

**In This Bulletin:**

- **Cultural Competency Plan Annual Reviews**
- **Provider Operations Manual Update**
- **County Realignment Updates**
- **FDA Suspends New Clozapine REMS System**
- **Claims Information**
- **State News and Updates**
- **Provider Training**
- **Community Training**
- **Additional Events and Training**

## **Cultural Competency Plan Annual Reviews**

As you may be aware, all providers contracted with Partners must develop and maintain an ongoing Cultural Competency Plan. Cultural Competency Plans are to be reviewed by the Partners Quality Management Monitoring Department on an annual basis to ensure plans are in effect and are being reviewed/updated on an annual basis.

Partners QM Monitoring requests that all providers who have not submitted their Cultural Competency Plan yet this fiscal year to submit it as soon as possible. Plans may be submitted to by email to [pnms@partnersbhm.org](mailto:pnms@partnersbhm.org) for review by QM Monitoring staff.

If you have not developed a plan yet and need assistance, you may learn more about plan development through the following resources

- Provider Knowledge Base: Cultural Competency: <https://providers.partnersbhm.org/cultural-competency/>
- Provider Communication Bulletin #62: <https://providers.partnersbhm.org/wp-content/uploads/2016/10/Provider-Comm-Bulletin-62.pdf>
- Training: <https://www.partnerstraining.org/additional-training-resources/>, scroll down to the Cultural Competency section.

Providers may request the Cultural Competency Review Tool used by all monitoring specialists by emailing [pnms@partnersbhm.org](mailto:pnms@partnersbhm.org). If you still have questions after reviewing these documents, please don't hesitate to reach out to QM Monitoring for technical assistance at [pnms@partnersbhm.org](mailto:pnms@partnersbhm.org).

## **Provider Operations Manual Update**

An updated version of Partners Provider Operations Manual has been posted to the Provider Knowledge Base at <https://providers.partnersbhm.org/orientation-packet-provider-operations-manual/>. Changes are outlined in the beginning of the revised manual. All providers should familiarize themselves with the manual and the changes.

## County Realignment Updates

### **REMINDER: Enrollment Extension for Cabarrus, Union, Stanly, Forsyth and Davie counties ends**

**January 1, 2022:** Providers serving individuals in Cabarrus, Union, Stanly, Forsyth and Davie counties transitioning from Cardinal Innovations to Partners Health Management were given an extended time frame to enter enrollments into AlphaMCS.

Effective January 1, 2022, all providers are required to submit enrollments within seven calendar days from the date of admission per Partners' policy requirements.

For more information regarding member enrollment, please refer to the [Partners' Provider Operations Manual](#), located at <https://providers.partnersbhm.org/orientation-packet-provider-operations-manual/>.

If you have questions, please contact the Eligibility and Enrollment department by emailing [eligibilityenrollment@partnersbhm.org](mailto:eligibilityenrollment@partnersbhm.org) or calling 1-888-235-4673.

**Utilization Management Updates for providers serving members in Cabarrus, Union, Stanly, Forsyth and Davie counties:** Partners has now assumed the Utilization Management functions for behavioral health and intellectual and developmental disabilities services delivered in Cabarrus, Union, Stanly, Forsyth and Davie counties. We have received information about all authorizations that have been issued up to August 31, 2021 for Cabarrus, Union, Stanly and up to October 31, 2021 for Forsyth, Davie Counties.

Partners Utilization Management has entered all known authorizations for Cabarrus, Union, Stanly, Forsyth and Davie counties members with the exception of a few with known issues that Partners is actively working on.

If a provider believes they do not have an authorization that should have transitioned or their authorization is not reflective of the authorization given by Cardinal Innovations, please contact [UMquestions@partnersbhm.org](mailto:UMquestions@partnersbhm.org) with the current authorization given by Cardinal Innovations.

To ensure continuity of care, please continue to provide services at the same frequency as previously authorized during this transition.

### **Providers are reminded to frequently visit our County Realignment resources:**

- Partners Provider Knowledge Base: <https://providers.partnersbhm.org>
  - Cardinal/Partners Service Code Crosswalk: <https://providers.partnersbhm.org/cardinal-partners-service-code-crosswalk/>
  - Utilization Management Information about County Realignment: <https://providers.partnersbhm.org/um-and-county-realignment/>
  - Transitioning to AlphaMCS/Alpha CM: <https://providers.partnersbhm.org/transitioning-to-alphamcs/>
  - NC-TOPPS Member Transfers: <https://providers.partnersbhm.org/provider-alert-county-realignment-new-clozapine-rems-training/>
- Provider Frequently Asked Questions: <https://www.partnersbhm.org/county-realignment/providerfaq/>
- Partners' Open Network Approach: <https://www.partnersbhm.org/county->

[realignment/#openapproach](#)

- Partners Communication Bulletin Archive: <https://providers.partnersbhm.org/provider-communication-bulletin/>
- Partners Provider Alert Archive: <https://providers.partnersbhm.org/provider-alert-archive/>
- Contact information: <https://providers.partnersbhm.org/provider-network-help-desk-contacts/>

## FDA Suspends New Clozapine REMS System

Effective Nov. 15, 2021, the Food and Drug Administration (FDA) announced that it is temporarily suspending the new Clozapine REMS system due to "problems with implementation and the potential impact to patient care."

The FDA states that: "Pharmacists may dispense clozapine without a REMS dispense authorization." The FDA "encourage[s] pharmacists and prescribers to continue working with the Clozapine REMS to complete certification and patient enrollment. ***Any disruption to therapy can present serious complications for patients taking clozapine.***"

Please take some time to review the recommendations available at <https://www.fda.gov/drugs/drug-safety-and-availability/fda-temporarily-exercising-enforcement-discretion-respect-certain-clozapine-rems-program> to ensure continuity of care and the safety of your patients during this temporary suspension.

## Claims Information

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

[AlphaMCS Portal University](#) is an available resource and guide for navigating AlphaMCS. If you need additional claims training, email [claimsdepartment@partnersbhm.org](mailto: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 consumers/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.

### 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.

## Nov. 2021: Medicaid—Number of Days to Process and Pay All Claims

Received Date to Paid Date:	8.9
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Top Five Medicaid Claim Denials for Nov. 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.
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 LME/MCO for further assistance.
Billing Taxonomy Submitted is not associated with the billing NPI	Rebill claims with the correct taxonomy/NPI information.
Claim received after billing period.	Write off charges as non-billable. Do not rebill.

## State News and Updates

- **NC Medicaid Managed Care Update:** Providers are reminded to visit <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care> frequently for the latest updates.
- **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>.
- **Medicaid Bulletins:** All bulletin articles are available at <https://medicaid.ncdhhs.gov/providers/medicaid-bulletin/medicaid-bulletin-digests>. Providers are encouraged to frequently review this information.
- **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>.

### NCDHHS Announces New Dental Health Training Program for Adults with I/DD

The North Carolina Department of Health and Human Services announced a new dental public health training program: *Oral Health Training Program for Adults with Intellectual and Developmental Disabilities (I/DD)*. The program, launched by NCDHHS’s Division of Public Health’s Oral Health Section, aligns with its mission to improve the oral health of North Carolinians and to support dental public health workforce development. [Learn more](#)

### NCDHHS Announces New Program to Help Families Pay Water Bills

The North Carolina Department of Health and Human Services announced the State of North Carolina has been awarded more than \$38 million in federal funding to establish a new water assistance program for households affected by the COVID-19 pandemic. Beginning Wednesday, Dec. 1, 2021, eligible households that have had their water services cut off or have received notice that their water services are in danger of being cut off can apply for assistance in paying their bill through a new federal program called the [Low-Income Household Water Assistance Program](#) (LIHWAP). [Learn more](#).

## Provider Training

**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/>

### Children With Complex Needs/Dual Diagnosis Forum

Second Friday of the month, 1:30-3:30 p.m. ([Register](#))

Partners Health Management would like to invite all providers who are serving dually diagnosed members or who would like to serve dually diagnosed Individuals (Children and Adults) with Intellectual and Developmental Disabilities, including Autism, Mental Health Disorders and are at risk of not being able to return or maintain placement within their communities to join us for this forum.

### Partners LGBTQ Collaborative

Third Thursday of each month, 2-3 p.m. ([Register](#))

Partners sponsors a monthly provider-led LGBTQ Collaborative. Topics covered include brainstorming provider initiatives, case consultation addressing LGBTQ topics of interest and support, celebrations of accomplishments, resources sharing and training needs. Please join us for this interactive session of learning and community. All meetings are held virtually.

### Technology-Based Services

- Dec. 17, 2021, 12:30-1 p.m. ([Register](#))
- Dec. 21, 2021, 12:30-1 p.m. ([Register](#))

Many providers abruptly dove into offering telehealth services without the benefit of training and preparation. This 30-minute prerecorded webinar reviews the benefits of telehealth service delivery, considerations for sessions, practice applications, as well as staff training and competency. NBCC credits will not be offered for this training.

### Permanent Supportive Housing Virtual Training

Begins Jan. 4, 2022, 1-4:30 p.m. ([Register](#))

Partners has scheduled a series of virtual trainings on the evidence-based model for Permanent Supportive Housing (PSH). (Jan. 4, 6, 11, 13, 2022 1 p.m. - 4:30 p.m.) With the policy change, CST providers are to offer ongoing, tenancy support services. 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. These sessions will be facilitated by TAC trained Partners' staff. 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 all four sessions of training to receive credit.

Target Audience: All CST staff members (15 hours of Tenancy Support Training must be completed within 90 days of hire; this training meets that requirement), ACTT, TCLI, and any housing staff. If you need accommodations to participate in these session please email [training@partnersbhm.org](mailto:training@partnersbhm.org).

December 16, 2021

### **Acceptance and Commitment Therapy (ACT) Training**

*Jan. 11 and Jan. 13, 2022, 9 a.m.-12:15 p.m. ([Register](#))*

Join Partners training Academy in a virtual live training on Acceptance and Commitment Therapy (ACT). ACT is an empirically based treatment for a wide range of mental health issues and has also been shown to be helpful for chronic pain, coping with cancer, weight loss, diabetes, epilepsy, and decreasing stigma.

Training will take place over two days, Jan. 11 and Jan 13, 2022 from 9 a.m. - 12:30 p.m., utilizing 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. This ACT training will focus on the six-core process of ACT that create psychological flexibility and will also provide examples of how to conduct behavior analysis with the “ACT Matrix”.

Trainer: Eric Ottinger

NCSAPPB approval code 20-333-S

NBCC Approved for 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 these sessions, please email [training@partnersbhm.org](mailto:training@partnersbhm.org).

### **CBT Learning Community**

*Jan. 19, 2022, 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 techniques. This learning community will help you to learn practical ways to use evidence-based practices in your day-to-day work with members. This session does not offer NBCC CEs.

### **Person Centered Thinking**

*Feb. 1 and 2, 2022, 8 a.m.-5 p.m. ([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. Attendance is required for both days.

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

### **NEW! Partners Diversity and Inclusion Collaborative**

*Feb. 10, 2-4 p.m.*

Partners is excited to announce the initial meeting of a quarterly provider led Diversity and Inclusion Collaborative. All providers are welcome but a one-year commitment the collaborative is requested.

#### Primary Objectives

- Promoting training and events to bring awareness to diversity, equity and inclusion within the LME/MCO and provider agencies

# Provider Communication Bulletin #124

December 16, 2021

- Engage LME/MCOs and providers in diversity, equity and inclusion conversations
- Reviewing and developing policies and procedures that will promote diversity, equity and inclusion within the LME/MCOs and provider organizations
- Develop and promote strategies and best practices within the realms of racial, social, sexual and gender diversity
- Review and removal of systemic barriers to minority providers

Areas of Diversity and Inclusion include:

- Race
- Ethnicity
- Age
- National origin
- Sexual orientation
- Cultural identity
- Assigned sex.
- Gender identity

All meetings are being held virtually. Please contact [training@partnersbhm.org](mailto:training@partnersbhm.org) to be included in this kickoff meeting.

**On-Demand: Abuse, Neglect and Exploitation Training:** <https://www.partnerstraining.org/training-library/>

Trainer: Chandra Henson, Catawba County Social Services.

The Partners Training Academy Learning Library offers on-demand material (less than 30 minutes) for providers. Learn about APS processes, provider responsibilities, as well as signs and symptoms of potential mistreatment, exploitation and abuse. No National Board of Certified Counselors (NBCC) continuing education credits will be offered.

**On-Demand Housing Training:** <https://www.partnerstraining.org/training-library/>

The Partners Training Academy Learning Library offers brief on-demand materials for providers who work with members seeking housing. These are designed for those new to the material. Ideal for new staff orientation and training.

## Housing Tutorials

- Housing Resources Overview
- Housing First Model
- Homelessness and Housing for People with Behavioral Health Challenges

## Technical Assistance Collaborative (TAC) materials

- Section 8 Made Simple
- Vouchers Database by County in NC

December 16, 2021

## Community Training

All Trainings are virtual via Zoom and last two hours unless otherwise specified. For more information contact: Jeanne Patterson, [jpatterson@partnersbhm.org](mailto:jpatterson@partnersbhm.org), or Amber Matthews, [amatthews@partnersbhm.org](mailto:amatthews@partnersbhm.org)

### Partners Community Café

Fourth Wednesday of the month, 10-11 a.m. ([Register](#))

Join Partners for our monthly Community Café, where we focus on relevant issues, concerns and ideas to improve the lives of those we serve. Join us on Dec. 22, 2021, at 10 a.m., where we will host a panel discussion with local experts on resources and strategies available to assist those experiencing homelessness.

### Human Trafficking: Keeping Our Children Safe

Jan. 6, 2022, 10 a.m. ([Register](#))

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

### Darkness to Light

Jan. 7, 2022, 10 a.m. ([Register](#))

This training 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. Seats are limited. Please register early.

### Risk & Resilience Buffering Toxic Stress: Modules 1-3

Jan. 19, 2022, 10 a.m. ([Register](#))

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 4-Limbic Calming and Module 5-Cortical Coping

Jan. 20, 2022 10 a.m. ([Register](#))

This is a follow-up to Modules 1-3. Module 4 teaches how to help very children calm their limbic systems. In Module 5 we will learn about healing the cortical brain to develop active coping skills such as impulse control and problem solving.

### Risk & Resilience Buffering Toxic Stress Module 6: Building Adult Resilience

Jan. 21, 2022, 10 a.m. ([Register](#))

We have focused on young children and how we can support their development. This final module shifts to the importance of well-being in adults and how we can continue to build our resilience. Modules stand alone and there are no prerequisites to attend any of the modules.

### **Trauma Informed Care**

*Jan. 24, 2022, 2 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?

### **Community Resilience Model® (CRM)**

*Jan. 25, 2022, 2 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.

### **QPR (Question Persuade Refer) Suicide Prevention**

*Jan. 26, 2022, 2 p.m. ([Register](#))*

Many have experienced recent losses. The risk of suicide is still high. This 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 serve basis.

### **Domestic Violence: How to Help**

*Jan. 27, 2022, 2 p.m. ([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.

### **An Introduction to Child and Family Teams: A Cross-System Training from The Family's Perspective (Part 1-2)**

*Feb. 23 and 24, 2022, 8:30 a.m.-4:30 p.m. ([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. Please do not schedule other appointments during this training. Register soon-this class will fill quickly.

## **Additional Events and Training**

**Partners Community Collaboratives:** Partners sponsors 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.
- Partner with agencies and families.

## Provider Communication Bulletin #124

December 16, 2021

- 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 this group or attending, please email [Partners Community Engagement](#).

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

- |                             |                              |                          |
|-----------------------------|------------------------------|--------------------------|
| – <a href="#">Burke</a>     | – <a href="#">Gaston</a>     | – <a href="#">Stanly</a> |
| – <a href="#">Cabarrus</a>  | – <a href="#">Iredell</a>    | – <a href="#">Surry</a>  |
| – <a href="#">Catawba</a>   | – <a href="#">Lincoln</a>    | – <a href="#">Union</a>  |
| – <a href="#">Cleveland</a> | – <a href="#">Rutherford</a> | – <a href="#">Yadkin</a> |

### **UNC Institute for Best Practices** <https://www.institutebestpractices.org/>

Offers training and support for assertive community treatment (ACT), individual placement and support (IPS) and other best practices. (NC providers only). Virtual trainings are offered through the end of 2021, including Disclosure training, EPM training, Follow Along Supports, IPS 101 training, Job Development training and Career Profile training. The Institute also hosts NC CST Support meetings, NC ACT Coalition Meetings and EPM meetings. See the training calendar for details and registration: <https://www.institutebestpractices.org/my-calendar/>