experiences at the virtual Teen Town Hall, being held Saturday, Feb. 2021 from 10:30-11:30 a.m.

Join other teens and young adults, ages 13 to 19, for an open discussion about the impact of COVID-19 on teens, with Kody Kinsley, NC DHHS Deputy Secretary for Behavioral Health and Intellectual and Developmental Disabilities. Space is limited with preference given to youth and young adults.

Register Here: <https://tiny.one/TeenTownHall-2021>

Join the Live Stream Event and chat on the Governor's Institute's Facebook Page at www.facebook.com/GovInst/

February 18, 2021

Follow the event on the Governor's Institute on YouTube [@GovInst](#) in view-only.

Family members/caregivers, providers and professionals supporting youth are asked to take an active listening role during this event while holding space for youth to engage with one another. If you have questions, contact Kate Barrow, Community Engagement Specialist at Katherine.Barrow@dhhs.nc.gov, or call or text 919-621-1116.

Get the SCOOP for Stress: Strategies for Stress Management in Challenging Times

Now that 2021 is underway, it's more important now than ever to build resiliency skills in ourselves and help to foster those strategies in others. In the wake of COVID-19, social and political unrest, and other challenges we face in our day-to-day lives, it's important to know that we will get through this together. NCDHHS' Division of Mental Health, Developmental Disabilities, and Substance Abuse Services is pleased to share helpful strategies on managing stress now and beyond these challenging times we are living in. **Join the UNC-TV Live Stream Event on the Governor's Institute Facebook* Page at [facebook.com/GovInst/](https://www.facebook.com/GovInst/)** and get the **#SCOOP4Stress** with the NC DHHS Stress Management Series. For more information, contact the Community Engagement & Empowerment Team at CEandE.Staff@dhhs.nc.gov.

Sessions

- March 2, 2021: Observe Your Use of Substances
- March 16, 2021: It's OK to Ask for Help. It's EMPOWERING!
- March 30, 2021: Physical Activity to Boost Your Mood

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>.

- JCB #J388 – Addition of Provider Types for SBIRT CPT Codes
- JCB #J389 – Money Follows the Person Demonstration Project Programmatic Changes

Medicaid Bulletins: All bulletin articles, including those related to COVID-19, are available on the [DHB webpage](#).

NCTracks: Providers are encouraged to review NCTracks communications. To subscribe to NCTracks communications, visit <https://www.nctracks.nc.gov/content/public/providers/provider-communications.html>.

Joint DMHDDSAS and DHB (NC Medicaid) COVID-19 Update Call for NC Providers:

This call occurs every first Thursday at 3 p.m.; check the [Partners' COVID-19 Provider webpage](#) for weekly call-in details.

Joint DMHDDSAS and DHB (NC Medicaid) COVID-19 Update Call For BH/IDD Consumers, Family Members and Community Stakeholders:

This call occurs every fourth Monday at 2 p.m.; check the [Partners' COVID-19 Provider webpage](#) for weekly call-in details.

Upcoming Provider Meetings

Partners' Provider Council: The Partners' Provider Council is a professional representative and advocates 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. Meetings are held on the fourth Friday of the month. Providers will meet beginning at 9:30 a.m.; Partners staff will join at 10:30 a.m. Registration details are available on the [Partners' Event Calendar](#).

Save the Date: Partners' Quarterly Provider Webinar

March 10, 2021, 1 p.m.-3 p.m. ([Register](#))

Partners hosts a quarterly [Provider Webinar](#) to communicate important information and detailed updates to our providers about a variety of topics. To view content from previous quarterly webinars, [click here](#).

Global Quality Improvement Committee

March 5, 2021, 9:30 a.m.-11:30 a.m., Online, ([Register](#))

Global CQI is independently composed and led by providers, CFAC members, and stakeholder members with Partners staff serving only in a facilitative role. The purpose of this committee is to promote improvements and processes within provider agencies that lead to greater consumer satisfaction. Some of the topics discussed are services, provider choice, and best practice models of treatment available in the Partners' catchment area. Aggregate trends of network performance are also reviewed and addressed in this committee.

CBT Learning Community

March 17, 2021 from 2 p.m. to 3:30 p.m. ([Register](#))

Join like-minded providers in a learning community to explore skills, concepts, case studies, and expand your techniques. This learning community will you learn practical ways to use evidence-based practices in your day-to-day work with members.

What do we do in this learning community: self-care, reduce burnout, professional growth, connection to a community, explore evidence-based practices, gain a sense of mastery, invest in your emotional bank account, improve in quality of care delivered, and learn and practice skills that are reimbursable.

Partners' Trainings for Members, Providers and the Community

All training sessions are free to registered attendees. Register in advance at

www.PartnersTraining.com. If you have any questions, please email Training@PartnersBHM.org.

Member Education and Involvement

We ask all providers to check out our Partners' Member Education Page on www.partnersbhm.org for new information. Partners offers our members and providers the following array of resources and opportunities for involvement:

- **Member Cafés:** Grab a cup of coffee, sit down and join us virtually the second Tuesday of each month at 1 p.m. Get to know Partners and learn how we can help members. We will have new content each month about services, resources and updates to keep members informed. Members can also ask questions about available resources and services and who to call to access those services. [View/Download the Flyer](#).
- **Member Portal:** Members can register for seamless communication with Partners and have access to updates and information by visiting <https://www.partnersbhm.org/member-education/#Member-Portal>.
- **Pyx Health App:** This app offers companionship, wellness tips, screenings and encouragement during tough times. Call 1-855-499-4777 to register.
- **Aunt Bertha/findhelp.org:** Aunt Bertha supports the social determinants of health (SDOH) needs of members by offering a search tool to find free and reduced costs community services and resources. Visit <https://partnerslink.auntbertha.com/> and enter your zip code. There is also a link on the Provider Knowledge Base for the search tool.
- **Consumer & Family Advisory Committee (CFAC):** CFAC is a volunteer group of individuals who either have received or currently receive services for themselves and/or their family members. CFAC advocates on behalf of members in Partners' service area to plan and deliver services to individuals with mental health, intellectual or developmental disabilities, and substance use challenges. CFAC also advises Partners on improving effectiveness. **Members and/or their family members can ask about joining by** contacting Partners' CFAC liaison, Shirley Moore at

Training for Providers

Partners' Training Library: Are you looking for a recent presentation from a previous Partners' Training Academy event? Our on-demand training library is available as a resource in the Partners Training Academy. Presentations are listed in chronological order, from newest to oldest. Find slide decks, tip sheets and video tutorials. <https://www.partnerstraining.org/training-library/>

Person Centered Thinking

Feb. 24 & 25, 2021, 8:30 a.m.-5 p.m., online, ([Register](#))

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. This is a virtual live class requiring video and audio participation. This class does not offer NBCC CEs.

NC-TOPPS Discussion Webinar

March 3, 2021, 2 p.m.-2:30 p.m., Online ([Register](#))

Description: The purpose of the monthly NC-TOPPS Discussion Webinar is to provide a space for the attendees to receive updates, ask questions and for Partners' staff to provide feedback to the NC-TOPPS superuser as well as other superusers. All are welcome, both new and existing users. This webinar does not offer NBCC credits.

Target Audience: Providers who use NC-TOPPS.

Provider Open House

March 4, 2021, 9 a.m.-11 a.m., online ([Register](#))

Join Partners' Provider Network, Claims, Access to Care, Utilization Management, Care Management and Quality Management staff for an interactive information session. This open-house style event will allow each attendee time to work one-on-one with Partners' staff to discuss any issues, questions or unfamiliar topics.

For this session, we will be using Zoom and breakout rooms. These sessions will not have a formal presentation or start time but are the providers' time to meet one-on-one with Partners' staff for technical assistance.

Target Audience: Providers new to Partners' network or who may have questions for subject matter experts.

CBT Foundations Training

March 9 and March 11, 2021, 9 a.m.-12:30 p.m., Online, ([Register](#))

Cognitive Behavioral Therapy (CBT) is an evidence-based practice that focuses on challenging and changing unhelpful cognitive distortions and behaviors, improving emotional regulation and developing of personal coping strategies that target solving current problems.

Training will take place over two days, March 9 from 9 a.m.-12:30 p.m. and March 11 from 9 a.m. - 12:30 p.m., using the same training link. Participants will have to be present with audio and visual capabilities for both sessions to receive credit. No partial credit will be given.

Trainer: Eric Ottinger

NCSAPPB approval code 20-453-S up to 6 hours

Partners has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6932. Programs that do not qualify for NBCC credit are identified. Partners is solely responsible for all aspects of the programs.

Basic Motivational Interviewing Training

March 12 and March 19, 2021, 8:30 a.m.-5 p.m., online ([Register](#))

Join Partners Training Academy for this 2-day, interactive virtual live training that will cover the fundamentals of Motivational Interviewing (MI). This training will be done by a MINT trainer and will meet NC service definition training requirements.

This is a virtual live event; you will need to participate using audio and video capabilities. If you cannot access audio and video, you will need to wait to take a face to face class. If you are not participating by video, you will be removed from the session. This training is for two Fridays in March (March 12 and March 19.) You must attend both training to receive credit. No partial credits will be given.

Partners has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6932. Programs that do not qualify for NBCC credit are clearly identified. Partners is solely responsible for all aspects of the programs.

Trauma-Informed Care for Individuals with Intellectual and Developmental Disabilities

March 16, 2021, 9 a.m.-12:30 p.m., ([Register](#))

The impact of trauma is experienced by people with intellectual and developmental disabilities at a higher rate than the general population. Join Partners Training Academy in a basic introduction to the impact of trauma on the brain, historical barriers to mental health treatment and the use of trauma-informed care with the I/DD population.

Training will take place on March 16 from 9 a.m.-12:30 p.m. via zoom. Participants will have to be present with audio and visual capabilities to receive credit. No partial credit will be given.

3 NBCC CE Credits Approved

Partners has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6932. Programs that do not qualify for NBCC credit are clearly identified. Partners is solely responsible for all aspects of the programs.

Community Support Team (CST) Service Definition

March 18, 2021, 8:15 a.m. - 11:45 a.m. ([Register](#))

This webinar meets the requirement for three hours of CST Service Definition Training. Registrants will view a previously recorded training that includes two ten-minute breaks. To receive a training certificate, registrants will need to view the full webinar and pass a ten question quiz with a score of 80% or greater. This course does not offer NBCC credits.

Trainer: Jessie Green, UM Department, Partners Health Management

Target Audience: CST providers.

Quality Improvement Project (QIP) Training

March 23, 2021, 9 a.m.-1 p.m. online ([Register](#))

This course will review the key components for developing a new QIP, tracking data through the course of the project, analyzing results and implementing change based on the QIP results. Learn the state requirements for QIP documentation. Practice a “test” project.

February 18, 2021

This will be a live course using the Zoom format. Using a laptop, tablet or desktop provides a better experience than a cell phone. Both audio and video are required. Registration is limited. Registrants will receive the Zoom link on March 22, 2021 via email. This course does not offer NBCC continuing education units. This course does not offer NBCC credits.

Trainer: Tamikka Woods, QM Department, Partners Health Management

Target Audience: Providers who write, develop, measure, audit and implement change from Quality Improvement Projects.

LOCUS Training

March 24, 2021, 8:30 a.m.-12:30 p.m. ([Register](#))

Service providers are required to use the LOCUS clinical tool to evaluate and determine the level of psychiatric or addiction service care needed for adults. This training is conducted by Partners' MHSU Utilization Management staff. Registration is limited. The zoom registration confirmation and handouts will be sent by email one day prior to the training. This course does not offer NBCC credits.

Trainer: Elizabeth Perdue, Utilization Management Manager, Partners Health Management

Target Audience: Providers who evaluate members.

CALOCUS Training

March 25, 2021, 8:30 a.m.-12:30 p.m. ([Register](#))

The CALOCUS clinical tool to evaluate and determine the level of psychiatric and addiction services care needed for individuals ages 6-18. This training is conducted by Partners' MHSU UM staff. Registration is limited. Participants will receive the zoom registration confirmation and handouts will be sent by email one day prior to the training. This course does not offer NBCC credit hours.

Trainer: Elizabeth Perdue, UM Department, Partners Health Management.

Target Audience: Providers who evaluate members.

PCP (Person-Centered Planning) Training

April 9, 2021, 8:30 a.m.-12:30 p.m., online ([Register](#))

This course meets the requirement for three hours of training for PCP Instructional Elements. Content will include documentation requirements for both Person-Centered Plans (PCPs) and crisis plans. Registration is limited for this virtual training; the meeting link will be sent to registered participants on April 8, 2021. This course does not offer NBCC credits.

Trainers: Karen Olsen and Megan Grace-Sanchez, Utilization Management, Partners Health Management

Target Audience: All providers are invited, especially those that write PCPs and crisis plans.

Crisis Response Training

April 13, 2021, 8:30 a.m.-12:30 p.m., online ([Register](#))

This is an interactive class reviewing best practices for providers. Content includes pro-active strategies to help prevent a crisis, best practice responses during crisis situations, the importance of

after-hours crisis intervention to improve member outcomes as well as provider requirements and expectations. Appropriate for both LIP's and agencies, this course will meet the requirements for three hours of Crisis Response Training.

NBCC approved for three hours of credit. Partners has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6932. Programs that do not qualify for NBCC credit are clearly identified. Partners is solely responsible for all aspects of the program.

Trainer: Michelle Stroebel, Provider Network Trainer, Partners Health Management

Target Audience: All providers.

Community Events and Training

You can find more training opportunities at www.partnersbhm.org/event-calendar/

Domestic Violence During COVID-19

Two opportunities:

- Feb. 19, 2021, 1 p.m.- 3 p.m., online ([Register](#))
- March 18, 2021. 1 p.m.- 3 p.m., online ([Register](#))

Many of us are still home more than usual, and the risk for domestic violence is high. Learn how to spot the signs of domestic violence and how to help.

Question, Persuade, Refer (QPR) Suicide Prevention Training

Three opportunities:

- Feb. 24, 2020, 1 p.m.-3 p.m., online ([Register](#))
- March 2, 2021, 9 a.m.-11 a.m. ([Register](#))
- March 17, 2012, 9 a.m.- 11 a.m. ([Register](#))

QPR (Question Persuade Refer) Suicide Prevention - Many of us are isolated because of social distancing. Many have experienced losses. The risk of suicide is higher than ever. This training teaches the skills to intervene in a suicide crisis.

Community Resilience Model® (CRM)

March 10, 2021, 1 p.m.-3 p.m., online ([Register](#))

The Community Resilience Model® teaches participants about the impact of trauma and chronic stress on the nervous system, behavior, and long-term health. Participants learn how to reset the nervous system with easy to learn, concrete, coping skills. One of the goals of CRM® is to create trauma-informed and resilient communities.

Human Trafficking During Quarantine

March 16, 2021, 1 p.m.-3 p.m., online ([Register](#))

Many of us are still working from home, and our children may be learning from home as well. Children may spend more time online than usual. Learn about trafficking and how to keep our children safe.

Risk & Resilience Buffering Toxic Stress – Module 1, Early Brain Development and Self-Regulation

March 17, 2021, 2 p.m.-3:30 p.m., online ([Register](#))

Part 1 of a three-part series. This training provides information about how early childhood stress and trauma can result in negative outcomes in areas of learning, behavior and health throughout the lifespan. The definition of early childhood mental health as promoting healthy social-emotional development through nurturing young minds from birth throughout early childhood is the core principle of this training.

Risk & Resilience Buffering Toxic Stress – Module 2, Toxic Stress and Effects on Early Development

March 24, 2021, 2 p.m.-3:30 p.m., online ([Register](#))

Part two of a three-part series. Modules are stand-alone and prerequisites are not required to attend any of the modules.

Module 2 examines the stress response and how stress can benefit or hurt young children, depending on the level of stress and the availability of supportive relations with adult caregivers.

Risk & Resilience Buffering Toxic Stress – Module 3, Building Resilience through Early Relationships

March 31, 2021, 2 p.m.-3:30 p.m., online ([Register](#))

Part three of a three-part series. Modules are stand-alone and prerequisites are not required to attend any of the modules.

Module 3 helps us understand the concept of resilience and the social-emotional characteristics that lead to life success. It includes specific guidance on the qualities of nurturing interactions and relationships that promote early brain development, particularly the integration of the emotional and thinking centers of the brain.

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/>.

Feb. 1, 2021: [Peer Support Services Rate](#) | [Special Bulletin](#) | [Taxonomy Code](#) | [NCDHHS Fireside Chats](#)

Training, Announcements and Reminders

Preventing Eviction During the Ongoing Covid-19 Crisis and Beyond: While a patchwork of federal, state, and local eviction protections has managed to stave off the feared "tsunami" of evictions, more than 10 million tenants are delinquent in rent and many others are still uncertain

February 18, 2021

about their ability to pay rent going forward. Older adult renters face particular housing affordability challenges and high rental cost burdens.

This webinar, being held today, Feb. 18 from 2-3:15 p.m., will touch on the main challenges advocates face in helping tenants remain housed throughout the final months of the pandemic, through the expiration of eviction protections, and into the post-pandemic period.

Panelists will discuss:

- The CDC moratorium and other federal eviction restrictions.
- Forthcoming rental assistance funds.
- Negotiating with landlords on rent arrearages.
- Obtaining new housing despite negative rental history associated with the pandemic.

[Learn more and register.](#)

Improving Outcomes in Domestic Violence/Sexual Assault/Behavioral Health: Making the Right Connection Series:

The Access to Healthcare Committee of the Domestic Violence Commission is coordinating this three-part series of lunch and learn sessions aimed at providing practical domestic violence and sexual assault training in a brief, easy to attend web-based format.

- The first session, on Feb. 25, 2021, will focus on the importance of ACEs and Resiliency, and ways to promote resilience within a community.
- The second session will be held on March 18, 2021, and will feature training for optimal use of the NCCARES 360 platform, a tool that can be utilized to assist with accessing services and supports for victims/survivors of domestic violence and/or sexual assault, and the mental health needs following trauma.
- The third session on May 20, 2021, offers guidance and training for establishing a partnership between providers and their local Domestic Violence/Sexual Assault/Behavioral Health community resources. These partnerships, whether formal or informal, will be integral to the success of a community's ability to address the needs of domestic violence and sexual assault victims/survivors.

These sessions are designed for anyone, including behavioral health providers, working directly or indirectly with victims/survivors of sexual assault and domestic violence with behavioral health needs. Certificates for continuing education will be provided. To learn more or register, visit

<https://bhs.unc.edu/io-dv-sa-bh/dashboard>.