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## **Medicaid Transformation and Transitions of Care**

Partners has launched a webpage dedicated to Medicaid Transformation information. Members and providers can locate up-to-date information by visiting <http://www.partnersbhm.org/medicaid-transformation>.

On April 15, Partners and NC DHHS hosted **Crossover to NC Medicaid Managed Care/Standard Plan Option: A Provider Training**. This training was recorded, including the live question and answer session with Patricia Farnham with NCDHHS. The training, as well as the slide presentation, is available for viewing at <https://www.partnerstraining.org/training-library/>.

If you have questions regarding Standard Plan transitions of care, please email [toc\\_partners@partnerbhm.org](mailto:toc_partners@partnerbhm.org). A list of frequently asked questions is available on the Partners Medicaid Transformation webpage, in the For Providers section.

## **Welcome to Partners: Cabarrus and Union Provider Open House**

Cabarrus and Union county providers are invited to our Virtual Provider Open House on May 26, 2021, at 1 p.m. Attendees will receive an overview of Partners Health Management departments and we will also answer provider-submitted questions. [Click here to register](#).

Providers can find county realignment information at <https://www.partnersbhm.org/county-realignment/>.

## **Participating Provider Dispute Policy Changes**

Partners made some recent revisions to the provider dispute policy. All disputes will now be handled through a panel process. Disputes are divided into two categories.

*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](#).*

Type I Disputes which are of an administrative or non-clinical nature and Type II Disputes which are of a clinical nature. Partners' provider dispute process involves an internal panel review for Type I disputes and a two-level review process for Type II.

There are some exclusions to the process and not all parties and issues are subject to this participating provider dispute process. Please see the revised policy located at <https://providers.partnersbhm.org/provider-disputes/> for further information.

If you have questions regarding disputes, please email Trish Plaster at [tplaster@partnersbhm.org](mailto:tplaster@partnersbhm.org) or call 828-325-8150.

## Provider Licensure Expirations and Enrollment

Providers are reminded to update clinician licenses in NC Tracks. Partners' Provider Enrollment is unable to update licenses in AlphaMCS until NC Tracks displays the updated license expiration date. Changes in NC Tracks are only available for verification after the managed change request has been approved.

Enrollment status letters are sent to providers when there are enrollment issues with NC Tracks. Once the enrollment issues have been corrected and approved in NC Tracks, please inform Partners Provider Enrollment unit at [enrollment@partnersbhm.org](mailto:enrollment@partnersbhm.org). We will then verify the information in NC Tracks and update AlphaMCS.

If you have questions regarding provider enrollment, please contact the enrollment group at [enrollment@partnersbhm.org](mailto:enrollment@partnersbhm.org) or the enrollment supervisor, Danielle Clark at [dclark@partnersbhm.org](mailto:dclark@partnersbhm.org).

## 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 [rcolvard@partnersbhm.org](mailto:rcolvard@partnersbhm.org) to schedule a time for training.*

**Explanation of Benefits, Requests for Coordination of Benefits Claims:** As a reminder, Partners does request copies of the Explanation of Benefits (EOB) for members/claims submitted indicating Coordination of Benefits. The request will originate via email from Partners' Claims Department. Once

requested, please submit the information, via secured email, prior to the date indicated in the emailed request. If a response is not received, the original claim payment will be recouped.

**Reminder: Taxonomy Code 193200000X:** Taxonomy Code 193200000X should not be submitted on claims as the rendering taxonomy code. All claims submitted with this taxonomy code as the rendering code will be reverted.

April 2021: Medicaid—Number of Days to Process and Pay All Claims	
Received Date to Paid Date:	8.7

Top Five Medicaid Claim Denials for April 2021	
<i>Claim Denial</i>	<i>Provider Recommended Action Steps</i>
<b>Service is not authorized.</b>	Verify Service Authorization for consumer/member. Contact Utilization Management.
<b>Duplicate claim.</b>	The claim has previously been submitted and adjudicated. Do not refile.
<b>Submitting Replacement Provider does not match original Provider.</b>	Look at the RA with the original claim header and make sure you entered correctly.
<b>Claim received after billing period.</b>	Write off charges as non-billable. Do not rebill.
<b>No coverage available for Patient/Service/Provider Combo.</b>	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 Partners for further assistance.

### Explanation of Benefits Surveys: What’s That All About?

One aspect of Partners’ fraud, waste, and abuse (FWA) detection efforts includes sending our members Explanation of Benefits (EOB) surveys on a quarterly basis. This action is required by our contract with the State of North Carolina. The EOB surveys are generated using the prior quarter’s paid Medicaid claims. We send about 150 EOB surveys to members, with an average return rate of 10% to 20%. The providers and types of claims included in the surveys is typically random.

The EOB surveys include the following information: date(s) of service, provider name(s), service provided, claim number(s), and the amount(s) paid. The survey asks for the name of the person completing the form and their relationship to the member. The EOB surveys also contains these four questions and asks for additional information if other insurance is indicated:

1. Did you receive this service(s) from this provider?
2. Where was this service provided?
3. Did you pay this provider for the service(s)?
4. Do you have any other health insurance besides Medicaid?

The EOB surveys that our members receive include a cover letter that explains the purpose of the survey, why the member has received the survey/questionnaire and what they should do with the survey. All the surveys include a self-addressed, postage paid envelope so participating in the survey costs only the members' time.

Partners tracks surveys returned/not returned as well as surveys with or without identified issues. We consider EOB surveys with any form of a discrepancy a potential FWA issue and log them in our complaint intake system, which normally results in the concerns being investigated. Any comments that appear to be related to service or quality of care are forwarded to our grievances department or to the quality of care committee for handling. If the response indicates that coordination of benefits did not occur, we share the information with our claims department for appropriate action. We route non-FWA issues noted on returned EOBs to the appropriate internal department for review. As needed, we contact the member for additional information regarding the complaint.

The EOB survey process is an important part of identifying and preventing the fraudulent use of and waste of healthcare dollars so that these funds can be used to provide the care our members need, when they need it. We would very much appreciate your assistance in encouraging the members you service to complete and return the surveys if you are asked questions about them.

If you have concerns about healthcare FWA, you can report it to Partners one of two ways. The first is the Regulator 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

*Providers are reminded to check [Partners' COVID-19 provider webpage](#) and the NCDHHS COVID-19 Guidance and Resources for Medicaid Providers for the most up-to-date information. If you have questions, please email your [provider account specialist](#) or the Provider Network Help Desk at [pnas@partnersbhm.org](mailto:pnas@partnersbhm.org).*

### **Medicaid Managed Care/Standard Plans:**

As part of the transition to NC Medicaid Managed Care, NC Medicaid has worked with stakeholders to design the Tailored Care Management model for the Behavioral Health and Intellectual/Developmental Disability (I/DD) Tailored Plan population. Tailored Care Management will launch in July of 2022 with the implementation of Behavioral Health I/DD Tailored Plans. NC Medicaid has the following updates related to Tailored Care Management.

**Updated Guidance**

NC Medicaid has published updated guidance on Tailored Care Management, including updates on AMH+/CMA Certification, capacity building and rates.

**Historically Underutilized Provider Supplement Added**

An optional supplement for Historically Underutilized Providers (HUP) has been added to the Tailored Care Management application. This voluntary supplement to the Tailored Care Management gives organizations the opportunity to self-identify as a HUP, if applicable.

**Non-Binding Statement of Interest for Potential Clinically Integrated Networks and Other Partners Added**

A Statement of Interest document has been added for Clinically Integrated Networks (CINs) and Other Partners to denote their interest in partnering with AMH+ or CMAs to share responsibility for specific functions and capabilities required to operate as an AMH+ practice or CMA and meet the requirements of the Tailored Care Management model. The submission of a Statement of Interest is voluntary and non-binding.

All updates can be found on the Tailored Care Management webpage at:

<https://medicaid.ncdhhs.gov/transformation/tailored-care-management>

**Transition to Medicaid Managed Care: Guidance for Providers Impacted by 42 CFR Part 2**

NCDHHS is offering a webinar for providers of substance use disorder services or those serving members under the scope of 42 CFR Part 2. If you serve this population, please attend one of the sessions listed below:

- Monday, May 24, 2021—noon to 1 p.m. ([Register](#))
- Monday, June 7, 2021: noon-1 p.m. ([Register](#))

**Reminder: Call Center and Checkwrite Schedule for Memorial Day Holiday**

The NCTracks Call Center will be closed Monday, May 31, in observance of the Memorial Day holiday. (The Pharmacy Prior Approval Unit will be open holiday hours from 7:00 a.m. to 6:00 p.m.)

In keeping with the published approved 2021 checkwrite schedule, because of the federal holiday, the checkwrite date will be on June 2. The posting and availability of funds to provider bank accounts will depend on the provider's financial institution. Bank of America customers should see their payments in their accounts on the day that the EFT is processed, which will be June 3, 2021. Providers who bank at other financial institutions should see payments the business day following the date that the EFT is processed, which will be the afternoon of June 4, 2021. (Some may post sooner.)

The 2021 checkwrite schedules can be found under Quick Links on the NCTracks [Provider Portal home page](#)

**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>.

- J393 Assertive Community Treatment (ACT)-Tool for measurement of Assertive Community Treatment (TMACT) fidelity evaluations.

**Medicaid Bulletins**: All bulletin articles, including those related to COVID-19, are available on the [DHB webpage](#). Providers are encouraged to 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>.

## Upcoming Provider Meetings

**Partners' Provider Council**: The Partners' Provider Council is a professional representative and advocates for all service providers in the Partners' catchment area. The Council facilitates an open exchange of ideas and brings forward concerns and solutions while promoting collaboration and mutual accountability among providers. Meetings are held on the fourth Friday of the month.

This month's meeting will be held on Friday, May 28. Providers will meet beginning at 9:30 a.m.; Partners staff will join at 10:30 a.m. [Click here to register](#).

**Quarterly Provider Webinar**: Join us for Partners Quarterly Provider Webinar on June 9 from 1-3 p.m. Updates and vital information will be shared with providers. To register, visit <https://www.partnersbhm.org/events/quarterly-provider-webinar-2/>.

## **CBT Learning Community**

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

Join likeminded providers in a learning community to explore skills, concepts, case studies, and expand your own techniques. This learning community will you learn practical ways to use evidence based practices in your day to day work with members. What do we do in this learning community: self-care, reduce burnout, professional growth, connection to a community, explore evidence based practices, gain a sense of mastery, invest in your own emotional bank account, improve in quality of care delivered, and learn and practice skills that are reimbursable.

**Rescheduled Partners' Roundtable Discussion: Delivery of Psychological Testing and**

**Evaluations:** Partners is hosting a roundtable discussion to collaboratively develop solutions and interventions that will address the challenges/barriers that providers experience in delivering psychological testing and evaluations. Partners is engaged in a participatory planning effort to improve and increase network capacity for a continuum of Psychologists (PHD and/or PsyD) and Licensed Psychological Associates, including individuals and groups, to perform psychological evaluations for Medicaid, State-funded and Medicare members. The psychological services are designed to meet our continuum of care needs for our members living with mental health disorders and intellectual/developmental disabilities.

*Partners' Roundtable Discussion: Delivery of Psychological Testing and Evaluations will be held virtually on **July 21, 2021 (new date)** beginning at 1 p.m. Registration is required, [click here to register](#).*

As part of this initiative, Partners is requesting provider support and assistance to perform comprehensive psychological evaluations for members receiving Innovations waiver services, those on the I/DD Registry of Unmet Needs, children with complex needs, and individuals receiving residential, day and/or periodic services.

Partners is currently experiencing a need for additional providers of these services in Burke, Catawba, Rutherford, Surry and Yadkin counties, and is seeking Psychologists and Licensed Psychological Associates who are willing to provide any of the following services for our members:

- Conduct assessments for children, adolescents and adults for the purposes of diagnostic assessment to aid in treatment planning for members to receive the right type of care and services.
  - 1) Level of care.
  - 2) Comprehensive psychological Assessments across the lifespan, including the following:
    - a. Social History
    - b. Adaptive Behavioral Composite test/score
    - c. Full Scale IQ Score
    - d. Diagnosis
    - e. Recommendation(s)
  - 3) Conduct assessments of children and adults utilizing best practice standards in the field of Autism and Intellectual Developmental Disability.
- Attest to a member's history of an Intellectual/Developmental disability prior to the age of 18 obtained by family interviews, reviewing previous school records and/or other psychological assessments.
- Ability to perform Mobile Psychological Assessments.

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

## Partners' Trainings for Members, Providers and the Community

All training sessions are free to registered attendees. Register in advance at [www.PartnersTraining.com](http://www.PartnersTraining.com). If you have any questions, please email [training@partnersbhm.org](mailto:training@partnersbhm.org).

### Training for Providers

**Partners' Training Library:** Are you looking for a recent presentation from a previous Partners' Training Academy event? Our on-demand training library is available as a resource in the Partners Training Academy. Presentations are listed in chronological order, from newest to oldest. Find slide decks, tip sheets and video tutorials. <https://www.partnerstraining.org/training-library/>

### **Racism, Resistance, and Rap**

May 25 and May 26, 2021, 9 a.m.-12:30 p.m., online ([Register](#))

Join Partners Training Academy in a journey of learning through Racism, Resistance, and Rap: Using hip hop to explore and properly handle the origin of your Clients' Rage against Institutional Racism. Hip Hop is an art form that was birthed out of The Bronx New York in the late 70's by black and brown residents faced with extreme poverty and systematic violence. It is now a global brand with a following that spans race, class, and socio-economic lines. Sometime after the release of their famous single "Fight the Power" Chuck D was quoted saying "Hip Hop is Black people's CNN". The statement may not be entirely accurate, but with closer analyzation of popular song lyrics we begin to see that much of the content provides a transparent reflection of the rich tapestry of American culture. What if we could somehow use some of the elements of Hip Hop to have conversations with people about mental health and community violence? This is a two-session virtual live event; you will need to participate using audio and video capabilities.

Trainers: Andrew Watkins, LCSWA

Target Audience: All providers

### **CST Service Definition Webinar**

Two sessions available:

- May 26, 2021, 8:15 a.m.-noon ([Register](#))
- June 22, 2021, 8:30 a.m.-11:45 a.m. ([Register](#))

The CST Service Definition training is a recorded webinar training that will offer registrants basic knowledge needed to learn of the changes to the Community Support Team service definition, including additional responsibilities for permanent supportive housing and UM requirements. There are two breaks during this recorded training. Participants will be required to pass a 10 question quiz at the conclusion of the webinar. This course does not offer NBCC credits.

### **DBT Skills Training**

*May 27, 2021 10:00 a.m. – 12:30 p.m., online ([Register](#))*

Join Partners Training Academy virtual session to dig deeper into the Four DBT Skills (Mindfulness, Interpersonal Effectiveness, Emotional Regulation, and Distress Tolerance). Session will focus on introducing and reinforcing skill use with members. Teaching clients new skills is the heart of behavior change, and this session will teach you strategies to be an effective skills trainer. You don't have to be a Dialectical Behavior (DBT) therapist for your clients to benefit from the DBT skills. Anyone who works with members can learn, apply, and teach these skills as an accompaniment to any current treatment models. This is a virtual live training requiring video and audio participation. This class does not offer NBCC CEs.

Trainers: Lori Breland, MA, NCC, LCMHCA

Target Audience: All providers

### **I/DD and Autism; Crisis Prevention and Intervention: Reducing Risk; Collaborating across systems.**

*May 28, 2021, 9:30 a.m.-12:30 p.m. ([Register](#))*

Join Partners Training Academy in session one of this training collaboration with NADD. This session will provide an overview of Autism and IDD, including support planning considerations for people who experience Autism Spectrum Disorder. We will introduce how signs and symptoms of mental health can intersect with ASD and how to recognize and respond to these concerns. We will also focus on positive approaches and effective intervention strategies to help reduce the impact of risk factors for potential crises. Finally, we will address a significant barrier to effective, meaningful supports for people with IDD by identifying separation of services and discussing how collaboration can create better supports through coordination of behavior, mental health, medical, and other needs.

Trainer: Melissa Cheplic, MPH (NADD)

### **Trauma and IDD, The Justice System: Considerations for People with I/DD**

*June 2, 2021, 9:30 a.m.-12:30 p.m. ([Register](#))*

Join Partners Training Academy and NADD in part two of this training series. Individuals with Intellectual/Developmental Disabilities are likely to experience some form of trauma during their lifetime. There is often a failure to recognize the effects of trauma on people with I/DD and the signs of past experiences may be untreated, overlooked, or disregarded as "problem behavior." This session will review the types of traumatic events that are common, why people with disabilities are more at risk, and an overview of trauma informed approaches to support healing and recovery. Additionally, we will explore information on the justice system as it relates to people with IDD, including vulnerabilities associated with criminal behavior, challenges within the legal system, and how victimization rates connect back to trauma risk.

Trainer: Melissa Cheplic, MPH (NADD)

### **Provider Open House**

*June 3, 2021, 9 a.m.-11 a.m., online ([Register](#))*

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

*For this session, we will be using Zoom and breakout rooms. These sessions will not have a formal presentation or start time but are the providers' time to meet one-on-one with Partners' staff for technical assistance.*

Target Audience: Providers new to Partners' network or who may have questions for subject matter experts.

### **Adapting Therapy for People with I/DD, Psychopharmacology**

*June 4, 2021, 9:30 a.m.-12:30 p.m. ([Register](#))*

Join Partners Training Academy and NADD in the final part of this training series. This session will focus on treatment approaches, including the value of psychotherapy for people with IDD and how to integrate clinical models. Specific guidelines and principles for adapting therapy to support person-centered practices will be reviewed. Psychopharmacology for people with IDD will be explored, highlighting considerations in medication review and management, medical history assessment, monitoring of benefits and adverse effects, and lifespan changes related to use of psychopharmacological intervention.

Trainer: Melissa Cheplic, MPH

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

*June 8 and June 10, 2021, 9 a.m.-noon ([Register](#))*

Acceptance and Commitment Therapy (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. June 8 and June 10 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.

### **HIV and Ethics Virtual Training**

*June 15 and 17, 2021, 9 a.m.-12:30 p.m. ([Register](#))*

Join Partners Training Academy in A 2021 update on global, national and local trends in HIV diagnosis and treatment. Understanding the impact of Social Determinants of Health on providing effective behavioral health services. Ethical dilemmas and ethical decision-making processes. Layers of professional identity and the conflicts that may arise. A personal exploration of “do no harm” in my current work roles. Exploring ways to identify if treatment is working effectively or not to benefit client welfare.

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 two days (June 15 and June 17). You must attend both training to receive credit. No partial credits will be given.

Six hours of CEs - NCSAPPB approval code 20-333-S

### **CST Service Definition Webinar**

*June 22, 2021 8:30 a.m.-11:30 a.m. ([Register](#))*

This webinar meets the requirement for 3 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.

### **Person Centered Thinking**

*June 22 and 23, 2021 8:30 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-fille, two-day training consists of applied stories, guided exercises, group work and discussion. Attendance is required for both days 6/22 and 6/23. This training is approved National Learning Community Curriculum and meets the 12-hour requirement of NC service definitions. This is a virtual live class. This class does not offer NBCC CEs.

### **Community Events and Training**

*You can find more training opportunities at [www.partnersbhm.org/event-calendar/](http://www.partnersbhm.org/event-calendar/)*

### **Risk and Resilience-Buffering Toxic Stress Module 3: Building Resilience through Early Relationships**

*May 24, 2021, 2-4 p.m. ([Register](#))*

This is part three of a three-part series. Modules stand alone and prerequisites are not required in order to attend any of the modules. Module 3 helps us understand the concept of resilience and the social emotional characteristics that lead to life success. It includes specific guidance on the qualities

of nurturing interactions and relationships that promote early brain development, particularly the integration of the emotional and thinking centers of the brain.

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

*May 26, 2021, 2-4 p.m., online ([Register](#))*

Many of us are still working from home and our children may be learning from home as well. Children may spend more time online than usual. Learn about trafficking and how to keep our children safe.

### **Domestic Violence During COVID-19: How to Help**

*May 27, 2021, 2-4 p.m., online ([Register](#))*

Many of us are still home more than usual and the risk for domestic violence is high. Learn how to spot the signs of domestic violence and how to help.

## **Provider Alerts**

**Provider Alerts** are sent to all providers who subscribed to receive Partners' Provider Communications. Published alerts are available on the Provider Knowledge Base at <https://providers.partnersbhm.org/provider-alert-archive/>. To subscribe to Partners' various communications, please visit <https://www.partnersbhm.org/subscribe/>.

## **Training, Announcements and Reminders**

**2 Long 2 Wait!** Partners is proud to support the Triad I/DD Advisory Board's efforts to find solutions to help the nearly 15,000 people on the waiting list for Innovations Waiver services get the help they need. Learn more about this effort at <https://www.partnersbhm.org/2-long-2-wait/>.

**Training Needs Survey:** In continued partnership and coordination with state and community stakeholders, the NC Division of Mental Health Developmental Disabilities and Substance Abuse Services (DMHDDSAS) seeks your assistance in identifying current needs for training across our system servicing children, youth, and young adults dually diagnosed with a mental illness and an intellectual or developmental disability (to include Autism Spectrum Disorder). DMHDDSAS and Behavioral Health Springboard-UNC Chapel Hill School of Social Work have collaborated to develop a needs assessment to gain more insight on how to best support the workforce.

Currently, we are expanding our training and workforce development efforts and would like your feedback on the subject areas needed for targeted training. We are requesting information from Mental Health and Intellectual and Developmental Disability provider agencies, LME-MCO staff, consumers, families, and DHHS staff to accomplish this task. The assessment will take approximately five minutes to complete and is completely voluntary. All responses will be recorded anonymously. We would like as many responses as possible and encourage multiple individuals within organizations

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and families to complete the needs assessment. If you are a provider agency with multiple sites; we encourage multiple staff from each local site to complete.

[Click here to participate in the survey.](#)

Thank you for your time and participation! Your responses will help craft the training and workforce development efforts to strengthen a highly qualified child serving behavioral health system.

The needs assessment will close to participation on Monday, June 14, 2021 at 5 p.m.

**Shared Housing: Strategies to Open New Opportunities in Your Community's Rental Market:**

On behalf of the NC Department of Health and Human Services, the Technical Assistance Collaborative is offering a web-based training for both LME/MCO and service provider staff on developing a better understanding and gain an appreciation of the benefits of shared housing strategies. Practitioners will develop a more thorough understanding of the benefits of shared housing, matching strategies, benefits of a roommate agreement and landlord engagement considerations in regards to shared housing.

*Topic: NC Housing Training Series: Shared Housing- Strategies to Open New Opportunities in Your Community's Rental Market*

June 22, 2021, 1 p.m.

Register in advance for this webinar:

[https://zoom.us/webinar/register/WN\\_xgSNT-PgTdum4zdi7aPhhg](https://zoom.us/webinar/register/WN_xgSNT-PgTdum4zdi7aPhhg)

After registering, you will receive a confirmation email containing information about joining the webinar.