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NCDHHS Launches Statewide Open Enrollment for NC Medicaid Managed Care

On March 15, 2021, the NC Department of Health and Human Services announced the launch of statewide open enrollment for NC Medicaid Managed Care. Beneficiaries can enroll [online](#), by calling the NC Medicaid Managed Care Call Center at 833-870-5500 (TTY: 833-870-5588) or through the free NC Medicaid Managed Care mobile app available on [Google Play](#) or the [App Store](#). They can also use the mail-in forms sent to them in the enrollment packet.

The [NC Medicaid Managed Care website](#) offers a wide variety of tools and information to assist beneficiaries in choosing a primary care provider (PCP) and a health plan for their family's care. Tools include frequently asked questions, a chat function, the Medicaid and NC Health Choice Provider and Health Plan Lookup Tool with four categories of search capabilities, advanced search based on specialty and the ability to view all providers within an organization/location and by practice name.

Most people who receive Medicaid can choose from [five health plans](#) as part of the state's transition to managed care. Some people will not need to choose a health plan because of the type of health services they need. All health plans are required to have the same Medicaid services, such as office visits, blood tests and X-rays. Health plans each have their own network of qualified doctors and health care professionals. Health plans also have added services such as educational assistance and programs to have a healthy pregnancy. People can choose a PCP from their health plan's network to deliver their families' Medicaid services.

The [Eastern Band of Cherokee Indians \(EBCI\) Tribal Option](#) is an additional managed care option, and the first Indian Managed Care Entity in the nation that is available for federally recognized Tribal members and individuals eligible to receive services through the Indian Health Service.

Open enrollment ends May 14, 2021. Beneficiaries who enroll with a health plan during open enrollment will have the opportunity to select a PCP from a list of contracted providers. If they do not choose a health plan before May 14, one will be assigned to them by NC Medicaid. In the first 90 days after their coverage effective date, beneficiaries can change health plans for any reason. After that, unless there is a special reason, beneficiaries cannot change health plans until the next Medicaid recertification date.

For more information, beneficiaries can reference the enrollment packets that were mailed to them, visit the [NC Medicaid Managed Care website](#) or call the NC Medicaid Managed Care Call Center at 833-870-5500 (TTY: 833-870-5588).

CMS Relaxes Guidance for Visitation in Long-Term Care Facilities; NCDHHS Rescinds LTCF Visitation Secretarial Order

NCDHHS has updated its visitation guidance for long-term care facilities to allow for in-person, indoor or outdoor, visitation in most circumstances. The change aligns with [new guidance released last week](#) from the Centers of Medicare and Medicaid Services and the Centers for Disease Control and Prevention and reflects [rapidly improving trends](#) in long-term care facilities. [Learn more](#)

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.

February 2021: Medicaid—Number of Days to Process and Pay All Claims	
Received Date to Paid Date:	8.9

Top Five Medicaid Claim Denials for February 2021	
<i>Claim Denial</i>	<i>Provider Recommended Action Steps</i>
Claim received after billing period.	Write off charges as non-billable. Do not rebill.
Service is not authorized.	Verify Service Authorization for consumer/member. Contact Utilization Management.
Duplicate claim.	The claim has previously been submitted and adjudicated. Do not refile.
Submitting Replacement Provider does not match original Provider.	Look at the RA with the original claim header and make sure you entered correctly.
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 LME/MCO for further assistance.

Cyber Alert from OCR: Mitigating Microsoft Exchange Server Vulnerabilities

The HHS Office for Civil Rights (OCR) has released a cyber alert, [Updated Alert on Mitigating Microsoft Exchange Vulnerabilities](#) from the Cybersecurity and Infrastructure Security Agency (CISA) to assist HIPAA covered entities and their business associates in addressing serious threats to Microsoft Exchange servers. Organizations are encouraged to review the information and take appropriate action. In a prior cybersecurity newsletter (<https://www.hhs.gov/sites/default/files/spring-2019-ocr-cybersecurity-newsletter.pdf>), OCR provided information on zero-day vulnerabilities.

Additional Resources

- <https://us-cert.cisa.gov/ncas/alerts/aa21-062a>
- <https://us-cert.cisa.gov/ncas/current-activity/2021/03/04/update-alert-mitigating-microsoft-exchange-server-vulnerabilities>
- <https://cyber.dhs.gov/ed/21-02/>
- <https://msrc-blog.microsoft.com/2021/03/02/multiple-security-updates-released-for-exchange-server/>

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.

NC Innovations Waiver Appendix K Flexibilities: NC Division of Health Benefits' submission to the Centers for Medicare and Medicaid Services to extend the NC Innovations COVID-19 Appendix K Flexibilities has been approved by CMS. This approval extends the Appendix K Flexibilities' end date. All flexibilities that were originally approved effective March 13, 2020 and May 27, 2020 (Second Wave) are extended to at least October 21, 2021 which is six months past the end date of the NC Public Health Emergency, currently written to expire on April 21, 2021.

Partners is not requiring providers to submit additional NC Innovations Appendix K Reporting Forms unless a flexibility is now being used that has not been previously reported.

NC Innovations Appendix K Flexibility Reporting Forms are available on the [Partners Health Management Provider Knowledge Web Site by visiting the COVID-19 page under Provider Forms](#). Completed forms are submitted to the email address on the form.

People with High-Risk Medical Condition in Group 4 Now Eligible for COVID-19 Vaccine:

Effective March 17, people in Group 4 who have a medical condition that puts them at higher risk of serious illness and people who live in certain congregate settings will be eligible for vaccination. The rest of Group 4, which includes other essential workers will become eligible April 7. [Learn more](#)

For specific advice regarding health care workers and long-term care staff and residents, [click here](#).

CMS Relaxes Guidance for Visitation in Long-Term Care Facilities; NCDHHS Rescinds LTCF

Visitation Secretarial Order: NCDHHS has updated its visitation guidance for long-term care facilities to allow for in-person, indoor or outdoor, visitation in most circumstances. The change aligns with new guidance released this week from the Centers of Medicare and Medicaid Services and the Centers for Disease Control and Prevention and reflects [rapidly improving trends](#) in long-term care facilities. [Learn more](#)

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>.

- #JCB390 ASAM Requirements for the Comprehensive Clinical Assessment and Diagnostic Assessment: Training Clarification

Medicaid Bulletins: All bulletin articles, including those related to COVID-19, are available on the

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>.

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.

This month's meeting will be held on Friday, March 26. Providers will meet beginning at 9:30 a.m.; Partners staff will join at 10:30 a.m. [Click here to register.](#)

Child Specialty Residential Care Providers-Partners Roundtable Discussion

April 14, 2021, 1 p.m.-2:30 p.m. ([Register](#))

Partners is engaged in a participatory planning effort to improve and increase network capability for a continuum of specialized child residential services designed to meet our diverse youth population's needs. As part of this initiative, Partners is requesting your organization's support and assistance to collect the critical feedback needed from child residential providers who reinforce the value of serving youth within our communities in a well-coordination system of care that is:

- Seamless for families
- Culturally competent
- Standardized in terms of multi-disciplinary assessment
- Outcome-driven
- Cost effective
- Collaborative in building upon partnerships with providers in sustain quality services

Partners is inviting all child service providers who can offer a range of services to specialized populations including, but not limited to, youth with co-existing mental health and intellectual and developmental disabilities, sexual offender disorders, autism spectrum disorder and behavioral concerns to attend our roundtable discussion. The meeting will be held on April 14, 2021, from 1 p.m.-2:30 p.m.

The purpose of this event is for Partners staff and provider representatives to continue working together to develop solutions and interventions that will address the challenges/barriers in delivering child specialty residential care. Please direct any questions regarding the roundtable discussion to Lisa Jordan, ljordan@partnersbhm.org.

Licensed Independent Practitioner Collaborative (LIP)

May 19, 2021, Noon-1 p.m. ([Register](#))

The Licensed Independent Practitioner (LIP) collaborative was developed to improve communication between Partners and Licensed Independent Practitioners. Meetings are held quarterly via webinar. The LIP Collaborative will also meet on, Aug. 18 and Nov. 17. Learn more about the LIP Collaborative at <https://providers.partnersbhm.org/licensed-independent-practitioners-collab/>

CBT Learning Community

- *April 21, 2021, 2-3 p.m., Online ([Register](#))*
- *June 16, 2021, 2-3 p.m., Online ([Register](#))*

Join likeminded providers in a learning community to explore skills, concepts, case studies, and expand your own 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 own 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. Members can 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 smoore@partnersbhm.org.

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/>

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.

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., online ([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., online ([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.

Provider Open House

April 1, 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.

Harm Reduction 101 Training

April 8, 2021, 9:00 a.m.-11:30 p.m., online ([Register](#))

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, and ways to get involved.

This is a virtual live event; you will need to participate using audio and video capabilities. This course does offer two hours of NBCC CEs. 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.

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 Mathis, Olive Branch Ministries

Target Audience: All providers.

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 (PCP's) and Crisis Plans. Registration is limited for this virtual training. Link will be sent on April 8; please check your email. This course does not offer NBCC credits.

Trainers: Karen Olson and Megan Grace-Sanchez, UM Department, Partners Health Management

Target Audience: All providers are invited, especially those that write PCP's 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.

Provider Training: Transition of Care for Standard Plans

April 15, 2021, 1:30-3 p.m., online ([Register](#))

This live webinar will provide information that providers need to know in order to successfully navigate the Standard Plan transition beginning July 1, 2021. A recording of the webinar training will be posted to the Partners training calendar for additional viewing opportunities in late April and early May. **This course does not offer NBCC credits.**

Trainers: Partners Health Management

Target Audience: All providers

Mindfulness and Recovery

April 27 and April 29, 2021, 9 a.m.-12:30 p.m. ([Register](#))

Mindfulness is now the fastest-developing area in mental health. Mindfulness is now the fastest-developing area in mental health. Learn more about the benefits of mindfulness and the ways it applies to the recovery process. This is a two-day training. You will need to attend both sessions to receive full credit.

This is a virtual live event; you will need to participate using audio and video capabilities. This course does offer six hours of NCSAPPB CEs. 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.
NCSAPPB approved 20-211-S. Up to 6 hours SS (PSY)

Treating Substance Use Disorders During the Modern Opioid Epidemic

May 5, 2021, 9 a.m.-12:30 p.m., online ([Register](#))

Utilizing medications combined with Cognitive Behavioral Therapy has become the "gold standard" for treating opioid use disorders. What does that mean for you and your current role as a helper within the treatment system or recovery community? Examine the scope of the current problem and its historical context. Explore the solution from a bio-psycho-social-spiritual perspective that includes the possible application of pharmaceutical interventions combined with therapy, and the role that 12 step plays.

Training will take place over two days. Participants will have to be present with audio and visual capabilities for all sessions to receive credit. No Partial credit will be given. 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.

NCSAPPB approved for up to 6 hours 20-581-S

Cultural Competency: CLAS Standards

May 12, 2021, 1 p.m.-4:30 p.m., online ([Register](#))

The Office of Minority Health has established Culturally and Linguistically Appropriate Services (CLAS) standards to address health equity and improve outcomes. This training will not only review the standards but review the wealth of tools and training materials available free of charge to providers. This course does not offer NBCC credits.

Trainers: Carolyn Shoaf and Michelle Stroebel, Partners Health Management

Target Audience: All providers.

Motivational Interviewing

May 21 and May 28, 2021 (two-day training) 8:30 a.m.-5 p.m., online ([Register](#))

Join Partners Training Academy for this two 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. You must attend both days of 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.

Community Events and Training

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

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

Two opportunities:

- March 24, 2021, 2 p.m.-3:30 p.m., online ([Register](#))
- April 14, 2021, 2-4 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

Two opportunities:

- March 31, 2021, 2-3:30 p.m., online ([Register](#))
- April 15, 2021, 2-4 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.

Trauma-Informed Care

April 7, 2021, 1:30-3:30 p.m., online ([Register](#))

Let's look at how our behavior affects others with trauma history. What are some simple changes we can make using what we know about trauma?

Community Resilience Model® (CRM)

April 12, 2021, 10 a.m.-noon, 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.

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

April 13, 2021, 2-4 p.m., online ([Register](#))

This is part one of a three-part series. Modules stand alone and prerequisite are not required in order to attend any of the modules. Module 1 explores how the brain develops from birth to five, with attention to development of connections between the emotional and thinking centers of the brain and the role of early interactions and experiences.

Darkness to Light

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

Darkness to Light provides education about child sexual abuse and the steps you can take to prevent and report child sexual abuse. This training is offered two times in April. You may register for either one. After you register you will receive a confirmation email about joining the meeting and how to access the Darkness to Light training manual and personal prevention plan.

An Introduction to Child and Family Teams: A Cross System Training from the Family's Perspective (CFT Part 1)

April 20, 2021, 9 a.m.-4 p.m., online ([Register](#))

CFT 1 is a two-day experiential training (when you register, you are agreeing to attend both days) with a goal of providing an overview of Child and Family Team meetings from the family's perspective. The training seeks to reinforce the idea of "one family, one plan" by addressing Child and Family Teams through the lens of multiple systems as they affect families in their everyday lives.

Agency representatives and parents/family members over 18 years of age are encouraged to attend this training. Sessions must have a minimum of 10 participants. Register soon-this class will fill quickly.

QPR (Question Persuade Refer) Suicide Prevention

April 22, 2021, 2-4 p.m., online ([Register](#))

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.

Note: the maximum number of people allowed to participate in a virtual QPR training at one time is 30; registration is on a first come first serve basis.

Human Trafficking During Quarantine: Keeping Our Children Safe

April 23, 2021, 1-3 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.

Domestic Violence During COVID-19: How to Help

April 27, 2021, 2-4 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.

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/>.

- February 26, 2021 – [Supported Employment | Need to Call Partners? | Provider Webinar](#)
- March 9, 2021 – [Specialized Consultation Services | Quarterly Webinar](#)

Training, 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.

The Community Needs Survey is 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.

The Confidentiality of Substance Use Disorder Records—Comprehensive Overview and

Recent Changes: DMH/DD/SAS is pleased to offer, in conjunction with UNC School of Government and the Governor's Institute, free training on 42 CFR, the federal code specific to confidentiality of patient records for individuals with substance use disorders. The training will cover the current regulations, including recent changes. CEUs are available for SUD professionals and there is no cost to participate. [Click here to register](#)

2021 NCTIDE Virtual Conference: NC TIDE is hosting its #NCTIDE21 conference for behavioral and physical health professionals virtually starting April 19, 2021 through April 21, 2021. Check out session information and registration at www.nctide.org

Statewide Disabilities Council Seeks Public Input on Five Year State Plan: The North Carolina Council on Developmental Disabilities (NCCDD) is seeking public comment on its new proposed goals and objectives for the Council's 2022-2026 Five-Year State Plan. Learn more and access the survey at <https://nccdd.org/five-year-state-plan-2022-2026>.

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 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.

The session is 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>.

Introduction to Prevention and Treatment for Youth Problem Gambling and Gaming:

To address the needs of North Carolina's youth, we have created the no cost online training: *Introduction to Prevention and Treatment for Youth Problem Gambling and Gaming* located at Behavioral Health Springboard for child and adolescent mental health and school-based clinicians to integrate problem gambling and gaming screening, interventions, and treatment pathways into their existing practices. This five-module self-paced course is open to anyone and grants six hours of continuing education credit for behavioral health clinicians licensed in NC.

[The North Carolina Problem Gambling Program](#) (NCPGP) has operated a 24/7 helpline since 2005, which provides confidential, no cost in-person or virtual treatment for up to 12 sessions for adults 18 years and older through contracted NC licensed clinicians specifically trained in problem gambling. NCPGP is excited to be adding capacity to the provider registry for addressing the needs of youth by providing training for licensed clinicians interested in applying to join the registry in order to provide the same no cost in-person or virtual treatment services for up to 12 sessions for youth.

CCME 2021 Medicaid Quality Forum CCME is excited to host the 2021 Medicaid Quality Forum webinars, which will highlight three topics geared toward PIHP staff and providers.

If you cannot attend the live webinars, recordings will be available to everyone who registers.

Instructions for accessing the recordings will be emailed after the live events. Please register for the topics you are interested in. There are three separate registration links, one for each date/topic.

- April 9, 1 p.m.-2 p.m. Behavioral Health Quality Measures: Past, Present and Future ([Register](#))
- April 16, 1-2 p.m. Selecting and Using Claims-Based Quality Measures ([Register](#))
- April 23, 1-2 p.m. Using Measurement-based Care to Enhance Treatment Outcomes ([Register](#))