

In This Bulletin:

- **Nasal Spray Narcan® Kits Available for Our Providers**
- **WS/FCS Seeks Mental Health Service Providers**
- **Program Integrity's Role in Healthcare**
- **Claims Information**
- **UM Updates**
- **State News and Updates**
- **Training Resource and Collaborative (TRAC)**
- **Community Training**
- **Additional Events and Training**

Nasal Spray Narcan® Kits Available for Our Providers

Partners has a limited supply of 4 milligram nasal spray Narcan® kits available for our providers to give to members at risk.

Naloxone, for example Narcan®, is a medicine that can help people who are overdosing on an opioid. Opioids include prescription medications, heroin, and fentanyl. Sometimes other drugs, including cocaine and methamphetamine, are mixed, or laced with fentanyl, according to the Centers for Disease Control and Prevention (CDC).

If your agency has a need for Narcan®, [click here](#) and fill out the request form, then click submit and we will fulfill requests as supply allows. Please order Narcan® by the case, which includes 24 doses/12 kits per case.

Thank you for partnering with us to save lives across our communities.

WS/FCS Seeks Mental Health Service Providers

The Winston-Salem/Forsyth County Schools (WS/FCS) is currently requesting Letters of Intent and Proposals from appropriately licensed and certified providers of Mental Health Services (Outpatient, Individual and/or Group Therapy, Day Treatment, and/or Community Support Services) who desire to provide services within the WS/FCS during the 2023-2024 school year.

The school system needs qualified, licensed agencies and providers to offer the following mental health services to WS/FCS students:

- Comprehensive clinical assessments
- Individual therapy
- Group therapy
- On-site consultation

Agencies/providers must have at least three years of experience in good standing, the capacity to establish in-school access to clinical outpatient treatment services and be capable of providing mental health services at

varying levels of intensity, based on the individualized needs of the students. All applicants must be able and eligible to bill Medicaid.

Applicant(s) approved will be eligible to provide services for one (1) academic calendar year. Dates will be provided to approved mental health providers after the completion of the selection and interview process.

The deadline to apply is 3 p.m. on May 26, 2023. For more information, [click here](#).

Program Integrity's Role in Healthcare

Program integrity encompasses many different aspects of healthcare delivery and is the responsibility of everyone. It includes ensuring that the care is medically necessary, that it is delivered in a clinically sound manner, that the services are documented to help ensure the first two elements were present prior to and during delivery and that we act as good fiscal stewards of the public funds we oversee in connection with these taxpayer-funded healthcare programs.

Partners Health Management and the providers within its healthcare network are responsible for providing a high-quality, accessible healthcare system that integrates physical and behavioral health in a manner that is quality driven, compliant, outcome-focused, and effective to meet the needs of those we serve. It is through the dedication of our providers and stakeholders that we can be successful in meeting these assurances and maintaining good stewardship of public funds.

The Partners' Program Integrity Department (PID) helps to meet these needs through its focus on the prevention, detection, and resolution of healthcare fraud, waste and financial abuse (FWA). PID is responsible for the conduct of audits and investigations as part of Partners' overall Compliance Program.

Within PID, we conduct audits and reviews to develop findings based on objective analysis of sufficient, appropriate evidence against criteria to look for aberrant patterns or trends for the prevention and detection of FWA. Audits generally do not require an on-site visit but may include a request for documentation from the provider.

At the conclusion of any audit, PI may issue:

- (1) A closing letter if we made a document request or performed an on-site, indicating that there were no findings
- (2) A warning letter based on findings that do not necessitate repayment of an overpayment
- (3) A Tentative Notice of Overpayment if it appears an overpayment has occurred
- (4) A referral to an investigator
- (5) A combination thereof

PID also conducts investigations to determine if a specific provider and or individual engaged in alleged FWA. Investigators gather facts and identify the applicable law, rule, regulation, or policy that was allegedly violated or that formed the basis of the complaint. Investigations are not limited to the specific allegation initially presented; we apply our professional judgment and may expand or modify the scope of the investigation based upon the facts and circumstances. Investigations are performed by conducting desk reviews, on-sight reviews, and/or a combination of the two. They will typically involve a request for documents from the provider.

An investigation may result in:

- (1) A warning letter based on findings that do not necessitate repayment of an overpayment
- (2) A Tentative Notice of Overpayment if it appears an overpayment has occurred
- (3) A referral to the Department of Health and Human Services, North Carolina Medicaid, Office of Compliance and Program Integrity if potential fraud is uncovered, or
- (4) A closing letter, if we made a document request or performed an on-site, indicating that we
 - a. Determined that the allegations are unfounded based upon exculpatory facts, or
 - b. We were unable to substantiate the allegations based on the absence of definitive facts

Just because PID initiates an audit or investigation is not indicative that FWA has occurred. Partners is required to investigate each allegation received and takes every allegation seriously, completing a thorough unbiased investigation.

Report concerns of fraud, waste, or financial abuse by calling the Regulator Compliance Alert Line at 1-866-806-8777, where a live person can assist with taking information or file a report online at <https://www.mycomplianceportal.com/report?cid=PHM>.

Claims Information

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

[Alpha+ Portal University](#) is an available resource and guide for navigating Alpha+. If you need additional claims training, email claimsdepartment@partnersbhm.org to schedule a time for training.

Explanation of Benefits Requests for Coordination of Benefits Claims

As a reminder, Partners 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 secure 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.

Reminder: Please remember to include all diagnosis codes on claims. This allows Partners to measure member health, identify areas of risk and evaluate the quality of care.

April 2023: Medicaid—Number of Days to Process and Pay All Claims

Received Date to Paid Date:	8.4
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Top Five Medicaid Claim Denials for April 2023

Claim Denial	Provider Recommended Action Steps
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Duplicate claim.	The claim has previously been submitted and adjudicated. Do not refile.
No coverage available for Patient/Service/Provider combo.	Go to Patient -> Patient Search and search for the patient in question. Check the insurance to ensure the patient has effective insurance covering to date of service submitted on the claim. If this appears to be correct, contact the MCO for further assistance.
Client has other covered insurance (COB).	Ensure the primary insurance for the member has been billed and is indicated on the submitted claim.
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.

Utilization Management (UM) Updates

Providers Encouraged to Watch On-Demand ProAuth Demonstration Video

Partners' Utilization Management (UM) encourages providers to watch its updated on-demand demonstration video about our new system for authorizations called ProAuth.

Partners launched its ProAuth platform for prior authorizations on Jan. 23, 2023. The new system requires providers to log in to ProviderCONNECT to submit authorization requests. Since its launch, Partners has identified some common questions among providers on how to access or use the system.

To better assist our providers, Partners staff recorded a live demonstration of the system for on-demand viewing.

Local administrators for provider organizations and any users within the organization should view the recorded demonstration. (Each provider organization is required to have a local administrator who is responsible for setting up other users within their organization.)

If you do not know your organization's Local Administrator, check the list by [clicking here](#).

[Click here](#) to view the on-demand Partners ProAuth recorded demonstration. If you continue to have difficulties submitting your prior authorization request, email ProAuth@partnersbhm.org. For ProviderConnect log-in issues, email providerconnectsupport@partnersbhm.org.

Medicaid Direct Eligibility Period Ends Sept. 30, 2023

REMINDER: Partners is authorizing service dates only through the end of the current NC Medicaid Direct eligibility period, Sept. 30, 2023. Please refer to the Provider Alert issued on March 30, 2023: [Updates to](#)

May 18, 2023

[Partners' Prior Authorization Process](https://providers.partnersbhm.org/updates-to-partners-prior-authorization-process/) (link: <https://providers.partnersbhm.org/updates-to-partners-prior-authorization-process/>).

Reminders from the alert include:

- Providers and Tailored Care Managers should continue to submit authorization requests for the service dates and units needed
- UM will continue to complete medical necessity reviews for all requested service dates and units
- Providers and Tailored Care Managers should continue to submit authorization requests for the service dates and units needed
- Authorizations with end dates after Sept. 30, 2023, will be adjusted by UM to end on Sept. 30, 2023. (Units will be adjusted to be in line with end date Sept. 30, 2023)
- The Authorization Rationale statements on electronic Authorizations and Manual Authorizations will reference all approved service dates and units. When the electronic authorizations are able to be entered, they will end on Sept. 30, 2023, with adjusted units
- Authorizations for the remainder of the request period and units starting Oct. 1, 2023, will be completed as administrative approvals closer to Oct. 1, 2023
- These changes DO NOT apply to State Funded Services. State authorizations should be submitted under the current process

Research Based-Behavioral Health Treatment (RB-BHT) Updates:

On April 27, 2023, the N.C. Department of Health and Human Services (NC DHHS) released clarification on the Supervision requirements of Board-Certified Behavior Analysts (BCBA). You can read the full statement [here](#).

Per this announcement, BCBAs can act as the Licensed Qualified Autism Service Provider through the RB-BHT State Plan Amendment. With this announcement, Partners accepts the signature of the BCBA as the Licensed Qualified Autism Service Provider (LQASP) on the treatment plan for Research Based Behavioral Health Treatment (RB-BHT) services when signed after April 27, 2023.

The new taxonomy for Behavior Analyst 103K00000X, will not be available for enrollment in NC Tracks until the NBALB is authorized to begin accepting applications for licensure. BCBAs should enroll with this new taxonomy only after they are licensed by the Board.

Behavioral Analysts will use this Level II taxonomy code for enrollment and subsequent billing for care. This new taxonomy will be implemented under the existing group Behavioral Health and Social Service Providers. Submission of an active BCBA board certification and Behavior Analyst license in accordance with N.C.G.S. Chapter 90, Article 43 will be required for enrollment.

Once NC Tracks updates the taxonomy and the BCBA is enrolled in NC Tracks Partners will receive their information on the Provider Enrollment Form (PEF) from the state and the BCBA will then be associated with the providers they are enrolled under through NC Tracks.

Until this taxonomy code is implemented, analysts should continue to use their current billing process. The new taxonomy code will not preclude continued provision of services and credentialing under the current process.

May 18, 2023

Clinical social workers and licensed counselors can continue to practice and bill within their scope of practice and under their professional taxonomy.

YM590 State Funded Day Supports

As a reminder, recipients receiving State Funded Day Supports should NOT be engaged in 14c work. The service definition states: *"Day Supports is not intended to be an employment service. Individuals that are interested in transitioning from prevocational to vocational services should consider employment service options. Prevocational supports outlined in the service definition are unpaid experiences."*

The State Funded Day Supports definition was amended on June 1, 2022, and can be located [here](#).

Psychosocial Rehabilitation (PSR) Updates:

Effective May 1, 2023, prior authorization will no longer be required for Medicaid or State-funded Psychosocial Rehabilitation to include the base code or any of the following modifiers:

Medicaid Psychosocial Rehabilitation	State Psychosocial Rehabilitation
H2017 – Psychosocial Rehabilitation	H2017 – Psychosocial Rehabilitation
H2017 (DJ) – Psychosocial Rehabilitation	H2017 (DJ) – Psychosocial Rehabilitation
H2017 (OT) – Psychosocial Rehabilitation	H2017 (OT) – Psychosocial Rehabilitation
H2017 (U5) – Individual Rehabilitation, Coordination, and Support Services	H2017 (U5) – Individual Rehabilitation, Coordination, and Support Services

COVID-19 flexibility codes for Psychosocial Rehabilitation do not require prior authorization.

The following clinical documentation, as stated in Clinical Coverage Policy 8A, is required for both Medicaid and State-funded Psychosocial Rehabilitation:

- A Service Order is required and is due on or before the first date of service. The Service Order is valid for one year
- A comprehensive clinical assessment (CCA) that demonstrates medical necessity must be completed by a licensed clinician prior to the provision of this service
- A Person-Centered Plan (PCP) and Comprehensive Crisis Plan is required and must be completed at the start of service. Updated PCP must include progress towards goals along with the signature page. CCP must be updated annually and after a crisis occurs

For information on Psychosocial Rehabilitation benefit limits, please refer to Clinical Coverage Policy 8A.

If you have additional questions regarding prior authorization submissions, please email the Utilization Management Department at UMquestions@partnersbhm.org.

Presumptive I/DD Eligibility for Medicaid Services:

Provider Communication Bulletin #140

May 18, 2023

On May 1, 2023, Partners received NC Medicaid guidance regarding Presumptive intellectual and developmental disabilities (I/DD) Eligibility Determinations for Adults without Documentation. This is applicable for Medicaid Direct I/DD services including Medicaid State Plan Services, b(3), In-Lieu of Services (ILOS) and Innovations.

In addition to recent clinical documentation of active functional deficits and any relevant diagnoses/related conditions, evidence of an I/DD occurring before adulthood (before age 22) may include:

- Psychological testing showing a current DSM diagnosis of ID (Intellectual Disability) by a qualified clinician
- Reliable report(s) of significant delay in achieving developmental milestones
- Inclusion in special education programs (these may have different labels) during the developmental period
- Never having lived independently
- Reliable information that the individual has never been successfully employed or had other accomplishments that would be uncommon in a person with an I/DD without supports
- Eligibility for Social Security Disability benefits before adulthood for reasons related to an I/DD diagnosis and not for other reasons unrelated to an I/DD diagnosis
- A substantiated diagnosis of Autism Spectrum Disorder (ASD), even in adulthood
- Absence of mental health disorders that might better account for intellectual and/or functional impairments
- Absence of medical conditions that might better account for intellectual and/or functional impairments
- The presence of Down syndrome or other genetic disorders that, if present as an adult, presumably were present since birth
- Assignment of guardianship or payee to manage affairs and funds

Partners will make a determination of presumptive eligibility for I/DD services based on a review of all available information when the overall pattern of information about the member is consistent with that for a person with an I/DD diagnosis.

Note: eligibility criteria are slightly different for Medicaid Direct B, (b)(3) or Innovations services vs. non-Medicaid funded (state-funded) I/DD services:

- For information on Medicaid I/DD eligibility, see [NC Medicaid Clinical Coverage Policy No. 8-E](#)
- For information on North Carolina non-Medicaid-funded (state-funded) I/DD eligibility, see [N.C. Gen. Stat. § 122C3\(12a\)](#)

Ending of the Federal Public Health Emergency (PHE)

[SPECIAL BULLETIN COVID-19 #265: Ending Clinical Policy Flexibilities Associated with the Federal Public Health Emergency](#) contains important information regarding temporary behavioral health policy flexibilities.

All temporary behavioral health policy flexibilities outlined in COVID-19 Special Bulletins that have not been made permanent or ended on June 30, 2022, with the end of the NC State of Emergency, will be end-dated on either:

- May 11, 2023, for Disaster SPA flexibilities which end with the end of the federal Public Health

Provider Communication Bulletin #140

May 18, 2023

Emergency (PHE), or

- Nov. 11, 2023, for Appendix K flexibilities, which end 6 months after the federal PHE

To support providers and the NC Medicaid community, the NC Medicaid team is providing a list of all the clinical policy flexibilities related to the Federal Public Health Emergency (PHE), including:

- Flexibilities that have been or are being incorporated into permanent policy
 - All flexibilities in permanent NC Medicaid policy can be found on the [NC Medicaid Program Specific Clinical Coverage Policies page](#)
- Temporary Disaster SPA flexibilities that will end at the end of the federal PHE (May 11, 2023)
- Temporary Appendix K flexibilities that will end six months after the end of the federal PHE (Nov. 11, 2023)

Utilization Management COVID–19 Flexibilities MHSU:

Below table identifies the Behavioral Health Services that ended May 11, 2023.

Service Codes	Description
H0010 CR - NON-HOSPITAL MEDICAL DETOXIFICATION	Prior authorization needed for both initial and concurrent requests Real time two-way interactive audio and video telehealth, and telephonic ending
H0012 HB CR - SA Non-Medically Monitored Community Residential Tx	Prior authorization needed for both initial and concurrent requests Real time two-way interactive audio and video telehealth, and telephonic ending
H0013 CR - SA Medically Monitored Community Residential Tx	Prior authorization needed for both initial and concurrent requests Real time two-way interactive audio and video telehealth, and telephonic ending
H0015 AD CR - Adolescent SAIOP H0015 AD GT CR - Adolescent SAIOP H0015 CR - SUBSTANCE ABUSE INTENSIVE OUTPATIENT H0015 GT CR - SUBSTANCE ABUSE INTENSIVE OUTPATIENT	Prior authorization needed for both initial and concurrent requests after pass-through Urine Drug Screenings are required Real time two-way interactive audio and video telehealth, and telephonic ending
H0019 HQ CR - -Residential Level III, 4 beds or less H0019 TJ CR - Residential III, 5 beds or more	Real time two-way interactive audio and video telehealth, and telephonic ending
H0035 CR - MENTAL HEALTH PARTIAL HOSPITALIZATION	Prior authorization needed for concurrent requests

Provider Communication Bulletin #140

May 18, 2023

H0035 GT CR - MENTAL HEALTH PARTIAL HOSPITALIZATION	Real time two-way interactive audio and video telehealth, and telephonic ending
H0040 U5 GT CR - Assertive Community Treatment - Step Down (ACT-SD)	Prior authorization needed for concurrent requests Real time two-way interactive audio and video telehealth, and telephonic ending
H0046 CR - Level I Family Type	Real time two-way interactive audio and video telehealth, and telephonic ending
H2012 HA CR - CHILD/ADOLESCENT DAY TREATMENT H2012 HA CV - Adolescent Day Treatment Per Diem H2012 HA GT CR - CHILD/ADOLESCENT DAY TREATMENT	Prior authorization needed for concurrent requests Real time two-way interactive audio and video telehealth, and telephonic ending
H2017 CR - PSYCHOSOCIAL REHABILITATION H2017 DJ CR - PSYCHOSOCIAL REHABILITATION H2017 DJ GT CR - PSYCHOSOCIAL REHABILITATION H2017 GT CR - PSYCHOSOCIAL REHABILITATION	Real time two-way interactive audio and video telehealth, and telephonic ending
H2020 CR - Level II Program Type S5145 CR - Level II Family Type – TFC S5145 CR DD - Residential level II Family Type MH/IDD	Real time two-way interactive audio and video telehealth, and telephonic ending
S5145 CR - Level II Family Type - TFC	Real time two-way interactive audio and video telehealth, and telephonic ending
H2022 GT CR - Intensive In Home Telehealth Crisis Response	Prior authorization needed for concurrent requests Real time two-way interactive audio and video telehealth ending
H2035 CR - SA COMPREHENSIVE OUTPAT TXT PROGRAM H2035 CV - SA Comprehensive Outpat Txt Program 15 min H2035 GT CR - SA COMPREHENSIVE OUTPAT TXT PROGRAM	Prior authorization needed for both initial and concurrent requests after pass through Urine Drug Screenings are required Real time two-way interactive audio and video telehealth, and telephonic ending

Provider Communication Bulletin #140

May 18, 2023

90791 TI CR - Comprehensive Assessment Trauma Focused 90791 TI FN CR - Comprehensive Assessment Trauma Focused 90791 TI FN GT CR - Comprehensive Assessment Trauma Focused 90791 TI GT CR - Comprehensive Assessment Trauma Focused	Real time two-way interactive audio and video telehealth, and telephonic ending Telehealth will be added to permanent policy with new codes: 90791 TI GT 90791 TI FN GT 90791 TI CU GT
Community Support Team: H2015 HT U1 – CST Peer Support Specialist H2015 HT HM – CST Paraprofessional H2015 HT HN – CST Qualified Professional/Associate Professional H2015 HT HF – CST Substance Use Counselor (LCAS, LCAS-A, CCS, CSAC) H2015 HT HO – CST Licensed Team Lead H2015 HT U1 DJ – CST Peer Support Specialist (DOJ) H2015 HT HM DJ – CST Paraprofessional (DOJ) H2015 HT HN DJ – CST Qualified Professional/Associate Professional (DOJ) H2015 HT HF DJ – CST Substance Use Counselor (LCAS, LCAS-A, CCS, CSAC) H2015 HT HO DJ – CST Licensed Team Lead (DOJ)	Prior authorization needed for both initial and concurrent requests after pass through
S9484 CR - CRISIS INTERVENTION (FACILITY BASED)	Telephonic ending
Multisystemic Therapy - H2033 M1-M5; H2033 M1PB-M7-PB	Prior authorization needed for both initial and concurrent requests after pass through

Provider Communication Bulletin #140

May 18, 2023

The following services below identify changes in staffing, program, or location delivery ended May 11, 2023. For more details, please refer to this [bulletin](#), which contains important information regarding temporary behavioral health policy flexibilities.

Services include:

- **Assertive Community Treatment Team** (ACTT H0040, H0040 OT, H0040 DJ)
- **Child and Adolescent Day Treatment** (CADT H2012 HA)
- **Community Support Team** (H2015 HT U1, H2015 HT HM, H2015 HT HN, H2015 HT HF, H2015 HT HO, H2015 HT U1 DJ, H2015 HT HM DJ, H2015 HT HN DJ, H2015 HT HF DJ)
- **Intensive In-Home** (IIH H2022)
- **Mobile Crisis Management** (MCM H2011, H2011 CR, H2011 GT CR)
- **Multisystemic Therapy** (MST H2033 M4-M5)
- **Partial Hospitalization** (PH H0035)
- **Psychosocial Rehab** (PSR H2017, H2017 DJ, H2017 OT)
- **Residential Level I** (H0046)
- **Residential Level II** (S5145 DD; S5145 HA ST; S5145 TF; S5145 HA; S5145 HT; S5145; H2020)
- **Residential Level III** (H0019 HQ; H0019 TJ; H0019 TJ PB; H0019 TJ HE)
- **Residential Level IV** (H0019 UR H09 U5 H0019 HK)
- **Substance Abuse Comprehensive Outpatient Treatment** (SACOT H2035; H2035 OT)
- **Substance Abuse Intensive Outpatient Program** (SAIOP H0015; H0015 AD; H0015 OT)
- **Substance Abuse Medically Monitored Community Residential** (SAMMCR H0013, H0013 CR)

The following testing codes ended on May 11, 2023. GT codes were developed and made into permanent policy for most Psychological Testing codes:

- 96110 CR – Developmental Screening with Scoring and Documentation
- 96112 CR – Developmental Testing Administration with Interpretation and report 1st hour
- 96113 CR – Developmental Testing Administration with Interpretation and each additional 30 minutes
- 96116 CR – NEUROBEHAVIORAL STATUS EXAM, 1ST HOUR
- 96121 CR – NEUROBEHAVIORAL STATUS EXAM, each additional hour
- 96130 CR – Psychological Evaluation and Interpretation
- 96130 GT CR – Psychological Evaluation and Interpretation
- 96131 CR – Psychological Evaluation and Interpretation ADD 1 Hr
- 96131 GT CR – Psychological Evaluation and Interpretation ADD 1 Hour
- 96132 CR – Neuropsychological Eval & Interpretation
- 96132 GT CR – Neuropsychological Eval & Interpretation, 1st hour
- 96133 CR – Neuropsychological Eval & Interpretation each additional hour
- 96133 GT CR – Neuropsychological Eval & Interpretation Add 1 Hour
- 96136 CR – Psychological Scoring Physician, 1st 30 minutes
- 96137 CR – Psychological Scoring Physician Each additional 30 minutes
- 96138 CR – Psychological Scoring Technician
- 96139 CR – Psychological Scoring Technician Add 30

Provider Communication Bulletin #140

May 18, 2023

- 96146 CR – Psychological or Neuropsychological Test Administered by Electronic Platform

Changes to Outpatient Behavioral Health Services, including E/M codes and (b)(3) services have been made into permanent policy. Use Modifier GT for interactive audio-visual communication and KX via telephonic, audio-only. For more details, please see link below for Behavioral Health Clinical Coverage Policies: 8A, 8A-1, 8A-2, 8A-5, 8A-6, 8C, 8D-2 and 8G: <https://medicaid.ncdhhs.gov/behavioral-health-clinical-coverage-policies>

Research-Based Behavioral Health Treatment COVID-19 Flexibility Codes

Temporary telephonic flexibilities for Research-Based Behavioral Health Treatment (RB-BHT) ended with the federal PHE on May 11, 2023.

- 97151 CR NC – RB-BHT Comprehensive Clinical Assessment (LP)
- 97151 CR RB-BHT Comprehensive Clinical Assessment (LP)
- 97151 KX CR – RB-BHT Comprehensive Clinical Assessment (LP) Telephonic-Crisis Response
- 97151 KX CR NC – RB-BHT Comprehensive Assessment (Non-Clinical) Telephonic-Crisis Response
- 97152 CR NC R/B BHT Assess Follow Up (Non-Clinical)
- 97152 CR R/B BHT Assess Follow Up (LP)
- 97152 KX CR – RB-BHT Assess Follow Up (LP) Telephonic-Crisis Response
- 97152 KX CR NC – RB-BHT Assess Follow Up (Non-Clinical) Telephonic-Crisis Response
- 97153 CR RB-BHT ABA
- 97153 KX CR – RB-BHT ABA Telephonic-Crisis Response
- 97154 CR – RB-BHT ABA >2
- 97154 KX CR – RB-BHT ABA >2 Telephonic-Crisis Response
- 97155 CR RB-BHT Supervision, Parent Training
- 97155 KX CR – RB-BHT Supervision, Parent Training Telephonic-Crisis Response

Appendix K Flexibilities Ending

The following temporary Appendix K flexibilities will be ending six months after the end of the federal PHE on November 11, 2023. Tailored Care Manager (TCM), member/LRP and treatment team should consult to ensure that the member's plan reflects all current needs.

Waiver	Description
NC Innovations	Allow for an increase in service hours from what is in the person-centered plan without prior authorization for this time period.
NC Innovations	Respite may be provided when family is out of state due to evacuation/displacement until they return home.
NC Innovations	Allow Day Supports, Community Living and Supports, Supported Employment and Community Networking to be provided in the home of the participant, the home of the direct care worker, or the residential setting. Residential setting refers to the setting types listed in the Residential Service definition in the approved NC Innovations Waiver.

Provider Communication Bulletin #140

May 18, 2023

NC Innovations	Waive prior approval for individuals who are displaced and allow Respite to be provided out of state.
NC Innovations	Annual reassessments of level of care that exceeds the 60-calendar day approval requirement beginning on March 13, 2020, will remain open, and services will continue for three months to allow sufficient time for the care coordinator to complete the annual reassessment paperwork. Additional time may be awarded on a case-by-case basis when conditions from COVID-19 impede this process. Annual reassessments of level of care may be postponed by 90 calendar days to allow sufficient time to complete the annual reassessment and accompanying paperwork.
NC Innovations	Community Living and Supports may be provided in acute care hospital or short-term institutional stay, when the waiver participant is displaced from home because of COVID-19 and the waiver participant needs direct assistance with ADLs, behavioral supports or communication supports on a continuous and ongoing basis and such supports are otherwise not available in these settings.
NC Innovations	Allow beneficiaries to receive fewer than one service per month during this amendment without being subject to discharge.
NC Innovations	Waive the face-to-face requirements for monthly and quarterly care coordination/beneficiary meetings for individuals receiving residential supports, new to waiver or relative-as-provider during this amendment. Waive the face-to-face requirements for quarterly care coordinator/beneficiary meetings. Individuals who do not receive at least one service per month will receive monthly monitoring (which can be telephonic) as quarterly meetings are not sufficient for such individuals. Monthly and quarterly monitoring will occur telephonically. This telephonic assessment/monitoring will be conducted in accordance with HIPAA requirements.
NC Innovations	Temporarily include retainer payments to address emergency-related issues.
NC Innovations	Allow for relatives of adult waiver beneficiaries to provide services to beneficiaries in Supported Living arrangements prior to background checks and training for 90 days.
NC Innovations	Respite may be utilized during school hours for sickness or injury, when a student is suspended or expelled, or school hours during the public health emergency necessitate remote learning.
NC Innovations	Allow for existing staff to continue to provide service for 90 days when CPR and NCI re-certification has lapsed.

NC Innovations	Waive Support Intensity Scale Assessments/reassessment during amendment.
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The following Appendix K codes will be ending on 11/11/2023 which are associated with the flexibilities outlined above:

- H2015 CR EO – Community Networking Employer of Record
- H2015 CR XU – COMMUNITY NETWORKING SERVICE (Individual)
- H2015 CR – Community Networking (Individual)
- H2015 GT CR – Community Networking
- H2015 HQ CR EO – Community Networking Group Employer of Record
- H2015 HQ CR XU – COMMUNITY NETWORKING GROUP
- H2015 HQ CR – Community Networking Group
- H2015 HQ GT CR – Community Networking Group
- H2015 U1 CR EO – CN Class & Conf Emp of Record
- H2015 U2 CR EO – Transportation, Community Networking Emp of Record
- H2016 CR XU – RESIDENTIAL SUPPORTS: LEVEL 1
- H2016 HI CR XU – RESIDENTIAL SUPPORTS: LEVEL 4
- H2016 HI U2 CR XU – RESIDENTIAL SUPPORTS: LEVEL 4 AFL
- H2016 U2 CR XU – RESIDENTIAL SUPPORTS: LEVEL 1 AFL
- H2025 CR EO – Supported Emp Services Individual Employer of Record
- H2025 CR XU – SUPPORTED EMPLOYMENT SERVICES INDIVIDUAL
- H2025 CR - SUPPORTED EMPLOYMENT INDIVIDUAL
- H2025 GT CR – Supported Employment Services: Individual
- H2025 HQ CR EO – Supported Employer Svc, Group Emp of Record
- H2025 HQ CR XU – SUPPORTED EMPLOYMENT SERVICES GROUP
- H2025 HQ CR – Supported Employment Group
- H2025 HQ GT CR – Support Employment Services - Group
- H2025 TS CR XU – SUPPORTED EMPLOYMENT LTFU - INDIVIDUAL
- H2025 TS CR – SUPPORTED EMPLOYMENT LTFU - INDIVIDUAL
- H2025 TS GT CR – Supported Employment Long Term Follow up Ind
- H2025 TS HQ CR XU – SUPPORTED EMPLOYMENT LTFU - GROUP
- H2025 TS HQ CR – SUPPORTED EMPLOYMENT LTFU - GROUP
- H2025 TS HQ GT CR – Supported Employment Long Term Follow up Group
- H2025 U2 CR XU – SUPPORTED EMPLOYMENT
- H2025 U2 CR – Transportation – Day Supports
- S5110 GT CR Natural Supports Education: Individual
- T2012 CR EO – CLS Community Only EOR Disaster
- T2012 CR – CLS Community Only Disaster
- T2012 GC CR EO – CLS Live in Caregiver Ind EOQ Disaster
- T2012 GC CR – CLS Live in Caregiver Ind Disaster
- T2012 GC HQ CR EO – CLS Live in Caregiver Grp EOR Disaster
- T2012 GC HQ CR – CLS Live in Caregiver Group Disaster
- T2012 HQ CR EO – CLS Community Only Group EOR Disaster

- T2012 HQ CR – CLS Community Only Group Disaster
- T2013 TF CR EO – Community Living and Supp Emp of Record
- T2013 TF CR XU – COMMUNITY LIVING & SUPPORTS - INDIVIDUAL
- T2013 TF CR – Community Living & Supports Individual
- T2013 TF GT CR – Community Living and Supports
- T2013 TF HQ CR EO – Community Living and Supp Grp Emp of Record
- T2013 TF HQ CR XU – COMMUNITY LIVING & SUPPORTS GROUP
- T2013 TF HQ CR – Community Living & Supports Group
- T2013 TF HQ GT CR – Community Living and Supports Group
- T2014 CR XU – RESIDENTIAL SUPPORTS: LEVEL 2
- T2014 CR – Residential Supports Level 2
- T2014 U2 CR XU – RESIDENTIAL SUPPORTS: LEVEL 2 AFL
- T2020 CR XU – RESIDENTIAL SUPPORTS: LEVEL 3
- T2020 U2 CR XU – RESIDENTIAL SUPPORTS: LEVEL 3 AFL
- T2021 CR XU – DAY SUPPORTS: INDIVIDUAL
- T2021 CR – Day Supports Individual
- T2021 GT CR – Day Supports Individual
- T2021 HQ CR XU – DAY SUPPORTS: GROUP
- T2021 HQ CR – DAY SUPPORTS: GROUP
- T2021 HQ GT CR – Day Supports Group
- T2025 GT CR – Specialized Consultation Services
- T2027 CR XU – DAY SUPPORTS: DEVELOPMENTAL DAY
- T2027 CR – DAY SUPPORTS: DEVELOPMENTAL DAY
- T2027 GT CR – Day Supports Developmental Day
- T2033 CR EO – Supported Living 1 Emp of Record
- T2033 CR XU – SUPPORTED LIVING - LIVING 1
- T2033 GT CR – Supported Living 1
- T2033 HI CR EO – Supported Living 2 Employer of Record
- T2033 HI CR XU – SUPPORTED LIVING - LIVING 2
- T2033 HI GT CR – Supported Living 2
- T2033 TF CR EO – Supported Living 3 Employer of Record
- T2033 TF CR XU – SUPPORTED LIVING - LIVING 3
- T2033 TF GT CR – Supported Living 3
- T2033 U1 CR XU – Supported Living Periodic
- T2041 GT CR – Community Navigator Monthly
- H2016 FL – Residential Supports: Level 1
- H2016 HI FL – Residential Supports: Level 4
- H2016 HI U2 FL – Residential Supports Level 4 AFL
- H2016 U2 FL – Residential Supports Level 1 AFL
- S5150 FL – Respite Individual
- S5150 HQ FL – Respite Group
- S5150 US FL – Respite Facility

- T1005 TD FL – Nursing Respite RN
- T1005 TE FL – Nursing Respite LPN
- T2014 U2 FL – RESIDENTIAL SUPPORTS: LEVEL 2 AFL
- T2020 FL – RESIDENTIAL SUPPORTS: LEVEL 3
- T2020 U2 FL – RESIDENTIAL SUPPORTS: LEVEL 3 AFL
- T2033 HI FL – Supported Living 2

State News and Updates

NCDHHS Resources:

- **Joint Communication Bulletins**, which are issued by the N.C. Department of Health and Human Services, can be found [here](#).
- **Medicaid Bulletins**: All bulletin articles are available [here](#). Providers are encouraged to frequently review this information.
- **Medicaid Pharmacy Newsletters** are available [here](#).
- **NCTracks**: Providers are encouraged to review NCTracks communications. To subscribe to NCTracks communications, [click here](#).

Training Resource and Collaborative (TRAC)

The TRAC offers a centralized cross-functional selection of required training, collaboratives and events. [Click here](#) to view what is coming up in the next few months.

Tailored Plan On-Demand Provider Trainings

The N.C. Department of Health and Human Services (NCDHHS) requires the listed training be available for providers. This applies to Tailored Plan, Medicaid Direct and State-funded providers. Registering is easy. You will be prompted to enter simple registration information. The on-demand training will then be available immediately or when your schedule allows. **Note:** Training Reciprocity Among Tailored Plans. NCDHHS is allowing the six LME/MCOs reciprocity for some Tailored Plan-required trainings.

CLAS Standards

On-Demand ([Register](#))

The Office of Minority Health has established culturally and linguistically appropriate services (CLAS) Standards to address health equity, promote cultural competence, and to improve health outcomes. This training will review the fifteen CLAS standards and identify resources and training materials available to providers at no cost on the website, thinkculturalhealth.hhs.gov.

Due Process

On-Demand ([Register](#))

This on-demand webinar covers the following (but not limited to) four dispute types: Medicaid appeals, non-Medicaid appeals, Provider disputes, and Grievances.

EPSDT

On-Demand ([Register](#))

May 18, 2023

In the EPSDT training, you will learn: What is EPSDT; Partners EPSDT requirements; Periodicity Schedule; Diagnostic and Treatment Components; Medical Necessity Review; Service Coordination (Vaccines for Children, Into the Mouths of Babies, and Developmental Delay and Referral to NC Infant-Toddler Program); and EPSDT components, diagnosis codes, modifiers, referrals, tracking, follow-up and outreach.

Fraud, Waste and Abuse

On-Demand ([Register](#))

This webinar covers (but is not limited to) the following: Regulatory Compliance Program, Types of Health Care Industry Oversight, Partners Program Integrity Department, Program Integrity Department Function Highlights, What are Fraud, Waste and Abuse (FWA), Potential Areas or examples of FWA and the Impact of FWA on health care.

Into the Mouths of Babies (IMB)

On-Demand ([Register](#))

The IMB program trains medical providers on how to provide preventative oral health services to Medicaid-insured children from tooth eruption to age 3 ½ (42 months). Goals of the program include preventing and reducing early childhood tooth decay and increasing referral of high-risk children to a dental home. This training is required before being permitted to receive reimbursement for IMB services.

Partners Hand Washing and Personal Protective Equipment (PPE)

On-Demand ([Register](#))

Participants will gain an understanding of infection control using PPE and frequent handwashing.

Partners Infection Control: Home Care Settings

On-Demand ([Register](#))

Participants will gain an understanding of infection control in the home care setting, which includes learning ways infections are transmitted, standard precautions and how to teach members about infection control procedures.

Partners Infection Control: Community Care Settings

On-Demand ([Register](#))

Participants will gain an understanding of infection control in the community care setting, which includes learning ways infections are transmitted, standard precautions and how to teach members about infection control procedures.

Prevention and Population Health Management

On-Demand ([Register](#))

Partners takes a population-based approach to improve the overall health of Medicaid members and State-funded recipients and collaborates with community partners on targeted initiatives. In this training, you will learn about: Partners Prevention and Population Health Core Philosophies, Program Goals, Partners Prevention and Population Health Approach, Provider Level Interventions and Partners Prevention and Population Health Programs Overview of Provider Expectations.

Provider Training-Live Virtual and/or Prerecorded

Community Support Team (CST) Service Definition Training

On Demand ([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 of three hours of CST Service Definition Training. Registrants will view a previously recorded training that includes two 10-minute breaks. 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.

Employer of Record (EOR) Webinar

On Demand ([Register](#))

This webinar provides an overview of Employer of Record (EOR) areas of importance including, monitoring processes, post payment reviews, documentation, staff qualifications, monitoring results, and Quality Management Monitoring Unit contact information.

Health Disparities: A Tribal Perspective

On-Demand ([Register](#))

Addressing Health Disparities Among Marginalized Populations: A Tribal Perspective On-Demand Webinar will review predominant health disparities among tribal members, describe the factors that create health disparities, describe the role that Medicaid Transformation can provide in addressing health disparities, review the Indian Health services eligibility, and review the concepts of cultural humility in supporting tribal communities.

Connecting Community Support Team and Permanent Supportive Housing (CST-PSH) Training

May 22, 23, 24, and 25, 8:30 a.m.-12:30 p.m. ([Register](#))

Join Partners Training Resource and Collaborative (TRAC) for CST-PSH training, an evidence-based model required for CST providers who are now required to provide ongoing tenancy support services. This training will support any provider by improving their understanding and practice of the PSH model. Experienced and certified PSH trainers from the Technical Assistance Collaborative (TAC) have created the training. Trained Partners staff will facilitate these sessions. This is an interactive training, and attendees are expected to participate fully (audio and visual required). All sessions must be completed to receive credit for the training. No partial credit is given.

This event is approved for 3 NBCC hours. Partners is an NBCC 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, please email training@partnersbhm.org.

Partners Provider Council

May 26, 2023, 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. An intellectual and developmental disabilities (I/DD)/Innovations Provider Breakout Session will immediately follow this meeting.

Provider Open House

May 18, 2023

June 1, 2023, 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 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.

NC-TOPPS Monthly Discussion Webinar

June 7, 2023, 2 p.m.-2:30 p.m. ([Register](#))

Please join us on 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.

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

CBT Foundations

June 12 and 15, 2023, 9 a.m.-12:15 p.m. ([Register](#))

Cognitive Behavioral Therapy (CBT) is an evidenced-based practice focusing on challenging and changing unhelpful cognitive distortions and behavior, improving emotional regulation, and the development of personal coping strategies that target resolving current problems. Trainer: Eric Ottinger

This virtual live training will take place on Tuesday and Thursday, June 13 and 15 from 9:00 a.m. – 12:15 p.m. utilizing the same training link both days. Participants will have to be present with audio and visual capabilities and must be visible on camera for both sessions to receive credit. No Partial credit will be given.

NBCC and NCSAPPB approved 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, please email training@partnersbhm.org

Partners Provider Forum - Quarterly

June 14, 2023, 1 p.m.-3 p.m. ([Register](#))

Partners quarterly updates and vital information is shared with providers. Please click on the register button to register for this virtual live event.

Motivational Interviewing Training

May 18, 2023

June 19 and 20, 2023, 9 a.m. – 5 p.m. ([Register](#))

Join Partners Training Resource and Collaborative for this two-day training that will cover the fundamentals of Motivational Interviewing (MI). This training will be facilitated by MINT trainer, Tami Grossens, and meets NC service definition requirements.

This is a virtual live event which will be held on Monday and Tuesday, June 19 and 20- from 9 a.m.-5 p.m. You must attend both full sessions to receive credit. No partial credit will be given. CE's will not be given without visibility on camera. Driving is not permitted during Partners trainings.

This event is approved for 13 NBCC 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, please email training@partnersbhm.org.

Person Centered Thinking (PCT)

June 26 and 27, 2023, 9 a.m.- 4 p.m. ([Register](#))

Person Centered Thinking (PCT) is a foundational and philosophical framework for those involved in supporting people with disabilities. This activity-filled, two-day training consists of applied stories, guided exercises, group work and discussion. This approved National Learning Community Curriculum meets the requirements of NC service definitions. You must have audio/video access and be visible on camera. Driving is not permitted during Partners' trainings. If you need accommodations, please email training@partnersbhm.org

Partners Diversity and Inclusion Collaborative – Quarterly

July 13, 2023, 2 p.m.-3 p.m.

This is a work group designed to bring awareness and increase conversations about diversity, equity and inclusion within the LME/MCO and provider agencies. It reviews and develops policies and procedures that promote best practices and works to remove systemic barriers to minority providers. To request more information about this work group or to learn how to become involved, please contact Vickie Smith, vsmith@infinitebeginningsnc.org.

NCTOPPS 101 and Superuser Training

July 19, 2023, 2 p.m.-3 p.m. ([Register](#))

NCTOPPS 101 & Superuser Training will provide an introduction/refresher of completing NCTOPSS for new or existing users; helps providers feel more confident using the tools provided; differences between types of interviews and how to submit them; and expectations of NCTOPPS and Partners.

NCTOPPS 101 & Superuser Training is a virtual live event that will be held on Wed, July. 19 from 9-10:30 a.m. This training provides an introduction/refresher of completing NCTOPSS for new or existing users; helps providers feel more confident using the tools provided; differences between types of interviews and how to submit them; and expectations of NCTOPPS and Partners.

This training does not provide NBCC credit. Trainings that offer NBCC Credit are clearly identified.

If you need assistance to access this training, please contact training@partnersbhm.org

Community Training

May 18, 2023

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

Introduction to Trauma and Resilience

May 19, 2023, 10 a.m.-11 a.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.

2023 NAMIWalks Cabarrus

May 20, 2023, 10 a.m. ([Register](#))

As a NAMIWalker, you make it possible for NAMI's Helpline to answer a call for someone in desperate need of information and resources. As a NAMIWalker, you also show people in your community they are not alone. This year's walk begins at the Frank Liske Park Homebuilders Shelter.

Risk & Resilience Buffering Toxic Stress Modules 1-3

May 23, 2023, 10 a.m.-noon ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month. This month's Community Café will focus on Mental Health Awareness topics including stigma and how to connect with resources.

Partners Community Café

May 24, 2023, 10 a.m.-11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month to discuss topics related to behavioral health.

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

May 24, 2023, 10 a.m.-noon ([Register](#))

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

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

May 25, 2023, 10 a.m.-11 a.m. ([Register](#))

In Modules 1-5, we have focused on young children and how we can support their development. This final one-hour 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.

Forsyth County Stepping Up Initiative

May 30, 2023, 10 a.m.-1 p.m. ([Details](#))

May 18, 2023

Forsyth County is holding an in-person day of action to work to reduce the number of adults with mental and co-occurring substance use disorders in jails and decrease recidivism, which refers to a person's relapse into criminal behavior, often after the person receives sanctions or undergoes intervention for a previous crime.

Trauma Informed Care

May 31, 2023, 10 a.m.-11 a.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.

Traumatic Brain Injury and Suggested Ways of Improving Health

June 6, 2023, 1 p.m.-3 p.m. ([Register](#))

Brad Johnson, Statewide Training Coordinator for the Brain Injury Association of NC, and Kara Naronha, PT and Certified Brain Injury Specialist of Carolinas Rehabilitation, discuss common health conditions and symptoms connected to traumatic brain injury (TBI). Neurologist Dr. Sumul Modi will share tips on communicating with health professionals and the importance of keeping a health notebook to manage the condition. Two experienced caregivers will share their journey with TBI.

Partners Member Café

June 13, 2023, 1 p.m.-2 p.m. ([Register](#))

Partners Member Café is held the second Tuesday of each month. The topic for June will be nutrition and mental health.

Partners System of Care/Community Training Coordinators

Jeanne Patterson	980-989-0345	jpatterson@partnersbhm.org
Amber Matthews	828-433-6693	Amatthews@partnersbhm.org
Starla Jordan	704-813-3402	sjordan@partnersbhm.org
Stefanie Robbins	704-918-3094	skrobbins@partnersbhm.org
Stephanie Funderburk	980-363-5952	sfunderburk@partnersbhm.org
Meghann Lail	704-616-3159	mlail@partnersbhm.org

Additional Events and Training

Hickory Brain Injury Support Group

June 27, 2023, 6 p.m.-7:15 p.m.

Connect with survivors, families, and professionals. Meetings offer help, hope, and education, so you can live a happy and successful life after brain injury. This group meets on the fourth Tuesday of most months from 6 to 7:15 p.m. in the Community Room at First United Methodist Church, 311 3rd Ave NE, Hickory NC 28601. Times and locations sometimes vary. Meetings may occur online if there is a COVID-19 surge.

May 18, 2023

For more information, contact Travis Glass at 828-781-0778 or travis@crossroadscounseling.org. Also check [facebook.com/HickoryBISG](https://www.facebook.com/HickoryBISG). Each meeting will be followed by 15 to 30 minutes of mindfulness awareness education and practice.

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@mount eag.com or visit <https://mount eag.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:

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