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## **Take the NCI Staff Stability Survey for 2021**

June 30 is the deadline to complete the National Core Indicators™ Intellectual and Developmental Disabilities (NCI-IDD) Staff Stability Survey. All Intellectual and Developmental Disability (I/DD) providers are encouraged to complete the survey.

Your feedback helps inform the state about issues affecting the I/DD Direct Support Professional (DSP) workforce. Your agency should have already received an email with the survey; the email subject is "NC NCI Staff Stability Survey 2021."

If you are an I/DD provider and you have not received the survey link or if you have any questions, contact [NCISurvey@dhhs.nc.gov](mailto:NCISurvey@dhhs.nc.gov).

## **ROI #0522-002 Emergency Transitional Residential Intervention**

Partners is initiating a Registration of Interest (ROI) to solicit responses from appropriately qualified organizations in Forsyth County to provide Residential Level II, Family/Program Type services to enrollees who are eligible due to a mental health, intellectual or development disability or substance use disorder. This ROI is to identify Partners' network providers interested in and qualified to provide Emergency Transitional Residential Intervention with a license for Residential Level II, Family/Program Type.

Emergency Transitional Residential Intervention (RI) is a residential treatment – Level II, Family/Program Type that provides structure, therapeutics and a supervised environment for youth who are experiencing a crisis. These youth would not meet the imminent danger to self or others threshold and can be diverted from an emergency department visit or inpatient hospitalization while a long-term plan is formulated and executed. A

*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](#).*

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crisis is characterized as a serious conflict in their current environment, which causes emotional dysregulation and requires removal to allow for de-escalation and re-evaluation/assessment and further development of the crisis plan, as needed. This service is intended to support the youth in a safe and healthy environment, prevent abuse and neglect, and provide short-term treatment during a time of transition.

Complete information on the Registration of Interest can be found on the Partners' website at <https://providers.partnersbhm.org/request-for-services/>.

All responses should be submitted electronically at the ROI link by 5 p.m. on June 24, 2022.

**Issuance of an RFI, ROI or RFP does not guarantee a financial award, nor does it indicate a commitment on the part of the issuer to further pursue a contractual relationship.**

## **RFP #0522-001 Professional Treatment Services in Facility-Based Crisis Program**

Partners is initiating this Request for Proposals (RFP) to solicit responses from appropriately qualified organizations to provide services, as outlined in this RFP, to program enrollees eligible due to a mental health, intellectual or development disability or substance use disorder.

The primary purpose of this RFP is to meet an identified need in Forsyth County for professional treatment services in a facility-based crisis center by selecting one provider through the RFP process. It is Forsyth County's intent to be supportive of this service. Pending appropriation of funds and Forsyth County Board of County Commissioner approval, existing county-owned space may be renovated and leased to the awarded provider for the operation of the services.

This RFP is to identify organizations interested in and qualified to provide Professional Treatment Services in a Facility-Based Crisis Program (FBC) for adults. Professional Treatment Services in a Facility-Based Crisis Program (FBC) is an alternative to hospitalization for adults who have a behavioral health or substance use disorder or are experiencing a behavioral health crisis. FBC is for individuals in crisis who require a short-term intensive evaluation, treatment intervention or behavioral management to stabilize acute or crisis situations. This RFP is for a 24-hour residential facility, offered seven days a week, with 16 beds that provides support and crisis services in a community setting. FBC is provided in a licensed facility that meets 10A NCAC 27G .5000 licensure standards.

**To be considered for this RFP you must attend the Mandatory Bidder's Conference on July 14, 2022, at 9 a.m., as well as submit all required documents in the correct format by 5 p.m. on Friday August 5, 2022.**

**All responses should be submitted electronically to [providers@partnersbhm.org](mailto:providers@partnersbhm.org).**

Complete information on the Request for Proposal can be found on the Partners' website at <https://providers.partnersbhm.org/request-for-services/>.

Any frequently asked questions (FAQs) about this RFP will be posted to the Partners' website no later than July 22, 2022.

**Issuance of an RFI, ROI or RFP does not guarantee a financial award, nor does it indicate a commitment on the part of the issuer to further pursue a contractual relationship.**

## **Statement on Quality Management Unlicensed AFL Monitoring**

Per Clinical Coverage Policy 8P and the 1915 (c) Home and Community Based Services (HCBS) Waiver, Unlicensed Alternative Family Living (AFL) homes are required to have a Health and Safety Review by Partners Quality Management Monitoring Department upon entry into the network and annually, thereafter.

AFL reviews must be conducted within 30 days of the annual review due date. For example, if an AFL home is due to be reviewed on September 1, the review may be conducted up to 30 days prior to the due date on August 1 or up to 30 days post due date on October 1.

In order to ensure the Health and Safety of the members we serve, it is imperative for providers to be responsive and cooperative to the scheduling of Unlicensed AFL reviews by Monitoring Specialists.

Beginning July 1, 2022, any unlicensed AFL provider who is not in compliance with review timeline requirements may be subject to the disapproval of the Health and Safety Review, a Plan of Correction, or a possible payback situation via Program Integrity referrals.

Your assigned Quality Management Monitoring Specialist will contact your Provider Agency prior to the AFL home's due date to schedule the review in a timely manner. The specialist will request a copy of the required trainings and any written documentation that is to be submitted by close of business the day before a scheduled AFL review.

## **Partners Announces Changes to Provider Credentialing Process**

Partners will no longer require initial credentialing or re-credentialing applications from providers, including agencies, LIPs and associated clinicians. Partners now accepts the provider enrollment information from NCTracks to enroll and contract with providers. This change was effective May 16, 2022, and was made in accordance with NC Department of Health and Human Services, Division of Health Benefits contract Amendment #31 regarding provider credentialing.

If you have submitted an application but have not yet received notification of approval, your enrollment will be finalized and a contract will be issued without delay. [Click here](#) to read the full Provider Alert that was published on the Partners' website on June 10, 2022.

If you have questions about the status of your enrollment with us, please contact us by email at [credentialingteam@partnersbhm.org](mailto:credentialingteam@partnersbhm.org) or by phone at 704-842-6483.

## Claims Information

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

Beginning June 20, 2022, [Alpha+](#) Portal University is an available resource and guide for navigating Alpha+. 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 requests copies of the Explanation of Benefits (EOB) for members' claims submitted indicating *Coordination of Benefits*. The request will originate via email from Partners' Claims staff. 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 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.

### Provider Payments

Partners is committed to paying claims in a timely manner and adheres to Prompt Pay Guideline Compliance as set forth by the state of North Carolina. In order to ensure that all providers receive EFT payments as outlined in signed contracts, providers are required to submit the proper financial documentation which includes banking information. If you need to add new banking information or are requesting a change to current banking information, you may email [acash@partnersbhm.org](mailto:acash@partnersbhm.org) or call 704-884-2523.

### May 2022: Medicaid—Number of Days to Process and Pay All Claims

Received Date to Paid Date:	9.1
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### Top Five Medicaid Claim Denials for May 2022

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.
Service is not authorized	Verify Service Authorization for 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 coverage to the date of service submitted on the claim. If this is correct, contact the LME/MCO for further assistance.
<b>Billing taxonomy submitted is not associated with the billing NPI</b>	Rebill claims with the correct taxonomy/NPI information.

## Checkwrite Adjustment

Partners identified claims that were paid twice on the May 17, 2022, checkwrite. Recoupments for overpayments began on the June 1, 2022, checkwrite.

Please contact [claimsdepartment@partnersbhm.org](mailto:claimsdepartment@partnersbhm.org) if you have questions.

## State News and Updates

### NCDHHS Resources:

- **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.
- **Medicaid Pharmacy Newsletters** are available at <https://medicaid.ncdhhs.gov/2022-pharmacy-newsletters>.
- **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>.

## Provider Meetings and Collaboratives

### Partners’ Provider Council

June 24, 2022, 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.

### Partners LGBTQ Collaborative

July 21, 2022, 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

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accomplishments, resource sharing and training needs. Please join us for this interactive session of learning and community. All meetings are held virtually on the third Thursday of each month.

Jennifer Newman, MA and a MSW Intern with SPARC Services & Programs, will provide training on Autistic LGBTQIA identities, disparities and dually affirming practices. This training will address the high rate of intersectionality, service gaps, and provide cultural competence to best serve Autistic LGBTQIA clients.

Topics will include:

- An overview of the neurodiversity paradigm and social model of disability
- Affirming vs. non-affirming terminology, symbols, and organizations for Autistic LGBTQIA clients
- Common misconceptions, statistics, and high rate of intersectionality
- Risk and protective factors
- Mental health and social determinants of health disparities
- Harmful vs. affirming practices
- Advocating for inclusive, affirming practices with caregivers, schools, employers and providers
- Dually affirming resources for clients, caregivers and schools

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

### **Cognitive Behavioral Therapy Foundations Training June 2022**

*June 21 and 23, 2022, 9 a.m. to 12:15 p.m. ([Register](#))*

Trainer: Eric Ottinger

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

Training will take place over two days, June 21 and 23 from 9 a.m. to 12:15 p.m. Participants must be present with audio and visual capabilities for all sessions to receive credit. No partial credit 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 need accommodation to attend this training, email [training@partnersbhm.org](mailto:training@partnersbhm.org).

### **Quality Management Provider Monitoring**

*June 22, 2022, noon-12:45 p.m. ([Register](#))*

Please join Partners Training Academy to learn more about provider monitoring to include an overview of:

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- Provider Monitoring Process
- Post Payment Review Areas of Importance
- Documentation
- Staff Qualification Areas of Importance
- Cultural Competency

This is a prerecorded webinar. Please submit any questions following the session to [training@partnersbhm.org](mailto:training@partnersbhm.org). NBCC credits are not offered for this course.

### **NC-TOPPS Monthly Webinar**

*July 6, 2022, 2 p.m.-2:30 p.m. ([Register](#))*

Please join us the first Wednesday of every month for new NC-TOPPS updates. This is also an opportunity for everyone to share new ideas, provide mini trainings as well as ask questions. Please let us know if you have any specific topics you would like us to discuss during the monthly meetings. For questions or comments for NC-TOPPS, email us at [NCTOPPSQUESTIONS@partnersbhm.org](mailto:NCTOPPSQUESTIONS@partnersbhm.org).

Target Audience: Existing and new providers in the Partners Health Management network.

### **NC-TOPPS 101 and Superuser Training**

*July 20, 2022, 2 p.m.-3:30 p.m. ([Register](#))*

*October 26, 2022, 9 a.m.-10:30 a.m. ([Register](#))*

Join Partners Training Academy for this training on NC-TOPPS. The Quality Improvement Team established this training to provide an introduction to NC-TOPPS and outline the roles and responsibilities associated with being an NC-TOPPS Superuser. This training will also provide updates on new and existing requirements related to Partners' NC-TOPPS compliance standards.

Target Audience: Existing and new providers in the Partners network. If you need accommodations to attend this training, email [training@partnersbhm.org](mailto:training@partnersbhm.org).

### **Provider Open House**

*August 4, 2022, 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. to 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, much like other essential elements of our work, is shifting in its design and function beginning June 2, 2022. You will note that the scheduled day and start time of the Provider Open House remains the same, yet the session is reduced to one hour. You will also note that we seek to be more intentional about how we spend your time.

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. Of course, your questions are welcome during the open house as well. 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. We look forward to your participation.

If you need accommodations to participate in the Provider Open House, please email [training@partnersbhm.org](mailto:training@partnersbhm.org).

### **Community Support Team (CST) Service Definition Training**

*August 24, 2022, 8:30 a.m.-11:45 a.m. ([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 for three hours of CST Service Definition Training. Registrants will view a previously recorded training that includes two 10-minute breaks. In order 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.

### **Cognitive Behavioral Therapy Foundations Training**

*September 20 and 22, 2022, 9 a.m.-12:15 p.m. ([Register](#))*

Trainer: Eric Ottinger

Join Partners for Cognitive Behavioral Therapy (CBT) Foundations training on September 20 and 22.

CBT is an evidence-based practice that 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 must participate using audio and video capabilities. If you cannot access audio and video, you must wait to take a face-to-face class. If you are not participating with your video, you will be removed from the session. This training is for two (three-hour sessions) on September 20 and 22. You must attend both trainings to receive credit. No partial credits will be given.

NCSAPPB and NBCC approval 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 accommodations to attend this training, email [training@partnersbhm.org](mailto:training@partnersbhm.org).

### **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 Adult Protective Services (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

## 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 a.m.-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. This month's Community Café focuses on self-care. June is the awareness month for men's health and LGBTQIA Pride. Join us as we talk about self-care strategies and community resources that support health and well-being.

### Community Resilience Model® (CRM)

*Sessions to choose from:*

- *June 28, 2022, 10 a.m. ([Register](#))*
- *July 18, 2022, 2 p.m. ([Register](#))*

The Community Resilience Model® instructs 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.

### Mental Health 101

*June 29, 2022, 2 p.m. ([Register](#))*

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

### **Trauma Informed Care**

*Two sessions to choose from:*

- June 30, 2022, 10 a.m. ([Register](#))
- July 27, 2022, 2 p.m. ([Register](#))

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

### **Introduction to Trauma and Resilience**

*July 11, 2022, 2 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.

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

*July 12, 2022, 2 p.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.

### **Darkness to Light**

*July 20, 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. Seats are limited. Please register early.

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

*Sessions to choose from:*

- July 15, 2022, 10 a.m.-noon ([Register](#))
- July 28, 2022, 2-4 p.m. ([Register](#))

Many people have experienced the loss of someone to suicide. 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 served basis.

### **Human Trafficking: Keeping Our Children Safe**

*July 21, 2022, 2 p.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.

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

*July 29, 2022, 10 a.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.

## Additional Events and Training

**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@mountteag.com](mailto:mjames@mountteag.com) or visit <https://mountteag.com/contact/> to submit a contact form.

**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
- 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:

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