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County Realignment Updates

Medicaid-Inpatient Hospitalization: Partners will honor the 14-day pass-through originally announced on Sept. 1, 2021 by Cardinal for members residing in Forsyth and Davie counties who may be actively admitted in an inpatient hospital setting at the time of county realignment (Nov. 1, 2021). A Notification Service Authorization Request (SAR) is required for Inpatient authorization for any member admitted to the hospital under Cardinal's management (e.g. member admitted on Oct. 27, 2021 would need a Notification SAR for Nov. 1, 2021 to Nov. 9, 2021 to complete a 14 day pass through).

Providers will follow Partners authorization processes, timeframes, and guidelines for members admitted on Nov. 1, 2021 going forward: <https://providers.partnersbhm.org/benefit-grids/>

Utilization Management Updates for providers serving members in Cabarrus, Union and Stanly counties:

Partners has added two services to the list of services that did not require an authorization with Cardinal Innovations but require an authorization with Partners. These are:

- Research Based-Behavioral Health Treatment (RB-BHT) CR or GT CR codes
- State/Medicaid – Peer Support Services (PSS)

These services will remain unmanaged through June 30, 2022. In order for a provider to bill for services that Cardinal Innovations did not manage, the provider will need to report these unmanaged

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services to Partners on the [Unmanaged Services Spreadsheet](#) as soon as possible. View the full list at <https://providers.partnersbhm.org/um-and-county-realignment/>.

Utilization Management Updates for providers serving members in Forsyth and Davie

counties: Partners assumes the Utilization Management (UM) functions for behavioral health and intellectual and developmental disabilities services delivered in Forsyth and Davie counties effective Nov. 1, 2021. Partners will receive information about all authorizations that have been issued by Cardinal up to Oct. 31, 2021 and will honor those active authorizations. *Partners Utilization Management will enter authorizations beginning Nov. 1, 2021 to eliminate any undue administrative burden for providers.* All active authorizations are targeted to be entered by Partners staff by Nov. 30, 2021.

If you discover, after Nov. 30, 2021, that an authorization scheduled to be effective Nov.1, 2021 is missing, please send an email to UMquestions@partnersbhm.org with the authorization provided by Cardinal Innovations. To ensure continuity of care, please continue to provide services at the same frequency as previously authorized by Cardinal during this transition.

There are a number of services that may not have required an authorization with Cardinal Innovations but require an authorization with Partners. Most services that were unmanaged under Cardinal will remain unmanaged through June 30, 2022. In order for a provider to bill for services that Cardinal Innovations did not manage, the provider will need to report these unmanaged services to Partners on the [Unmanaged Services Spreadsheet](#) as soon as possible.

Services that will remain unmanaged through June 20, 2022

- State/Medicaid – Substance Abuse Intensive Outpatient Program (SAIOP) Adults and Adolescents
- State-Transition Management Services
- Medicaid Multi- Systemic Therapy (MST): A Notification SAR is needed for pass-through (month-one only)
- Research Based-Behavioral Health Treatment (RB-BHT) CR or GT CR codes
- State/Medicaid – Peer Support Services (PSS)

Services that will remain unmanaged for 90 days

Effective Sept. 1, 2021, Cardinal Innovations adjusted their authorization guidelines for the services listed below. (See <https://www.cardinalinnovations.org/Providers/Announcements-bulletins/Authorization-Guidelines-Updates> for details). Partners will honor this change for 90 days. Providers will need to report these unmanaged services to Partners on the [Unmanaged Services Spreadsheet](#) prior to Oct. 31, 2021. Providers will need to submit a Service Authorization Request (SAR) for concurrent requests and follow the guidelines listed at <https://providers.partnersbhm.org/benefit-grids/>.

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- Medicaid – Child/Adolescent Partial Hospitalization
- Medicaid – High Fidelity Wraparound (HFWA) if the member is receiving no additional services
- Medicaid – In-Home Therapy Services (IHTS) if the member is receiving no additional services
- Medicaid – Family Centered Treatment (FCT) if the member is receiving no additional services
- Medicaid – Intensive-In Home (IIH) if the member is receiving no additional services.

Services requiring a Notification SAR

The following services were managed by Cardinal. These services will, however, require a Notification SAR for a pass-through. A Notification SAR does not require clinical documentation and does not necessitate a medical necessity review. If you are providing these services for the first time, you will need to submit a Notification SAR for the pass-through as noted on the Partners benefit grid

<https://providers.partnersbhm.org/benefit-grids/>.

- State/Medicaid – Non-Hospital Medical Detox
- State-Individual Placements and Supports- IPS SE – Individual
- State-Facility Based Crisis – Adults
- State-Family Living Low (MH only)
- (b)(3) Supportive Employment – Individual (MH only)
- State/Medicaid – Substance Abuse Comprehensive Outpatient Treatment Program (SACOT)
- Medicaid-Multi-Systemic Therapy (MST) – Notification SAR required for pass-through for month one only

Innovations Appendix K Flexibilities Reminder for Providers Affected by County

Realignment: Partners has received information from Cardinal Innovations Healthcare (Cardinal) for all members who were accessing Appendix K flexibilities prior to their transition to Partners. The provider will not need to submit an updated Appendix K Flexibility reporting form unless there has been a change.

Partners and Cardinal manage Appendix K flexibilities differently. Partners uses CR and FL modifiers for Appendix K flexibilities for additional hours needed during the public health emergency. These codes do not need an authorization. Partners has become aware that Cardinal may have issued shorter than is typical authorizations for Community Living & Supports due to Appendix K believing to be ending Oct. 21, 2021. If the member residing in a county affected by realignment has an authorization that does not extend through the end of the Individual Service Plan (ISP) year due to Appendix K, please contact your care manager regarding the need for an ISP revision. The I/DD Utilization Management department is working with I/DD Care Management department to identify members who are affected.

Each LME/MCO manages Appendix K Flexibilities slightly differently. Please review the previous communication below regarding how Partners implemented Appendix K Flexibilities.

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- Partners Provider Bulletin #106 issued June 18, 2020:
<https://providers.partnersbhm.org/provider-bulletin-106/>
- Partners Provider Alert COVID-19 #29 issued July 1, 2020:
<https://providers.partnersbhm.org/utilization-management-update-for-covid-19-flexibilities-update/>
- Partners Provider Alert COVID-19 #32 issued August 27, 2020:
<https://providers.partnersbhm.org/covid-19-32-fl-codes-eligibility-and-enrollment/>
- Partners Provider Bulletin #110 issued October 15, 2020:
<https://providers.partnersbhm.org/provider-bulletin-110/>
- Partners Provider Frequently Asked Questions (FAQ):
<https://providers.partnersbhm.org/providers-frequently-asked-questions-and-answers/>

At Partners, the CR or FL modifier codes will be used when the provider is billing for services above the approved ISP using Appendix K flexibilities. *The CR or FL modifier codes are unmanaged (no SAR/authorization is required).*

Reminder: if the member needs to use Appendix K flexibilities, submit the Appendix K Reporting form (located at <https://providers.partnersbhm.org/covid-19-provider-forms/>) by email to the assigned Care Manager and innovationexceptions@partnersbhm.org. The provider will follow the Appendix K reporting process and bill using the CR or FL modifier codes.

Partners' COVID-19 #18 (issued April 1, 2020) Appendix K Retainer Payment Requests communication can be found at <https://providers.partnersbhm.org/covid-19-18-appendix-k-retainer-payment-requests/>. This communication provides details regarding how to request retainer payments. The requirement for the Retainer Payment Form to be submitted weekly is still in effect. The Retainer Payment Form (located at <https://providers.partnersbhm.org/covid-19-provider-forms/>) should be submitted in Excel format to retainers@partnersbhm.org.

Partners Provider Alert Issued on December 3, 2020 provides additional information regarding the state Joint Communication Bulletin (JCB #381) can be found at <https://providers.partnersbhm.org/jcb-381-retainer-payments-roi-reissued-state-news/>. JCB #381 gave guidance that limited the number of retainer payments to 90 days.

There continue to be ongoing discussions at NCDHHS and the Centers for Medicaid and Medicare Services regarding expansion of retainer payments. Partners will communicate about those updates as soon as they become available.

- If you have questions regarding retainer payments, please contact retainers@partnersbhm.org.
- If you have questions regarding Appendix K flexibilities, please contact InnovationExceptions@partnersbhm.org.

If you have general UM questions, please contact UMQuestions@partnersbhm.org.

Service Code Crosswalk: Partners Utilization Management (UM) developed a Cardinal/Partners Service Code Crosswalk to assist providers with the seamless transition of services to members in Forsythe counties. The Service Code Crosswalk is available at <https://providers.partnersbhm.org/cardinal-partners-service-code-crosswalk/> and accessible from the Quick Nav section on the Partners Provider Knowledge Base homepage.

Please note: codes for Community Navigator and Community Navigator EOR Training Monthly have been updated on the Cardinal/Partners Service Code Crosswalk webpage. Providers should review the webpage for the most up-to-date information.

Other County Realignment resources:

- Welcome to Partners page: <https://www.partnersbhm.org/welcome-to-partners/>
- Partners Provider Knowledge Base: <https://providers.partnersbhm.org>
- Provider Frequently Asked Questions: <https://www.partnersbhm.org/county-realignment/providerfaq/>
- Partners' Open Network Approach: <https://www.partnersbhm.org/county-realignment/#openapproach>

No Balance Billing of Medicaid Patients

As noted in [Provider Communication Bulletin #90 published Feb. 21, 2019](#), providers cannot “balance bill” Medicaid patients, i.e., bill them for the difference between your charges and Medicaid payments. Once a provider accepts a Medicaid patient, the provider can only bill the patient for the items allowed by law, specifically 10A NCAC 23J.0106. Effective September 1, 2018, NCDHHS readopted the rule with only small changes. [Click here](#) for the full, detailed and updated regulation.

Attention Providers of I/DD Services: Intellectual Disability Diagnosis and Level of Care

A diagnosis of Intellectual Disability is substantiated by comprehensive psychological testing, which is administered by a Licensed Psychologist or Licensed Psychological Associate. Comprehensive Psychological Evaluations must include (at minimum):

- Comprehensive Intellectual Testing
- Assessment of Adaptive Functioning
- Developmental History
- Diagnostic Conclusions
- Specific Recommendations
- Valid signature and date
- Statement of when the disability manifested

- Indicate if the disability will continue indefinitely (If appropriate)

When determining the appropriate Level of Care or Substantiating Diagnoses, psychological evaluations are considered current if they have been performed within five years for adults and three years for children for most levels of care. If prior evaluations are available but not within the above timeframes, respectively, the Licensed Psychologist or Licensed Psychological Associate will review the evaluation(s) and supplemental documentation to assure accuracy of diagnoses, report previous test results, submit concurrency statements, and/or complete additional testing and interpretation as needed. Please refer to following table to determine specific time requirements.

I/DD Eligibility PSYCHOLOGICAL EVALUATION REQUIREMENTS By age & funding source	Adults (18+)	Children (3-17)
State Funded	Within 5 years	Within 3 years
(b)(3)	Current	Current
ICF-IID LOC (Innovations, ICF, LTCS)	Within 5 years	Within 3 years

Functional Eligibility for State-funded, (b)(3), Long Term Community Supports (LTCS) or ICF-IID will need to be redetermined if there has been a 30+ day lapse in authorization or service. It is recommended that providers maintain current psychological evaluations to help ensure continuity of care.

LME-MCO Joint Communication Bulletin #J325 released on May 17,2019 (<https://www.ncdhhs.gov/media/8222/download>) provided additional guidance from the state regarding the requirements for a valid psychological assessment and diagnostic requirements. *All providers should review and be familiar with the information published in LME-MCO Joint Communication Bulletin #J325.*

Partners is currently updating our process regarding Statements of Concurrency and Attestation. Additional information will be shared soon.

Reminder: State Funded Day Support Services (I/DD and TBI) and State Funded Community Living and Supports (I/DD and TBI)

Partners issued a Provider Alert regarding State Funded Day Support Services and State Funded Community Living and Supports on June 30, 2021: <https://providers.partnersbhm.org/provider-alert-20210630/#sfcl>.

Providers are reminded that, effective July 1, 2021:

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- Individuals **new** to the State-Funded Day Supports service should enroll in Day Supports (Group) and utilize the new NCTracks procedure code (YM590) effective July 1, 2021. *Day Supports (YM580) will be closed to new admissions.*
- Individuals **currently** enrolled in State-Funded Day Supports should transition to Day Supports (Group) or another service by Jan. 31, 2022. Upon transitioning to the new service, the expectation is to utilize the new NCTracks procedure code (YM590). **The current NCTracks procedure code (YM580) will expire effective Feb. 1, 2022.**

It is imperative that providers of State Funded Day Support Services or State Funded Community Living and Supports review this information and add the appropriate service(s) to their contract. Changes to contracts need to be submitted through credentialing and instructions can be found here <https://providers.partnersbhm.org/provider-enrollment-credentialing/>.

Request for Services: Residential Services-Complex Needs

Partners Health Management (Partners) is seeking to identify organizations interested in and qualified to become enrolled/are enrolled as approved network providers through Partners credentialing process to offer residential services for patients with complex needs.

Residential Services-Complex Needs is a short-term residential treatment service focused on members with primary intellectual disabilities/developmental disabilities (I/DD) with co-occurring mental health diagnoses or significant behavioral challenges. The members being served through Residential Services – Complex Needs will benefit most by a multi-disciplinary approach with staff who are trained to treat I/DD, mental health and severe behaviors.

This service is available to children and adults, ages 10 and older diagnosed with I/DD and co-occurring mental health diagnosis(es).

Residential Services – Complex Needs will be delivered by practitioners employed by mental health or substance abuse provider organizations that:

- Meet the provider qualification policies, procedures, and standards established by NC Medicaid;
- Meet the provider qualification policies, procedures, and standards established by the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMHDDSAS); and
- Fulfill the requirements of 10A NCAC 27G.

At a minimum, providers are required to have access to qualified professionals, licensed clinical staff, psychologists and medication prescribers within their own agencies. Based on the member's individual needs, other services (such as Nursing Services, Occupational Therapy and Physical Therapy) also may be utilized as adjuncts to treatment.

Please refer to the Partners Residential Complex Needs In Lieu of Service Definition, available at <https://providers.partnersbhm.org/service-definitions/> for all treatment elements, core concepts, criteria and requirements that are to be met.

If your agency is currently contracted with Partners and would like to be considered for provision of this service, please complete the Provider Change Form located at <https://providers.partnersbhm.org/provider-enrollment-credentialing/> and submit to your account specialist, or pas@partnersbhm.org.

What You Need to Know Before You Submit that Claim

We live in a very busy, competitive and fast paced world, even more so in the health care industry! So, before you submit that claim, make sure the following steps and precautions have been taken before submitting claims for reimbursement:

Is my understanding of the most recent relevant clinical coverage policy/statue up to date?

One area of non-compliance that Partners' Program Integrity Department sees often is failure to properly document and/or render services that are in line with the relevant policies and statues during the provision of services. Keeping abreast of the following policies is a concrete way to ensure your service documentation is in compliance and reduces the risk of your claims being subject to repayment:

- APSM 45-2: Records Management and Documentation Manual for Providers of Publicly Funded MH/DD/SA Services, CAP-MR/DD Services, and Local Management Entities: <https://www.ncdhhs.gov/divisions/mhddsas/reports/records-management-and-documentation-manual-rmdm>
- The NC Tracks Provider Claims and Billing Assistance Guide: <https://medicaid.ncdhhs.gov/providers/claims-and-billing>
- NC Clinical Coverage Policies: <https://medicaid.ncdhhs.gov/providers/clinical-coverage-policies/behavioral-health-clinical-coverage-policies>
- NC Service Definitions: <https://www.ncdhhs.gov/divisions/mhddsas/servicedefinitions>
- Partners Benefit Grids and Service Definitions: <https://providers.partnersbhm.org/category/clinical-tools/>
- NC MH/DD/SAS State Health Plan and NC Innovations Waiver (State Plan): <https://medicaid.ncdhhs.gov/get-involved/nc-health-choice-state-plan>
- The Provider's Procurement and/or State-funded Contract with Partners
- APSM 45-1: Confidentiality Rules: <https://www.ncdhhs.gov/apsm-45-1-confidentiality-rules>
- APSM 10-5: Records Retention and Disposition Schedule DMH/DD/SAS Provider Agency: <https://www.ncdhhs.gov/providers/provider-info/mental-health/records-management>
- HIPAA Privacy and Security Regulations, including the HITECH Act and Omnibus Rule: <https://providers.partnersbhm.org/compliance-laws-regulations/>

Are we utilizing the most-up-to-date information within Partners/State-Funded Services Guidelines?

A great reference to ensure that providers are utilizing the most up to date coding directives along with other time sensitive information are the Provider Bulletins and Alerts!

- Partners’ Provider Communication Bulletins are used to communicate essential operational information and changes. The bulletin is published on the third Thursday of the month. You can access bulletins on [Partners’ Provider Knowledge Base](https://providers.partnersbhm.org/provider-communication-bulletin/) website:
<https://providers.partnersbhm.org/provider-communication-bulletin/>
- Partners also issues Provider Alerts, which are published as needed to communicate additional, time-sensitive information. You can view the alerts by visiting
<https://providers.partnersbhm.org/provider-alert-archive/>

How can I ensure that our agency continually adjusts to adhere to statute and policy changes?

A robust compliance plan can help you better serve your clients and help reduce the risk that your claims may be subject to pay-backs (overpayments). A good compliance program will ensure your services are provided, documented, and billed in accordance with federal, state and local LME/MCO laws, rules and regulations. Therefore, having an effective and dynamic compliance regimen within your agency will not only strengthen the members you serve, the network and ultimately the community.

Healthcare Fraud, Waste and Abuse cases have continued to receive growing attention nationally. The cost of fraud, waste and abuse in North Carolina is thought to be in the millions. Most frauds are discovered as the result of a tip. Tipsters are the front-line soldiers in the fight against fraud. *Partners offers two ways to report concerns of fraud, waste and abuse.* The first is the **Regulatory Compliance Alert Line at 1-866-806-8777**, where a live person can assist with taking information. Another is online at <https://partnersbhm.alertline.com>.

State News and Updates

NC Medicaid Managed Care Update: Providers are reminded to visit

<https://medicaid.ncdhhs.gov/providers/provider-playbook-medicare-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>.

Claims Information

Reminders

- 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 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.

September 2021: Medicaid—Number of Days to Process and Pay All Claims	
Received Date to Paid Date:	9.0

Top Five Medicaid Claim Denials for August 2021	
Claim Denial	Provider Recommended Action Steps
Duplicate claim.	The claim has previously been submitted and adjudicated. Do not refile.
Claim received after billing period.	Write off charges as non-billable. Do not rebill.
No coverage available for Patient/Service/Provider combo.	Go to Patient -> Patient Search and search for the patient 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.
Service is not authorized.	Verify Service Authorization for consumer/member. Contact

	Utilization Management.
Billing taxonomy submitted is not associated with the billing NPI.	Rebill claims with the correct taxonomy NPI information.

Upcoming Provider Events

Save the Date! Quarterly Provider Webinar: The next Partners Quarterly Provider Webinar will be held on Dec. 8, 2021 from 1-3 p.m. Updates and vital information will be shared with providers.

[Register now.](#)

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, tomorrow, Friday, Oct. 22, 2021. Providers will meet beginning at 9:30 a.m.; Partners staff will join at 10:30 a.m. [Click here to register.](#)

The November and December Provider Council Meetings will be rescheduled due to the Thanksgiving and Christmas holidays. The Provider Council will meet on Nov. 19, 2021 at 9:30 a.m. ([Click here to register](#)) and will not meet in December.

Rescheduled Child Specialty Residential Care Providers-Partners Roundtable Discussion

Nov. 2, 2021, 3-4 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 this roundtable discussion. We will also discuss the newly approved Residential Services Complex Needs service definition, located at <https://providers.partnersbhm.org/service-definitions/>.

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.

If you have questions about the roundtable or the services mentioned, please contact Lisa Jordan, Provider Network Manager, at ljordan@partnersbhm.org.

Licensed Independent Practitioner (LIP) Collaboration

Nov. 17, 2021, 12:00 p.m.-1:00 p.m. ([Register](#))

The Licensed Independent Practitioner (LIP) Collaborative was developed to improve communication between Partners and LIPs in our network. Meetings are held quarterly via conference call or webinar.

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/>.

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/>

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

The Partners Training Academy Learning Library offers brief on-demand materials for providers involved in housing members.

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

Provider Open House

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

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

New! Abuse, Neglect and Exploitation On-Demand Training

<https://www.partnerstraining.org/training-library/>

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.

Trainer: Chandra Henson, Catawba County Social Services.

This is a 27-minute recorded video training. No National Board of Certified Counselors (NBCC) continuing education credits will be offered.

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.

Cultural Competency: CLAS Standards Training

Nov. 9, 2021, 9-11 a.m. ([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 also review the wealth of tools and training materials available free of charge to provider. This training does not offer NBCC CEs.

Mindfulness in Recovery

Nov. 16 and Nov. 18, 2021, 9:00 a.m.-12:15 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 (11/16 and 11/18). 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 and 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.

NCSAPPB approved 20-211-S. Up to six hours SS (PSY). 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 accommodations, please email training@partnersbhm.org.

CBT Learning Community

Nov. 17, 2021, 2:00 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 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.

CST Service Definition Webinar

Nov. 18, 2021, 8:30 a.m. - 11:45 a.m. ([Register](#))

Dec. 9, 2021, 8:30 a.m.-11:45 a.m. ([Register](#))

This webinar meets the requirement for three hours of CST Service Definition Training. Registrants will view a previously recorded training that includes 2 ten-minute breaks. In order to receive a training certificate, registrants will need to view the full webinar and pass a ten question quiz with a score of 80% or greater. This session does not offer NBCC CE's

Motivational Interviewing

Dec. 6 and Dec. 7, 2021, 8:30 a.m.-5:00 p.m. ([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. This training is for Thursday and Friday (8/26 and 8/27), You must attend both training to receive credit. No partial credits will be given.

Approved for 13 NBCC CEs. 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 have any accessibility or accommodation needs, please email training@partnersbhm.org.

Cognitive Behavioral Therapy (CBT) Foundations Training

Dec. 14 and Dec. 16, 2021, 9:00 a.m.-12:15 p.m. ([Register](#))

Cognitive Behavioral Therapy (CBT) is an evidenced-based practice focuses on challenging and changing unhelpful cognitive distortions and behaviors, improving emotional regulation, and the development of personal coping strategies that target solving current problems. This is a virtual live event; you will need to participate using audio and video capabilities. If you cannot access audio and video, you will need to wait to take a face-to-face class. If you are not participating by video you will be removed from the session. This training is for 2 (3-hour sessions) on 12/14 and 12/16. You must attend both training courses to receive credit. No partial credits will be given.

NCSAPPB and NBCC approval for up to six 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 have any accessibility or accommodation needs, please email training@partnersbhm.org.

Trainer: Eric Ottinger

CBT Learning Community

Dec. 15, 2021, 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 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.

Community Training

An Introduction To Child And Family Teams: A Cross-System Training From The Family's Perspective (Part 1-2)

Dec. 8 and Dec. 9, 2021, 9 a.m.-4 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.
- 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:

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

Union County Mental Health Needs Assessment Survey: The Healthy Union Advisory Committee’s Mental Health Subcommittee is seeking input from leaders from the mental health area. Please complete the Mental Health Needs Assessment survey by visiting <https://www.surveymonkey.com/r/Q57W6H3>. If you have questions or concerns, please reach out to Catherine Wright (c.wright@wingate.edu) or Stephanie Starr (Stephanie.Starr@unioncountync.gov)

Forsyth County Disability Housing Forum

When: Oct. 28, 2021, 5:30 p.m.

Where: Enrichment Center, 1006 South Marshall St., Winston-Salem, NC 271010

Home-brewed solutions! Forsyth County is facing a housing crisis for people living with disabilities and the individuals/families/guardians are desperate for long-term solutions. To begin addressing this crisis proactively, we are calling together a broad stakeholder group to identify the problems, collaborators, and action-oriented solutions. Through the delivery of affordable and enviable housing options, wraparound services, and workforce pipeline development, people with disabilities can take their rightful place as fully contributing members within our Forsyth community. Get your tickets today (Zoom and in-person tickets) by visiting <https://www.eventbrite.com/e/disability-housing->

October 21, 2021

forum-forsythcounty-tickets-186911646767. For more information, please contact Matthew James, mjames@mounteag.com

Mental Health, Substance Use and Housing: A Harm Reduction Approach To Successful

Tenancy Support: NCDHHS Transitions to Community Living and DMH/DD/SAS-Community Services and Supports is pleased to announce a series of trainings on topics related to community inclusion in partnership with the Temple University Collaborative on Community Inclusion (www.tucollaborative.org).

The first training will be on Tuesday, Nov. 9, from 2-3 p.m. and will introduce you to harm reduction and housing first practices. Registration is required for this event at this link:

<https://housingfirstuniversity.zoom.us/meeting/register/tZAqcuqvqTsiHtHQITGOrYvTPr1JfRk4P3MT>. (CE credits are not available. See below for further information about this session)

Individuals managing serious mental illness, substance use disorders, and other disabilities face significant barriers in finding and maintaining housing. In this session, presenters will introduce the core concepts of harm reduction and the Housing First approach, stressing the importance of combatting stigma, empowering participant self-determination, and promoting community inclusion. Attendees will learn about practical and effective solutions to minimize potential harms related to high-risk behaviors in order to support their program participants in maintaining housing. Presenters will emphasize the person-centered and community-oriented aspects of both harm reduction and the Housing First approach, which prioritize the safety and autonomy of clients.

Learning Objectives:

- Recognize barriers to housing stability for individuals with mental health challenges, substance use disorders, and other disabilities
- Explain the benefits of Housing First vs. traditional recovery-based housing models
- Explore harm reduction strategies for participants in supportive housing

Presenters: Training will be provided by staff from the Housing First University, which is the training division of Pathways to Housing PA – a leading provider of housing first services in the Philadelphia region.

Please reach out to Tamara Smith tamara.smith@dhhs.nc.gov with any questions. This training is for LME/MCO staff and providers.

Mental Health/IDD for Direct Support Professionals

Tuesdays starting Nov. 2 to Dec. 7, 2021

The Center for START Services will host a live weekly six-session course that offers Direct Support Professionals (DSPs) the knowledge, skills, and resources needed to provide individuals with

intellectual or developmental disabilities and mental health (IDD-MH) service needs with positive, person-centered, strengths and wellness-based supports and services.

Cost: \$149

For more information visit https://centerforstartservices.org/MHIDD-DSPs?mc_cid=9da235985b&mc_eid=013aac0698

To register, visit

<https://learnforlife.unh.edu/portal/events/reg/participantTypeSelection.do?method=load&entityId=152747042>.

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/>