

In This Bulletin:

- **Updated Fax Number for IRIS Reports: 984-777-9864**
- **Updates from Utilization Management**
- **Partners Health Library Now Available to Members and Providers**
- **Partners Provider Network National Accreditation Requirements**
- **State-Funded Services Process Review**
- **Claims Information**
- **State News and Updates**
- **Training Resource and Collaborative (TRAC)**
- **Community Training**
- **Additional Events and Training**

Updated Fax Number for IRIS Reports: 984-777-9864

The N.C. Division of Mental Health, Developmental Disabilities and Substance Use Services (DMH/DD/SUS) has updated its Incident Response and Reporting System (IRIS) fax number.

Effective Oct. 16, 2023, those submitting incident reports are asked to use this updated fax number: **984-777-9864**. If you have questions, contact Glenda Stokes at 919-418-3964 or glenda.stokes@dhhs.nc.gov.

Partners Health Library Now Available to Members and Providers

We are excited to announce that the ProviderCONNECT portal now features access to the Partners Health Library. As a trusted provider, your access to reliable health information is essential in delivering exceptional care to your patients.

Through our partnership with Healthwise, we offer members a vast collection of reliable health information, interactive tools and educational resources, all curated by health care experts. This library will serve as a valuable tool for our members, enabling them to access trustworthy information to support their health journeys.

The Partners Health Library promotes health literacy, encourages member engagement and enhances the overall quality of care. By providing our members with a wealth of accurate and up-to-date resources, we support them to actively take part in their health care decisions and achieve better health outcomes.

Explore the Partners Health Library through ProviderCONNECT today. Log in to ProviderCONNECT at <https://login.alphaphm.org/portallogin> to view the extensive resources available to you.

If you have questions or need assistance, our support team is here to help. Contact them at ProviderPortal@PartnersBHM.org or call **877-864-1454**, and they can guide you through using the Partners Health Library within ProviderCONNECT.

Thank you for your continued support and dedication to Improving Lives and Strengthening Communities.

Partners communicates provider information through Provider Communication Bulletins, Provider Alerts and the Provider Knowledge Base website, located at <https://providers.partnersbhm.org>. If you have any questions regarding this bulletin, please reach out to the [Provider Network Help Desk and Contacts](#) or refer to the [Who to Contact page](#).

Updates from Utilization Management

Appendix K Sunset Reminder for Innovations Providers:

In preparation for the end of Appendix K flexibilities for Innovations members on Nov. 11, 2023, Partners providers are asked to review the guidance included in [Provider Communication Bulletin #140](#), which was issued on May 18, 2023.

Appendix K provided support for providers and the NC Medicaid community related to the COVID-19 Federal Public Health Emergency (PHE).

Tailored Care Managers (TCM), members and treatment teams should communicate with one another to ensure that the member's plan reflects all current needs.

Providers should review the updated Special Bulletin released Oct. 10, 2023, related to the clinical policy flexibilities that end in November: [SPECIAL BULLETIN COVID-19 #270: Clinical Policy Flexibilities Ending on Nov. 11, 2023, | NC Medicaid \(ncdhhs.gov\)](#).

Revisions to State-Funded Respite Definition and Codes:

On Sept. 29, 2023, Partners received communication from the NCDHHS regarding revisions to Respite service definitions for Intellectual and Developmental Disabilities (I/DD), Traumatic Brain Injury (TBI) and Mental Health and Substance Use (MHSU) benefit plans, revisions to Community Living and Support, and sunset dates for the related services in the IDD Benefit Plan.

[Click here](#) to view the amended State-Funded Service Definitions.

State-Funded Respite for I/DD or TBI, Severe Emotional Disturbance (SED) or substance use disorder (SUD)

Respite service:

- Is an individual or group service that enables the primary caregiver(s), when other natural supports are unavailable, to assist with caregiving, to meet or participate in periodic, planned or emergency events and to have planned breaks in caregiving
- May include in- and out-of-home services, inclusive of overnight, weekend care, or emergency care
- Requires the respite provider supplies care that addresses the health, nutrition and daily living needs of the recipient
- May not exceed 384 hours per recipient's plan year

The service requirements specifically for Respite service (**I/DD or TBI**) are:

- Respite service is for child, adolescent or adult recipients ages 3 and older

The service requirements specifically for Respite service (**SED or SUD**) are:

- The recipient is a child or adolescent ages 3 through 17 and has a primary diagnosis of a SED, as defined by the Substance Abuse and Mental Health Services Administration (SAMHSA), or a primary diagnosis of moderate or severe SUD, as defined by the current Diagnostic and Statistical Manual of Mental Disorders (DSM-5), or any subsequent editions of this reference material

Provider Communication Bulletin #145

October 19, 2023

Individuals NEW to the Respite service should use the appropriate NCTracks procedure code below based upon the assigned option effective Jan. 1, 2024:

NEW State-Funded Respite Codes Effective Jan. 1, 2024		
NCTracks Service Code	Name of Service	Diagnosis Group
YP012	Individual Adult	I/DD or TBI only
YP013	Group Adult	I/DD or TBI only
YP014	Individual Child	I/DD, TBI, SED, SUD
YP015	Group Child	I/DD, TBI, SED, SUD

If a provider would like to add the new respite codes to their contract, they can submit the request using the Provider Change Form. You can find the link to the form [here](#).

Individuals *currently* enrolled in the following Respite services must transition to an appropriate procedure code by Dec. 31, 2023. The current NCTracks procedure codes listed below will terminate and will no longer be billable in NCTracks after Dec. 31, 2023.

Termination of NCTracks Codes under the IDD and TBI, SUD and Mental Health Benefit Plans on Dec. 31, 2023	
Name of Service	NCTracks Code
Respite – Community – CMSED	YA213
Respite – Community	YP730
Respite – Hourly	YP010 and YP011

NOTE: The NCDHHS Division of Mental Health, Developmental Disabilities and Substance Use Services (DMH/DD/SUS) does not have a State-funded service requirement for current individuals accessing services to obtain updated psychological assessments to access the updated service definitions. However, Partners will retain documentation to support the individual meeting the applicable benefit plan and service criteria.

Update to State-Funded Community Living and Support Service Definition:

Date	Name of State-Funded Service	Section or Subsection Amended	Change
------	------------------------------	-------------------------------	--------

Provider Communication Bulletin #145

October 19, 2023

<p>Oct. 1, 2023</p>	<p>Community Living and Support</p>	<p>Sections: 1.0, 2.12, 3.2.1 and 5.3</p> <p>Section: 5.3</p>	<ol style="list-style-type: none"> 1. Revised the age requirement: 3 years and older. 2. Revised service limitation: Individuals eligible to receive services through an NC Medicaid HCBS Waiver or individuals receiving I/DD or TBI-related 1915(b)(3) meaningful day services (e.g., In Home Skill Building, Innovations look-alike services), 1915i services and In Lieu Of Services with meaningful day component (e.g., services in-lieu of ICF-IID).
----------------------------	-------------------------------------	---	---

Reminder State-Funded Residential Services:

Individuals for I/DD and TBI who are NEW to the State Funded Residential Supports service should enroll in Residential Supports (Levels 1-3) and use the appropriate NCTracks procedure code based upon assigned level effective immediately. (Residential Supports, Level 1 – YM846, Residential Supports, Level 2 – YM847 and Residential Supports, Level 3 – YM848).

Update to State-Funded Codes Ending:

The end date for State-funded codes has been changed from Sept. 30, 2023, to Dec. 31, 2023. Individuals with I/DD or TBI who are *currently* enrolled in the following services below must transition to Community Living and Support, Supported Employment, Day Supports or another available service by Jan. 1, 2024. The following NCTracks procedure codes will terminate and will no longer be billable in NCTracks after Dec. 31, 2023:

<p>Termination of NCTracks Codes under the IDD/TBI Benefit Plan on Dec. 31, 2023</p>	
<p>Name of Service</p>	<p>NCTracks Code</p>
<p>Day/Evening Activity</p>	<p>YP660</p>
<p>Developmental Day</p>	<p>YP610</p>
<p>Developmental Therapy – Paraprofessional</p>	<p>H2014HM</p>
<p>Developmental Therapy Paraprofessional – Group</p>	<p>H2014U1</p>
<p>Developmental Therapy Professional</p>	<p>H2014</p>
<p>Personal Assistance – Individual</p>	<p>YP020</p>

Provider Communication Bulletin #145

October 19, 2023

Research-Based Behavioral Health Treatment Service Code Update:

On Oct. 5, 2023, Partners updated the service descriptor for the codes below to better align with Current Procedural Terminology (CPT) descriptors. No action is needed from providers.

PREVIOUS Service Code Descriptor	Effective Oct. 5, 2023, NEW Service Code Descriptor
97154 – RB-BHT ABA >2	97154 – RB-BHT ABA Group
97154 GT – RB-BHT ABA >2 Telehealth	97154 GT – RB-BHT ABA Group Telehealth
97155 – RB-BHT Supervision, Parent Training	97155 – RB-BHT Adaptive Behavior Treatment w/ Protocol Modification
97155 GT – RB-BHT Supervision, Parent Training Telehealth	97155 GT – RB-BHT Adaptive Behavior Treatment w/ Protocol Modification Telehealth
97156 – RB-BHT Parent Training Without Child	97156 – RB-BHT Parent Training
97156 GT – RB-BHT Parent Training Without Child Telehealth	97156 GT – RB-BHT Parent Training Telehealth
97156 KX – RB-BHT Parent Training Without Child Telephonic	97156 KX – RB-BHT Parent Training Telephonic

Changes to Billing Practices for 1915(i) Community Transition:

Service	Unit	Rate per unit
H0043 U4 1915(i) Community Transition	1	\$1.00

Effective Nov. 1, 2023, 1915(i) will be authorized for one unit = \$1.00. Currently, this service is requested as one unit for the transition into the community. Providers will continue to submit invoices and claims per their existing processes. For example, if the cost of the invoiced items for the transition is \$3,200.52, then the Tailored Care Manager will request 3,201 (round up) units.

If you have additional questions regarding prior authorization submissions, please email the Utilization Management Department at UMquestions@partnersbhm.org.

Partners Provider Network National Accreditation Requirements

Partners issued a [Provider Alert on May 24, 2022](#), reminding providers that it is their responsibility to follow regulatory requirements and clinical coverage policies regarding national accreditation. In that alert, Partners

stipulated that, effective Jul. 1, 2022, providers who join Partners Provider Network and offer services requiring national accreditation must meet the accreditation requirements within the timeframe set in the clinical coverage policy for that service.

As part of Partners’ contract with N.C. Department of Health and Human Services (NCDHHS), NCTracks is the credentialing verification organization, and providers who are enrolled in NC Medicaid and eligible to serve members through NC Medicaid are sent to Partners on a provider enrollment file from the State. Partners is no longer allowed to collect credentialing information from providers, and primary source verification of credentialing information lies within NCTracks.

Partners must accept provider credentialing based on NCTracks information provided by the State. It is critical for providers to understand their responsibility for following national accreditation requirements for the services they are requesting to deliver. Partners uses the provider’s enrollment date in NCTracks as the starting point for this expectation. Providers are potentially at risk of a Medicaid payback if they are not fully compliant with national accreditation requirements.

If you have questions, email providers@partnersbhm.org.

State-Funded Services Process Review

Partners is committed to serving the most individuals possible throughout our 14-county region. Through the State-Funded Services Process Review, we have assessed opportunities to ensure that we are maximizing the funding and services available, reducing Medicaid members receiving State-funded services where a comparable Medicaid service is available, and maintaining residential utilization for Mental Health/Substance Use (MHSU) recipients.

State-Funded Services Where the Provider is Expected to Manage and Prioritize State-Funded Recipient Access to Services:

If the substance use disorder (SUD) provider has existing funds in their State-funded contract to cover the services requested, they will not be required to go through the waitlist process of pre-approval.

SUD providers will continue submitting a request for prior authorization from Partners Utilization Management (UM), showing Medical Necessity based on Service Definition/Benefit plan requirements.

If the provider agency does not have existing funds in their State-funded contract to cover the services, they must follow the waiting list submission and pre-approval process.

For the following categories of services, State-funded providers will be able to manage serving those referred to them, provided funds are available in their State-funded contract.

Category	Services
Crisis Services	<ul style="list-style-type: none">• Mobile Crisis services• Facility-Based Crisis services

<p>Basic Outpatient Services</p>	<ul style="list-style-type: none"> • Outpatient services such as group/individual services on the State-funded benefit grid • Medication management for those coming out of an inpatient/facility-based crisis service
<p>Substance Use Services</p>	<ul style="list-style-type: none"> • Outpatient substance use services • Medication Assisted Treatment <ul style="list-style-type: none"> ○ Group Living Low ○ Group Living Moderate ○ Group Living High • Services to the Opioid Use Disorder • Substance Abuse Intensive Outpatient Program (SAIOP) • Substance Abuse Comprehensive Outpatient Treatment (SACOT)
<p>Mental Health Substance Use (MHSU) Services</p>	<ul style="list-style-type: none"> • Psychosocial Rehabilitation (PSR) • Assertive Community Treatment Team (ACTT) – this should be limited • Community Support Team – Permanent. Supportive Housing (PSH) – this should be limited • Tenancy Management Services • Day Activity, Day Supports, Supported Employment Services for 18- to 21-year-old recipients with I/DD or Traumatic Brain Injury (TBI) that have graduated from school <ul style="list-style-type: none"> ○ Exceptional children can go to school until age 22 ○ Only available if the member has finished school ○ Requires documentation that school system services are no longer available
<p>I/DD Day Services for 18- to 21-year-olds</p>	<p>For recipients with I/DD who are not otherwise eligible for or receiving any services and who meet one of these three criteria:</p> <ol style="list-style-type: none"> 1. At imminent risk of institutionalization 2. Has behavioral complexity resulting in recurrent crisis service usage <ul style="list-style-type: none"> • At imminent risk of out of home placement from parents/guardians 3. For any new service requests, provider must document how one of these criteria exists
<p>I/DD Respite</p>	

Referrals for State-Funded Services Requiring Partners’ Approval:

Due to continued restraints on the availability of State funds, Partners will require providers to seek approval for services using a screening process.

Recipients who cannot be managed by available funding will be added to the Partners State-Funded Waiting List.

Providers should maintain their own waiting lists and submit to Partners weekly to add to the network’s waiting list. The State will maintain a statewide waiting list to monitor the need for funding for services.

Provider Communication Bulletin #145

October 19, 2023

The following services require Partners’ approval before a recipient can be accepted into services:

Category	Services
MHSU Residential	<ul style="list-style-type: none"> • Group Living Low • Group Living Moderate • Group Living High • Supervised Living Low • Supervised Living Moderate • Supervised Living High • Family Living Low • Family Living Moderate
I/DD and TBI Residential	<ul style="list-style-type: none"> • Residential Supports • Supported Living

State-funded referrals for recipients with an intellectual/developmental disability (I/DD), mental health or substance use (MHSU) or traumatic brain injury (TBI) diagnosis who are requesting residential services will be required to meet at least one of the following criteria to be assessed for State-funded services:

Mark the criteria that apply	Criteria
	<p>At imminent risk of entry into institutional settings (e.g., state developmental facilities, Intermediate Care Facilities for Individuals with Intellectual Disabilities [ICF-IIDs], state psychiatric facilities or adult care homes)</p> <p>Describe:</p>
	<p>Has behavioral complexity resulting in recurrent crisis service usage (e.g., emergency department, behavioral health urgent care and facility crisis)</p> <p>Describe:</p>
	<p>At imminent risk for out-of-home placement from parents or legal guardians</p>

Providers who deliver a residential service that requires approval and that have a vacancy should fill out the Partners [State-Funded Service Request & Waiting List Form](#) for Partners' review. The form can also be found on the [Provider Knowledge Base](#).

Clinical teams meet weekly to review requests for residential services. Providers are notified via email that the member has been added to the waiting list or when the provider may submit a service authorization request.

When services end, funding will not remain for a new recipient to fill the opening. If providers have a member requesting service, they need to submit the referral to the above Partners' contact information, and Partners will offer the provider three members who have been waiting the longest.

However, the services and funding *will* follow that person if they move to another service provider. For example, if a provider is serving a State-funded recipient who ends a service requiring Utilization Management approval and is seeking services with another State-funded provider, the money designated in the initial provider's contract for that recipient will be reduced and added to the new provider's State-funded contract to continue to support the recipient in a State-funded service. In these situations, providers should work with care management and assigned provider network specialists to ensure the dollars follow the recipient for service continuity.

Required Weekly State-Funded Services Provider Waiting List Reports:

In line with Behavioral Health and Intellectual/Developmental Disability Tailored Plan requirements, part of the State-Funded Services (SFS) waiting list process requires that providers submit a weekly updated State-funded waiting list of members they serve to Partners.

These provider waiting lists can be submitted to Partners by emailing statefundswaitlist@partnersbhm.org.

For State-funded service-related questions or information, please email statefundswaitlist@partnersbhm.org or call the State-Funded Waiting List Coordinator, Lisa Drake, at 828-325-4682.

Claims Information

Providers are reminded to contact the Claims Department at claimsdepartment@partnersbhm.org for all claims related questions. To avoid delays in receiving a response, please do not contact individual claims staff directly.

[Alpha+ Portal University](#) is an available resource and guide for navigating Alpha+. If you need additional claims training, email claimsdepartment@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 for claims submitted indicating *Coordination of Benefits*. The request will originate via email from Partners Claims staff. 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.

Provider Communication Bulletin #145

October 19, 2023

Reminder: Taxonomy Code 193200000X and 193400000X - Taxonomy Code 193200000X and 193400000X 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.

Reminder: Please remember to include all diagnosis codes on claims. This allows Partners to measure member health, identify areas of risk and evaluate the quality of care.

September 2023: Medicaid—Number of Days to Process and Pay All Claims	
Received Date to Paid Date:	9.1

Top Five Medicaid Claim Denials—September 2023	
Claim Denial	Provider Recommended Action Steps
Duplicate Claim.	Claim has previously been submitted and adjudicated. Do not refile.
Claim received after billing period.	Write off charges as non-billable. Do not rebill.
Client has other covered insurance (COB).	Ensure the primary insurance for the member has been billed and is indicated on the claim submitted to Partners.
Admit date is not valid for the bill type.	Rebill claim with the correct information.
No coverage available for Patient/Service/Provider combo.	Go to Patient -> Patient Search and search for the patient in question. Check the insurance to ensure the patient has effective insurance covering to date of service submitted on the claim. If this appears to be correct, contact the MCO for further assistance

Member/Recipient Eligibility and Enrollment

Providers are encouraged to contact the Eligibility and Enrollment Department at eligibilityenrollment@partnersbhm.org for eligibility and enrollment related questions.

To request an enrollment, providers should go to Alpha+ Home Page>Enrollments. University is an available resource for providers as a basic guide for navigating enrollments. For more information, go to University>Provider Portal Handbook>Enrollments.

If additional enrollment training is needed, email eligibilityenrollment@partnersbhm.org to schedule one-on-one training. Note that providers will need Microsoft Teams screen sharing capabilities for more provider specific and in-depth training.

State News and Updates

NCDHHS Resources:

- **Joint Communication Bulletins**, which are issued by the N.C. Department of Health and Human Services, can be found [here](#).
- **Medicaid Bulletins**: All bulletin articles are available [here](#). Providers are encouraged to frequently review this information.
- **Medicaid Pharmacy Newsletters** are available [here](#).
- **NCTracks**: Providers are encouraged to review NCTracks communications. To subscribe to NCTracks communications, [click here](#).

Training Resource and Collaborative (TRAC)

TRAC offers a centralized cross-functional selection of required training, collaboratives and events. [Click here](#) to view what is coming up in the next few months.

Tailored Plan On-Demand Provider Trainings

The N.C. Department of Health and Human Services (NCDHHS) requires the listed trainings be available for providers. This applies to Tailored Plan, Medicaid Direct and State-funded providers. Registering is easy. You will be prompted to enter simple registration information. The on-demand training will then be available immediately or when your schedule allows. **Note:** Training Reciprocity Among Tailored Plans. NCDHHS is allowing the six LME/MCOs reciprocity for some Tailored Plan-required trainings.

CLAS Standards

On-Demand ([Register](#))

The Office of Minority Health has established culturally and linguistically appropriate services (CLAS) Standards to address health equity, promote cultural competence, and to improve health outcomes. This training will review the fifteen CLAS standards and identify resources and training materials available to providers at no cost on the website, thinkculturalhealth.hhs.gov. CEs are not available for this training.

Due Process

On-Demand ([Register](#))

This on-demand webinar covers the following (but not limited to) four dispute types: Medicaid appeals, non-Medicaid appeals, Provider disputes, and Grievances. CEs are not available for this training.

EPSDT

On-Demand ([Register](#))

In the EPSDT training, you will learn: What is EPSDT; Partners EPSDT requirements; Periodicity Schedule; Diagnostic and Treatment Components; Medical Necessity Review; Service Coordination (Vaccines for Children, Into the Mouths of Babes, and Developmental Delay and Referral to NC Infant-Toddler Program); and EPSDT components, diagnosis codes, modifiers, referrals, tracking, follow-up and outreach. CEs are not available for this training.

Fraud, Waste and Abuse

On-Demand ([Register](#))

This webinar covers (but is not limited to) the following: Regulatory Compliance Program, Types of Health Care Industry Oversight, Partners Program Integrity Department, Program Integrity Department Function Highlights, What are Fraud, Waste and Abuse (FWA), Potential Areas or examples of FWA and the Impact of FWA on health care. CEs are not available for this training.

Into the Mouths of Babes (IMB)

On-Demand ([Register](#))

The IMB program trains medical providers on how to provide preventative oral health services to Medicaid-insured children from tooth eruption to age 3 ½ (42 months). The goals of the program include preventing and reducing early childhood tooth decay and increasing referral of high-risk children to a dental home. This training is required before being permitted to receive reimbursement for IMB services. CEs are not available for this training.

Partners Hand Washing and Personal Protective Equipment (PPE)

On-Demand ([Register](#))

Participants will gain an understanding of infection control using PPE and frequent handwashing. CEs are not available for this training.

Partners Infection Control: Home Care Settings

On-Demand ([Register](#))

Participants will gain an understanding of infection control in the home care setting, which includes learning ways infections are transmitted, standard precautions and how to teach members about infection control procedures. CEs are not available for this training.

Partners Infection Control: Community Care Settings

On-Demand ([Register](#))

Participants will gain an understanding of infection control in the community care setting, which includes learning ways infections are transmitted, standard precautions and how to teach members about infection control procedures. CEs are not available for this training.

Prevention and Population Health Management

On-Demand ([Register](#))

Partners takes a population-based approach to improve the overall health of Medicaid members and State-funded recipients and collaborates with community partners on targeted initiatives. In this training, you will learn about: Partners Prevention and Population Health Core Philosophies, Program Goals, Partners Prevention and Population Health Approach, Provider Level Interventions and Partners Prevention and Population Health Programs Overview of Provider Expectations. CEs are not available for this training.

Provider Training-Live Virtual and/or Pre-recorded

ProAuth Demonstration June 2023

On Demand ([Register](#))

This on-demand video is designed to offer providers an overview of the features of Partners' ProAuth system to enter and manage authorizations. Be sure to download the attached pdf for Submitting Prior Auth Requests once you log into the webinar. CEs are not available for this training.

Community Support Team (CST) Service Definition Training

On Demand ([Register](#))

Community Support Team (CST) is a behavioral health support service designed to help people experiencing severe mental illness develop recovery and resiliency-oriented skills. This webinar meets the requirement of three hours of CST Service Definition Training. Registrants will view a previously recorded training that includes two 10-minute breaks. To receive a training certificate, registrants will need to view the full webinar and pass a 10-question quiz with a score of 80% or greater. 3 contact hours are available for this training.

Employer of Record (EOR) Webinar

On Demand ([Register](#))

This webinar provides an overview of Employer of Record (EOR) areas of importance including, monitoring processes, post payment reviews, documentation, staff qualifications, monitoring results, and Quality Management Monitoring Unit contact information. CEs are not available for this training.

Health Disparities: A Tribal Perspective

On-Demand ([Register](#))

Addressing Health Disparities Among Marginalized Populations: A Tribal Perspective On-Demand Webinar will review predominant health disparities among tribal members, describe the factors that create health disparities, describe the role that Medicaid Transformation can provide in addressing health disparities, review the Indian Health services eligibility, and review the concepts of cultural humility in supporting tribal communities. CEs are not available for this training.

Partners Provider Council

Oct. 27, 2023, 9:30 a.m. ([Register](#))

Dec. 1, 2023, 9:30 a.m. ([Register](#))

The Partners' Provider Council is a professional representative of and advocate for all service providers in the Partners' service 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. An intellectual and developmental disabilities (I/DD)/Innovations Provider Breakout Session will immediately follow this meeting.

Provider Open House

Nov. 2, 2023, 9 a.m.-10 a.m. ([Register](#))

Feb. 1, 2023, 9 a.m.-10 a.m. ([Register](#))

The Provider Open House is a virtual event that occurs the first Thursday of each month from 9 a.m.-10 a.m. and is open to new and existing providers in the Partners Health Management network. You can enter questions in the question/comment box during registration.

The Provider Open House begins promptly at 9 a.m. and is staffed by all the usual department representatives ready to respond to your questions. We ask that you use our Zoom Registration process in advance of the open house and add your question(s) directly into the Zoom Questions and Comments box. This effort on your part will help us better help you. Questions are welcome during the open house. You may place them in the chat box upon entering the Zoom meeting. Our intention is to address your questions or concerns in a private one-on-one breakout room, and we understand that your question may require further follow-up.

In addition, providers with state-funding contracts are encouraged to attend the Provider Open House. The Eligibility and Enrollment department can provide one-on-one training in a breakout room regarding state benefit recipient enrollment training. We look forward to your participation.

If you need accommodations to participate in the Provider Open House, email training@partnersbhm.org.

Temple University Collaborative 2023 Training Series

Fundamentals of Community Inclusion, Part 1

Nov. 2, 2023, 12 p.m.-1 p.m. ([Register](#))

Fundamentals of Community Inclusion, Part 2

Dec. 7, 2023, 12 p.m.-1 p.m. ([Register](#))

Partners is hosting the Temple University Collaborative on Community Inclusion, which is a national research and training center that focuses on the importance of promoting opportunities for people with serious mental illnesses to participate in their communities (e.g., work, school, dating, parenting, engagement in faith communities, leisure and recreation, volunteering, friendships) as critical to their physical, cognitive and mental health and wellness. They will be offering a series of trainings on topics supporting community inclusion and participation on Nov. 2 & Dec. 7, 2023.

Fundamentals of Community Inclusion Part 1 & 2

These sessions will provide attendees with knowledge about the fundamental beliefs and practices that are required for making community inclusion a reality for people with serious mental illnesses.

Presenter: Mark Salzer, Ph.D. is a psychologist and Professor of Social and Behavioral Sciences in the College of Public Health at Temple University. He is also the Principal Investigator and Director of the Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities, a rehabilitation research and training center that has been funded by the National Institute on Disability, Independent Living and Rehabilitation Research since 2003. He has provided training and technical assistance to hundreds of agencies around the world and has worked with the state of North Carolina around the promotion of community inclusion since 2017.

Please mark your calendars after registering. Reach out to training@partnersbhm.org if you have any questions. No CEs are available for these courses.

Person Centered Thinking (PCT) 3-Day Training

Nov. 7, 8 and 9, 2023, 1 p.m.-5 p.m. ([Register](#)) FULL

Dec 19, 20 and 21, 2023, 1 p.m.- 5 p.m. ([Register](#))

Person Centered Thinking (PCT) is a foundational 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 requirements of NC service definitions for 12 contact hours. NBCC Credit is not available. You must have audio/video access and be visible on camera. Driving is not permitted during Partners trainings.

If you need accommodations, email training@partnersbhm.org.

LTCS Collaborative

Nov. 9, 2023, 10 a.m.-11:30 a.m. ([Register](#))

Dec. 14, 2023, 10 a.m.-11:30 a.m. ([Register](#))

The LTCS Collaborative is a monthly meeting that is held the second Thursday of each month to discuss operationalizing Partners' Medicaid In-Lieu of Service – Long-Term Community Supports (LTCS). The Collaborative will discuss barriers to accessing the service for potentially eligible members and ensuring continuity and quality of the service the member receives.

Crisis Response Training

Nov. 13, 2023, 1 p.m.-4 p.m. ([Register](#))

Crisis Response Training is a 3-hour live virtual interactive class reviewing best practices, requirements and strategies for providers. Instruction covers content for before, during and after crisis episodes.

This event will be held on Monday, Nov. 13, 2023, from 1 p.m.-4 p.m. You must attend the full session and be visible on video to receive credit. No partial credit will be given. NBCC Credits are not available for this course.

If you need accommodation to participate in this training, email training@partnersbhm.org.

Mindfulness and Recovery Training

Nov. 14 and 16, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger, LCAS, LCMHC

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. Training will take place over two days, Nov. 14 and 16, 2023, from 9 a.m.-12:15 p.m.

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. Participants must be visible on camera, have audio and be able to engage verbally and in the chat and participate both days to receive credit.

If you need accommodation to participate, please email training@partnersbhm.org.

CBT Learning Community

Nov. 15, 2023, 2 p.m.-3:30 p.m. ([Register](#))

Dec. 20, 2023, 2 p.m.-3:30 p.m. ([Register](#))

Join like-minded 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.

October 19, 2023

NBCC CEs are not available for this session; however, 1.5 contact hours will be provided, and participation in this learning community meets continuing education requirements of certain service definitions. You must have audio/video access and be visible on camera during the session. Driving is not permitted during Partners' trainings/events. If you need accommodations to participate in the session, please email training@partnersbhm.org.

Connecting Community Support Team and Permanent Supportive Housing (CST-PSH) Training

Nov. 27, 28, 29, and 30, 2023, 8:30 a.m.-12:30 p.m. ([Register](#))

Join Partners' Training Resource and Collaborative (TRAC) for CST-PSH training, an evidence-based model for ongoing tenancy support services required for CST providers. This training will support any provider by improving their understanding and practice of the PSH model. Experienced and certified PSH trainers from the Technical Assistance Collaborative (TAC) have created the training. Trained Partners staff will facilitate these sessions. This is an interactive training, and attendees are expected to participate fully (audio and visual required). All sessions must be completed to receive credit for the training. No partial credit is given.

This event is approved for 15 NBCC hours. Partners is an NBCC 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. If you need accommodation to attend this training, please email training@partnersbhm.org.

CBT Foundations

Dec. 19 and 21, 2023, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger.

Cognitive Behavioral Therapy (CBT) is an evidenced-based practice focusing on challenging and changing unhelpful cognitive distortions and behavior, improving emotional regulation and the development of personal coping strategies that target resolving current problems.

This virtual live training will take place on Tuesday and Thursday, Dec. 19 and 21, 2023, from 9 a.m.-12:15 p.m., utilizing the same training link on both days. Participants will have to be present with audio and visual capabilities and must be visible on camera for both sessions to receive credit. No Partial credit will be given.

NBCC and NCSAPPB approved for 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 clearly identified. Partners is solely responsible for all aspects of the programs. If you need accommodation to participate in the training, please email training@partnersbhm.org.

Partners Provider Forum – Quarterly

Dec. 13, 2023, 1 p.m.-3 p.m. ([Register](#))

Partners quarterly updates and vital information is shared with providers. Please click on the register button to register for this virtual live event.

Provider DEI Collaborative – Quarterly

Jan. 11, 2024, 2 p.m.-3 p.m. ([Register](#))

Apr. 11, 2024, 2 p.m.-3 p.m. ([Register](#))

The purpose of this quarterly collaborative facilitated by Vickie Smith is to bring awareness and increase conversations related to the topics of diversity, equity and inclusion related to our provider network.

Providers, we would like your participation in this collaborative! Your perspective is vital for health equity initiatives for the members we serve.

The goal of the DEI Provider Collaborative is to ensure that providers have access to the needed resources to serve members through the lens of ensuring diversity, equity, and inclusion. Another goal of the DEI Provider Collaborative is fostering better outcomes and improving quality of life for members. To achieve these goals, we must know and understand the different populations we serve.

As we transition to whole person integrated care of our members, it is important that we create actionable strategies to address members' behavioral, physical and pharmacy care. Consistent provider engagement in these discussions is critical to members' overall quality of care.

Please register here or on the Partners TRAC page at partnerstraining.org, and let's get to work!

Community Training

All Trainings are Virtual via Zoom and are two hours unless otherwise specified. Participants may not be admitted to the training if joining more than 15 minutes after training begins. Effective Aug. 1, 2023, participants who request a certificate will need to be on-camera during the training.

For more information contact: Amber Matthews, amatthews@partnersbhm.org.

Trauma Informed Care

Oct. 20, 2023, 10 a.m.-12 p.m. ([Register](#))

Nov. 15, 2023, 10 a.m.-12 p.m. ([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?

QPR (Question Persuade Refer) Suicide Prevention

Oct. 23, 2023, 2 p.m.-4 p.m. ([Register](#))

Nov. 7, 2023, 2 p.m.-4 p.m. ([Register](#))

Nov. 28, 2023, 10 a.m.-12 p.m. ([Register](#))

Many have experienced recent losses. The risk of suicide is still high. This evidence-based training teaches the skills to intervene in a suicide crisis. ****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 served basis.**

Partners Community Café

Oct. 25, 2023, 10 a.m.-11 a.m. ([Register](#))

Nov. 22, 2023, 10 a.m.-11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month. The topic for October's Community Café is Domestic Violence Awareness and will cover resources in Partners counties, as well as feature guest speakers. On Nov. 22, 2023, speakers will discuss Tailored Plan, Tailored Care Management and other news.

Eating Behaviors and Impact on Mental Health

Oct. 26, 2023, 10 a.m.-12 p.m. ([Register](#))

Join us for an insightful training on the intricate relationship between eating behaviors and mental health. This interactive training will explore how our dietary choices and habits can profoundly influence our mental well-being, emphasizing the crucial connection between nutrition and mental health.

Mental Health 101

Oct. 27, 2023, 10 a.m.-2 p.m. ([Register](#))

Nov. 14, 2023, 10 a.m.-2 p.m. ([Register](#))

In this two-hour training, learn about some of the more common behavioral health disorders. The class includes information about treatment and what to do in a crisis.

Stress Management

Nov. 6, 2023, 2 p.m. ([Register](#))

We're all stressed! Many of us are balancing jobs, school, family, finances and more. Let's get together and talk about ways we can manage our stress and have a little fun.

Introduction to Trauma and Resilience

Nov. 7, 2023, 2 p.m.-4 p.m. ([Register](#))

Most of us have experienced trauma at some time. This can have a lasting effect on our learning, behavior and health. Learn about trauma and how to address the effects as well as how to develop resilience.

Darkness to Light

Nov. 9, 2023, 10 a.m.-12 p.m. ([Register](#))

This training provides education about child sexual abuse and the steps you can take to prevent and report child sexual abuse. Seats are limited. Please register early.

Non-Suicidal Self Injury

Nov. 13, 2023, 2 p.m.-4 p.m. ([Register](#))

Learn about NSSI, what causes people to injure themselves, and some ideas about what we can do when we encounter someone who self-injures.

Partners Member Café

Nov. 14, 2023, 1 p.m.-2 p.m. ([Register](#))

Partners Member Café is held the second Tuesday of each month. November's topic is Smoking/Vaping Tobacco Cessation. Our guest speakers are Virginia Fagg Crespin M.Ed. Substance Use Prevention & Education Program Coordinator Behavioral Health Department with Cabarrus Health Alliance; Delton Russell, Population Health Recovery Specialist, Partners Health Management; Shelby Holland, Community Engagement Tribal Liaison, Partners Health Management.

Community Resilience Model®

Nov. 17, 2023, 10 a.m.-12 p.m. ([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: Keeping Our Children Safe

Nov. 29, 2023, 10 a.m.-12 p.m. ([Register](#))

Human Trafficking is a global problem, even in the United States. Children may be susceptible to online predators. Learn about trafficking around the world and some ideas about how to keep our children safe.

Domestic Violence: How to Help

Nov. 30, 2023, 10 a.m.-12 p.m. ([Register](#))

Many of us are at home more than usual and the risk of domestic violence is high. Learn how to spot the warning signs of domestic violence and how to help someone in a violent situation.

Additional Events and Training

Hickory Brain Injury Support Group

Oct. 24, 2023, 6 p.m.-7:15 p.m.

Nov. 28, 2023, 6 p.m.-7:15 p.m.

Connect with survivors, families, and professionals. Meetings offer help, hope, and education, so you can live a happy and successful life after brain injury. This group meets on the fourth Tuesday of most months from 6 to 7:15 p.m. in the Community Room at First United Methodist Church, 311 3rd Ave NE, Hickory NC 28601. Times and locations sometimes vary. Meetings may occur online if there is a COVID-19 surge.

For more information, contact Travis Glass at 828-781-0778 or travis@crossroadscounseling.org. Also check [facebook.com/HickoryBISG](https://www.facebook.com/HickoryBISG). Each meeting will be followed by 15 to 30 minutes of mindfulness awareness education and practice.

Disability Support Professional Training: Mount Eagle College and University is now offering Disability Support Professionals (DSPs) the opportunity to earn national certification in their field through an accredited curriculum instructed by individuals with lived experience. To learn more about the program, please email mjames@mounteag.com or visit <https://mounteag.com/contact/> to submit a contact form.

NC Legal Aid Fair Housing Project Free Fair Housing Training

Fair Housing Training I:

Nov. 1 and 8, 2023, 11:30 a.m.-1:30 p.m. ([Register](#))

This training will be offered by **webinar only** on the dates listed. Please register for the appropriate session. Service Provider sessions are intended for LME/MCO staff, NCDHHS staff, social workers, advocates and others who are assisting tenants. This two-hour session is for Service Providers (LME/MCO Staff and NCDHHS Staff). The NC Legal Aid Fair Housing Project Staff will facilitate this free basic fair housing training. This Fair Housing Training will include the following topics: housing discrimination, explanation of the seven protected classes, reasonable accommodations and reasonable modifications. You will receive a certificate of completion by email 7-10 business days after the training. A different email address must be used for each participant. If several people from your agency will be participating, please use a separate email address for each participant.

In Person Fair Housing Training II:

Nov. 2, 2023, 9 a.m.-12 p.m. ([Register](#))

Center for Public Safety
200 N Marine Blvd.
Jacksonville NC 28546

This training is for service Providers including LME/MCO staff and other service providers are invited to participate in **advanced fair housing**, facilitated by the NC Legal Aid Fair Housing Project. This training will include the following topics: housing discrimination, eviction updates, explanation of the seven protected classes, reasonable accommodations and reasonable modifications. Attendees will also complete case studies in small groups.

If you have difficulty using the registration link(s) please email Fredrika Murrill at fmurrill@nchfa.com.

Partners Community Collaboratives: Partners sponsors a monthly community collaborative in each of the counties in the service region.

Community Collaborative groups consist of representatives from local government agencies, community organizations, and service providers, as well as individuals, families and advocates who work together in a specific community to identify and solve problems for children, adolescents, adults and families struggling with mental health and substance use.

Together, group members:

- Identify gaps in services

Provider Communication Bulletin #145

October 19, 2023

- Partner with agencies and families
- Develop helpful resources
- Assist providers and families with issues related to services
- Ensure access to quality services

Currently, all collaboratives are meeting virtually. If you are interested in learning more about a group or attending, please email [Partners Community Engagement](#).

Select a county below to go to the associated collaborative information:

- | | | |
|-----------------------------|------------------------------|--------------------------|
| – Burke | – Forsyth | – Stanly |
| – Cabarrus | – Gaston | – Surry |
| – Catawba | – Iredell | – Union |
| – Cleveland | – Lincoln | – Yadkin |
| – Davie | – Rutherford | |