

In This Bulletin:

- **Eligibility and Enrollment – State-Funded Changes Effective July 1, 2021**
- **Changes to Eligibility Requirements for Trauma-Focused Cognitive Behavioral Therapy Services**
- **NC Incident Response and Improvement System (IRIS) Death Reporting**
- **Reporting Allegations to N.C. Health Care Personnel Investigations Branch**
- **Your Feedback Requested—Coordination of Care Assessment**
- **Frequently Asked Questions about Medication Administration Training, Part 2**
- **Medicaid Transformation and Transitions of Care**
- **Welcome to Partners: Cabarrus, Union and Stanly Provider Information Sessions**
- **Claims Information**
- **State News and Updates**
- **Upcoming Provider Meetings and Updates**
- **Partners’ Trainings for Members, Providers and the Community**
- **Additional Training and Announcements**

Eligibility and Enrollment – State-Funded Changes Effective July 1, 2021

State Eligibility Income Requirements /Financial Eligibility: In order to qualify for state funding, household income for the recipient must be 300 percent (3x) or less of the most recent federal poverty guidelines, based on family size. If recipient’s household income exceeds this amount, (household size and poverty guideline amount x3), recipient is not eligible for state funding. Below is the 2021 poverty guideline for the 48 contiguous states. The table may also be accessed at <https://aspe.hhs.gov/2021-poverty-guidelines>.

Income guidelines do not apply to I/DD, TBI or crisis services.

2021 Poverty Guidelines for the 48 Contiguous States	
For families/households with more than eight people, add \$4,540 for each additional person.	
Persons in Family / Household	Poverty Guideline
1	\$12,880
2	\$17,420
3	\$21,960
4	\$26,500
5	\$31,040
6	\$35,580
7	\$40,120
8	\$44,660

Benefit Plan End Dates (Target Pop): Partners will begin to implement benefit plan end dates one year out (365 days). We will no longer accept benefit plans with an end date of 12/31/2099.

Example: State recipient is being enrolled in AMI benefit plan effective 07/15/2021. The new end date will be 07/14/2022.

All benefit plans will fall under this new policy with the exception of GAP Generic Assessment Payment, ASOUD Adult Substance Opioid Use Disorder and ASTIM Adult Stimulant Use Disorder. Child benefit plans will also end one year out (365) days, or if the child is 17 years of age, will end the day before their 18th birthday.

Eligibility Documentation: In order to ensure accuracy of information and eligibility for recipients engaging in services at outpatient clinics/providers, Partners will require certain documents to be uploaded to the recipient's record in ALPHA under "Clinical Documentation", clinical document type to be selected is "Eligibility Documentation". Documents required will be (1) State issued driver's license/identification card (in the event of a minor, the parent's or legal guardian's), (2) Social security card and (3) Income verification in the form of a member's paystub, tax return, or in the event of no income, a signed and dated Statement of No Income Verification Form. Documents should be attached/uploaded upon initial Enrollment and upon each **annual** Client Update Request to add a new annual benefit plan.

Changes to Eligibility Requirements for Trauma-Focused Cognitive Behavioral Therapy Services

Previously, only the NC Child Treatment Program Roster (visit [NCCTP Roster](#)) was recognized as an indicator of eligibility for providers desiring to deliver Trauma Focused-Cognitive Behavioral Therapy (TF-CBT) services (service codes 90837 Z1, 90846 Z1 & 90847 Z1). The NC Child Treatment Program Roster (State Certification Roster) is a searchable list of providers in North Carolina who are currently accepting referrals and who were trained by NC CTP or by the Center for Child and Family Health. Partners is aware that there are some providers who are nationally certified in their evidence based treatment model(s) after completing training outside of NC CTP. Although these providers do not appear on the NC CTP roster, they may be found on the national roster maintained by their model's developers.

Effective immediately, the National Certification Roster (visit [National Roster](#)) will be used in conjunction with the State Certification Roster as an additional eligibility verification source for providers seeking to add TF-CBT services to their contracts.

Please note that participating providers will be responsible for verifying their clinicians' eligibility to

administer TF-CBT services and billing only for those services delivered by properly certified clinicians. Providers may request to have TF-CBT services added to their contract by submitting the Provider Change Form, pages 1 and 2, and Section B.

Service – Z1 modifier for each Service Rate

Z1 Modifier	Service	Rate
90837 Z1	Psychotherapy Trauma Focused – 60 minutes	\$125.00
90846 Z1	Family Therapy Without Patient	\$84.42
90847 Z1	Family Therapy With Patient	\$97.53

Should you have any questions, please reach out to your account specialist or email pas@partnersbhm.org.

NC Incident Response and Improvement System (IRIS) Death Reporting

Providers are reminded that they are required to submit the death certificate/medical examiner’s report within 90 days of a member’s reported death. Beginning July 1, 2021, Partners Quality Management Monitoring Unit will begin to issue a Plan of Correction to any provider that fails to submit the death certificate/medical examiner report within the required 90-day time frame. Providers may submit any death certificate/medical examiner report for a deceased member to Deborah Jackson at djackson@partnersbhm.org.

Providers are reminded that it is imperative that they submit all information requested by Partners and the State into IRIS as soon as possible.

Reporting Allegations to N.C. Health Care Personnel Investigations Branch

Providers are reminded that they are required to report all allegations to the North Carolina Health Care Personnel Registry as delineated by the North Carolina Division of Health Service Regulation. Providers are encouraged to review the information posted at <https://info.ncdhhs.gov/dhsr/hcpr/flohcinvt.html>.

Please direct any questions to the Partners Human Rights Committee Liaison, Keshia Sandidge at ksandidge@partnersbhm.org.

Your Feedback Requested—Coordination of Care Assessment

Partners is gathering data to identify opportunities to increase sharing of key information for coordination of care across Partners delivery system.

June 17, 2021

This [short survey](#) will assist us in this identification and advance our goals toward consistent coordination of information for our members that are receiving care. *Please respond by Wednesday, June 30, 2021.*

Frequently Asked Questions about Medication Administration Training, Part 2

This is the second of a three part FAQ on Medication Administration Training. You can find Part 1 in [Provider Communication Bulletin #116](#). Providers of MH/DD/SAS services should be aware of the expectations around the safe storage, administration, and recording of medications due to the complexity of providing medical care to our members. With increased complexity comes increased risk: risk to the member of long-term health consequences including death; and risk to the provider of being out of regulatory compliance due to long-standing, habitual or entrenched improper practices.

Below are some frequently asked questions regarding training around medication administration. Use this self-assessment to determine what changes, if any, your agency should make to bring itself into compliance with regulations, and in doing so, add protection to the members you serve.

Question: What should I do if a member rejects a medication?

Answer: If a member refuses a dose of medication, dispose of the medication using an approved disposal method in front of a witness. Document the missed dose and disposal on the MAR. You must also contact the physician or pharmacist immediately (see the previous FAQ on missed doses).

Citation: 10A NCAC 27G .0209:

1. Non-controlled substances shall be disposed of by incineration, flushing into septic or sewer system, or by transfer to a local pharmacy for destruction. A record of the medication disposal shall be maintained by the program. Documentation shall specify the client's name, medication name, strength, quantity, disposal date and method, the signature of the person disposing of medication, and the person witnessing destruction.
2. Controlled substances shall be disposed of in accordance with the North Carolina Controlled Substances Act, G.S. 90, Article 5, including any subsequent amendments.

Question: What can happen if I do not use the correct Medication Administration and Recording practices?

Answer:

- Death or serious health consequences for members
- Loss of DHSR licensure
- Suspension of future Partners referrals AND recoupment of claims paid for affected members

Question: What kind of container are prescription medications supposed to be kept in before I can give them to a member?

Answer:

1. Prescription drugs must be kept in a bubble pack containing single doses. The pack must also be marked with the member's name and other identifying information.

or

2. The drugs may be kept in a tamper-proof pill bottle marked with member's name and other identifying information.

Citation: 10A NCAC 27G .0209:

- A. Prescription medications, whether purchased or obtained as samples, shall be dispensed in tamper resistant packaging.
- B. The packaging label of each prescription drug dispensed must include the following:
 - the client's name; the prescriber's name; the current dispensing date.
 - clear directions for self-administration; the name, strength, quantity, and expiration date of the prescribed drug; and the name, address, and phone number of the pharmacy or dispensing location, and the name of the dispensing practitioner.

Question: May staff administer a medication if the instructions on the MAR are different from the current written prescription?

Answer: No. the MAR must match the written prescription.

Citation: 10A NCAC 27G .0209:

A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration.

The MAR is to include the following:

1. Client's name.
2. Name, strength, and quantity of the drug.
3. Instructions for administering the drug.
4. Date and time the drug is administered.
5. Name or initials of person administering the drug.

Question: If a MAR appears messy or contains errors or omissions, should I transcribe the information onto a fresh MAR sheet before a review, audit or investigation?

Answer: No.

Citation: APSM 45-2, revised December 1, 2016:

"The integrity of the original documentation that was entered into the service record to substantiate service provision and reimbursement of that event must be maintained, even when the original documentation contains an error."

Question: What is the best way to ensure that medications are stored, administered and recorded consistently across the entire organization?

Answer: Write a policy and procedures (P&P) incorporating the information and expectations for proper medication administration and recording as taught during MAR training. Be sure to give copies of the P&P to staff and incorporate MAR P&P into staff supervision. Prevention of medication errors is easier when providers and its staff ensure safe medication administration is a priority.

Points to remember:

- The APSM 45-2 contains the same language as 10A NCAC 27G .0209 for medication administration and recording. There is no room to misinterpret the provider's responsibility to get it right.
- Training of unlicensed staff must be done by qualified medical professionals from the approved curriculum.
- The concepts taught in the approved curriculum should be reflected in agency standards.
- Supervision reinforces training. Every staff supervision is an opportunity to review documentation and reinforce MAR policies and procedures.
- Medication errors happen. Agencies are expected to report errors on the MAR forms and maintain the integrity of medical records.
- Consistency leads to safe practices.

If you want to learn more or have a specific question, please reach out to Miccah Duckett, Program Integrity Investigator, at mduckett@partnersbhm.org.

Medicaid Transformation and Transitions of Care

Assistance Needed-Transition of Care Release of Information: On June 10, Partners released a Provider Alert requesting assistance from providers to identify and transition members with high needs who have been assigned to, or elected coverage under, one of the Standard Plans effective July 1, 2021.

Partners' Transition of Care group is involved in receiving and sorting member assignment information and comparing that information with the member's past history and current authorization status. We are meeting with each of the standard plans each week, so the plan is aware of individuals who we have identified as particularly vulnerable during this transition.

In order to share information related to members with substance use histories, Partners may need your assistance in securing a release of information from those members in compliance with 42 CFR Part 2. Employees from Partners Member Engagement, Health Information or Care Coordination departments may be in touch with you, the provider, for your help in contacting specific members to collect a release of information. An updated release of information is needed so Partners may share this history with the standard plan the member has chosen or been assigned to. Partners will directly

June 17, 2021

reach out to members to ask for a release of information to the extent possible but know that our providers will be a great resource in helping us with this critical task.

Partners asks providers to verify member eligibility through NCTracks so you are aware of each individual's plan coverage moving forward. Providers should be able to view each member's assigned plan and the coverage effective date. If you find that you serve a member with a substance use history and the member has been assigned to one of the standard plans, we ask that you proactively collect a [Release of Information](#) from the member to allow Partners to share that member's substance use history with their designated plan.

Once you have collected the completed Release of Information, please email or fax it to:

ATTN: Health Information Management

SUBJECT: Transition of Care

Email: Health_info_mgmt@partnersbhm.org

FAX: 704-884-2710

Partners is dedicated to working with our provider community and with the standard plans to ensure timely and appropriate transition of care for our members. If you have questions, please contact us at toc@partnersbhm.org.

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. A list of frequently asked questions is available on the Partners Medicaid Transformation webpage, in the For Providers section.

Welcome to Partners: Cabarrus, Union and Stanly Provider Information Sessions

Partners invites providers serving residents in Cabarrus, Union and Stanly counties to learn more about Partners through our Provider Information Sessions. Please register via the links below, and email questions to CountyQuestions@partnersbhm.org.

June 17, 2021

Welcome to Partners: Licensed Independent Practitioners and Group Practices

June 18, 2021, Noon (12 p.m.) [Register for this session.](#)

Providers who are LIPs or in group practices serving members in Cabarrus, Union and Stanly counties are invited to join Partners for an information session and get answers to questions about county realignment.

Welcome to Partners: Mental Health/Substance Use Disorder Providers

June 23, 2021, 4 p.m. [Register for this session.](#)

MH/SUD providers who are serving members in Cabarrus, Union and Stanly counties are invited to an information session and get answers to questions about county realignment.

Welcome to Partners: Hospital Providers

June 29, 2021, 3 p.m. [Register for this session.](#)

Hospitals serving members in Cabarrus, Union and Stanly counties are invited to join Partners for an information session regarding county realignment activities.

Welcome to Partners: In Lieu of Services

July 13, 2021, 3 p.m. [Register for this session.](#)

Providers are invited to join us for an information session about In Lieu of Services and answer questions about county realignment.

Welcome to Partners: Opioid Specific and ASOUD

July 20, 2021, 3 p.m. [Register for this session.](#)

Providers are invited to join Partners to discuss opioid-specific provider information and ASOUD dollars.

Welcome to Partners: State Funded Contracts

This session is reserved for those with State Funded Contracts with Cardinal Innovations serving Cabarrus, Union, Stanly members only.

July 28, 2021, 2 p.m. [Register for this session.](#)

Please join Partners for an information session regarding State Funded Contracts and County Realignment. This meeting is to discuss transition from Cardinal to Partners and open for those with a current State Funded Contract with Cardinal Innovations serving members in Cabarrus, Union, or Stanly Counties.

Welcome to Partners: Utilization Management Expectations and Authorizations

Aug 3, 2021, 2:30 p.m. [Register for this session.](#)

Providers serving members in Cabarrus, Union and Stanly counties are invited to join us for a discussion about utilization management expectations and authorization processes.

Claims Information

Attention Providers of State-funded Services: All State Benefit claims with a processing date of July 1, 2020-June 30, 2021, are included in the current fiscal year.

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.

May 2021: Medicaid—Number of Days to Process and Pay All Claims	
Received Date to Paid Date:	9.1

Top Five Medicaid Claim Denials for May 2021	
Claim Denial	Provider Recommended Action Steps
Duplicate claim.	The claim has previously been submitted and adjudicated. Do not refile.
Submitting Replacement Provider does not match original Provider.	Look at the RA with the original claim header and make sure you entered correctly.
Service is not authorized.	Verify Service Authorization for consumer/member. Contact Utilization Management.
Claim received after billing period.	Write off charges as non-billable. Do not rebill.
Billing taxonomy submitted is not associated with the billing NPI.	Rebill claims with the correct taxonomy/NPI 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 rcolvard@partnersbhm.org to schedule a time for training.

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.

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.

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>.

- [#JCB J394 High Fidelity Wraparound Clarification](#)
- [#JCB J395 North Carolina Department of Health and Human Services Electronic Visit Verification Guidance](#) and [Electronic Visit Verification Guidance Document](#)

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 and Updates

Provider Operations Manual: Partners updates its Provider Operations Manual each quarter. The most recent update, dated June 15, 2021, is available for download at <https://providers.partnersbhm.org/orientation-packet-provider-operations-manual/>.

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, June 25. Providers will meet beginning at 9:30 a.m.; Partners staff will join at 10:30 a.m. [Click here to register](#).

Partners' Roundtable Discussion: Delivery of Psychological Testing and Evaluations: Partners is hosting a roundtable discussion on July 21, 2021, beginning at 1 p.m. to collaboratively develop solutions and interventions that will address the challenges/barriers that providers experience in delivering psychological testing and evaluations.

[Learn more about the initiative and register for the meeting.](#)

June 17, 2021

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 Collaborative: Partners' quarterly LIP Collaborative will be held on Aug. 18, 2021, beginning at noon. [Learn more](#) about the LIP Collaborative. [Register here](#).

Quarterly Provider Webinar: Join us for Partners Quarterly Provider Webinar on Sept. 8 from 1-3 p.m. Updates and vital information will be shared with providers. [Register here](#).

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/>.

Partners' Trainings for Members, Providers and the Community

All trainings and events are free to registered attendees. Find more training opportunities at www.partnersbhm.org/event-calendar/

Member Training

Feel, Deal and Heal Member & Family Classes

June 23, 2021, noon

Topic: Remembering Who You Are (Register)

Feel, Deal and Heal classes are online conversations and learning sessions to help members and families:

- Learn to identify stressors and triggers.
- Explore health behaviors and wellness strategies.
- Learn stress management tools and interventions.
- Develop action plans for healing.

Member Café: Join Partners on the second Tuesday of each month at 1 p.m. for Member Café. Members are invited to grab a cup of coffee, sit down and join us virtually to learn about Partners and how Partners can help its members. We also share information about topics that impact the members we serve. [Learn more](#) or register at <https://www.partnersbhm.org/events/member-cafe/>.

Provider Training

Register in advance at www.PartnersTraining.com. If you have any questions about provider-focused trainings, please email training@partnersbhm.org.

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/>

CST Service Definition Webinar

Two sessions available:

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

Provider Open House

August 5, 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.

Trauma Informed Care: Seeking Safety

July 13 and July 15, 2021, 9 a.m.-12:15 p.m. ([Register](#))

Trauma plays a major role in why people get stuck and use problematic coping strategies. Understand trauma, PTSD, and the treatment of substance use disorders better with Seeking Safety.

NCSAPPB approved for up to 6 hours.

NBCC approved for up to 6 hours

Trainer: Eric Ottinger, Recover Rebel Recovery LLC

There will be 2 three-hour sessions, you must attend both sessions and participate both with audio and visual capabilities to receive credit. No partial credit will be given.

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.

CBT Learning Community

July 21, 2021, 2 p.m.-3:30 p.m. ([Register](#))

Aug. 18, 2021, 2 p.m.-3:30 p.m. ([Register](#))

Sept. 15, 2021, 2 p.m.-3:30 p.m. ([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. The CBT Learning Community is not approved for NBCC CEs.

What do we do in this learning community?

- Assist with self-care.
- Reduce burnout.
- Foster professional growth and connection to a community.
- Explore evidence-based practices.
- Gain a sense of mastery.
- Invest in your emotional bank account
- Assist in improving in the quality of care delivered
- Learn and practice reimbursable skills.

Illness Management Recovery (IMR)

Aug. 10 and Aug. 12, 2021, 9 a.m.-12:15 p.m. ([Register](#))

Illness Management and Recovery (IMR) is an evidenced-based practice designed to provide mental health consumers with knowledge and skills necessary to cope with aspects of their mental illness while maintaining and achieving goals in their recovery.

NCSAPPB approved for up to 6 hours.

NBCC approved for up to 6 hours.

Trainer: Eric Ottinger, Recover Rebel Recovery LLC

There will be 2 three-hour sessions, you must attend both sessions and participate both with audio and visual capabilities to receive credit. No partial credit will be given.

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.

LOCUS

Oct. 20, 2021, 8:30 a.m. - 12:30 p.m. ([Register](#))

Providers are required t use the LOCUS clinical tool to evaluate and determine the level of psychiatric and addiction services care needed for adults. This training is conducted by partners' MHSU UM staff. Registration is limited. Participants will receive the zoom platform link and handouts by email one day prior to class.

CALOCUS

Oct. 21, 2021, 8:30 a.m.-12:30 p.m. ([Register](#))

Providers are required to use the CALOCUS clinical tool to evaluate and determine the level of psychiatric and addiction services care needed for individuals ages 6-18. This training is conducted by Partners' MHSU UM staff. Registration is limited. Participants will receive the zoom platform link and handouts by email one day prior to class.

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.

Community Events and Training

You can find more training opportunities at www.partnersbhm.org/event-calendar/

Community Café: Join Partners on the fourth Wednesday of each month at 10 a.m. for Community Café, a virtual discussion of topics that impact the members we serve.

The June 23 topic is Understanding Alzheimer's – An Introductory Discussion.

[Register now.](#)

Darkness to Light

June 18, 2021, 9:30-11:30 a.m. ([Register](#))

This training provides education about child sexual abuse and the steps you can take to prevent and report child sexual abuse. This training is offered two times in April. You may register for either one. *Seats are limited; please register early.*

Human Trafficking: Keeping Our Children Safe

June 24, 2021, 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 During COVID-19: How to Help

June 24, 2021, 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.

Trauma Informed Care

June 28, 2021, 2 p.m. ([Register](#))

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

Risk & Resilience Buffering Toxic Stress Modules 4-5-Limbic Calming and Cortical Coping

June 29, 2021, 2 p.m. ([Register](#))

This is a follow-up to Modules 1-3, which teach about toxic stress. Module 4 focuses on healing for the limbic system and calming an overactive stress response. In Module 5 we will learn about healing the cortical brain to develop active coping skills such as impulse control and problem solving. Each of these modules stands alone and there are no prerequisites to attend any of the modules.

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

June 30, 2021, 2 p.m. ([Register](#))

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

Additional Training and Announcements

Truth and Reconciliation Forums (*Providers are asked to share this information with members and families.*):

Are you a young adult with a developmental disability and mental health condition (IDD- MH)? Are you a family member of a young adult with IDD-MH? Would you like to learn more about how people with IDD-MH, their families, and researchers learn can do research together?

Researchers at START/UNH, the University of Florida, and Georgetown University are inviting you to attend a "Truth and Reconciliation" activity. *Reconciliation* means to make things better.

The activity will help people with IDD-MH and their families:

- Learn about some of the bad things that happened during research in the past.
- Forgive past research mistakes.
- Figure out how to make research better.
- Connect people with IDD and their families to researchers.
- Help make sure no one feels left out of research.

The activity will be held virtually on July 19, 2021, and July 26, 2021. Participants will receive a \$25 gift card at the end of the activity.

To learn more about the research study and sign up for the activity, please contact:

- Andrea Caoili, Andrea.Caoili@unh.edu at UNH/Center for START Services

June 17, 2021

- Jessica Kramer: 352-273-9365 or yell@php.ufl.edu at the University of Florida

Your advice and experience are needed! Breathe Easy NC: Becoming Tobacco Free Advisory

Committee: Breathe Easy NC: Becoming Tobacco Free is recruiting people with lived experience and NC Medicaid or state-funded behavioral health, intellectual or developmental disabilities (I/DD), and traumatic brain injury (TBI) service providers to serve on an advisory committee. Breathe Easy NC is a statewide initiative to support people with behavioral health conditions and/or IDD/TBI in becoming tobacco free, by working with service providers to integrate tobacco use treatment and take campuses tobacco free. To support longer, healthier and happier lives, starting July 1, 2022, NC Medicaid will require contracted medical, behavioral health, and some IDD*/TBI organizations to provide a **100% tobacco-free campus**.

For the Breathe Easy NC advisory committee, we are looking for people with lived experience and service providers representing the various practice settings, including tribe members and tribal providers and people from diverse racial, ethnic, sexual orientation, and gender identities. The commitment for advisory group members would be one-two hours per month (a mix of time to meet or time to review materials/plans and give feedback). Your experience and guidance will increase health equity and help give all North Carolinians an equal chance at living a long, healthy, and happy life.

*I/DD residential settings subject to the HCBS final rule have a slightly different tobacco policy requirement, which is also part of this initiative.

Are you interested in serving on the Breathe Easy NC: Becoming Tobacco Free Advisory Committee?

Fill out this quick interest form, it will take you **less than two minutes!**

- If you have lived experience with BH, I/DD, or TBI: [Click here](#) for the interest form.
- If you are a BH, IDD, or TBI service provider: [Click here](#) for the interest form, and please share this advisory committee opportunity with clients that you serve!

Registration is Now Open for Virtual NAMIcon 2021: The culmination of events over the past year has demonstrated, more than ever, that there is no health without mental health. Finding solutions to our nation's mental health epidemic will require all of us uniting to help our communities heal and thrive. And the time to unite is NOW. It's time to ignite powerful conversations and time to connect at NAMIcon, the annual national convention for NAMI, the National Alliance on Mental Illness.

Register now for Virtual NAMIcon 2021, July 27–28, so you don't miss:

- An incredible value. NAMIcon is only \$10 for students and peers, \$15 for NAMI members and \$25 for non-members.

June 17, 2021

- A convenient, online experience. Your internet connection gives you access to our event no matter where you are.
- Plenary Speaker Joshua A. Gordon, M.D., Ph.D. The Director of the National Institute of Mental Health returns to NAMIcon to share an overview of the current challenges and opportunities in mental health.
- Programming built around five tracks. Timely and informative content focused on research, youth and young adults, mental health conditions, community support systems, and addressing mental health disparities.
- The largest community gathering of mental health advocates in the U.S. Help bring greater awareness and solutions for people living with mental health conditions.

*Registration fees are non-refundable. Please see our Frequently Asked Questions for more information. REGISTER NOW:

https://na.eventscloud.com/ereg/newreg.php?eventid=585902&reference=enew1&fbclid=IwAR0WK9s2Vywh_sUd9g9oHX2i1V1fkpt6ojSOE7tPCLwkSgvCXaHMhzWduVE.

UNC Institute for Best Practices NC ACT Coalition Meetings are held monthly at 11 a.m. Register for series: <https://zoom.us/meeting/register/tJUqf-6vqzMqw5Nvn9JQPyMdvh1FGJmWIA>

UNC Institute for Best Practices NC CST Support Meetings are held monthly 1:00 p.m. Register for series: <https://zoom.us/meeting/register/tJUqf-6vqzMqw5Nvn9JQPyMdvh1FGJmWIA>

CST-PSH Training being offered by Alliance Behavioral Health (open to Partners providers)

*July 13, 2021 – July 15, 2021, 8 a.m. - 1:30 p.m. daily sessions. **You must register for each day of training. Registration Deadline:** Thursday, July 8, 2021*

Day 1:

<https://alliancehealthplan.zoom.us/meeting/register/tJEqfumprTluGdIOqCH6ysZivECm859z1qd->

Day 2: <https://alliancehealthplan.zoom.us/meeting/register/tJlsc--srDovHtzd9EiCjX1DWuvkBgPLuO6>

Day 3:

https://alliancehealthplan.zoom.us/meeting/register/tJcodO6uqT8tE9KtVMdQWdmQ_eeenW7H5-WLK