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Electronic Visit Verification: What You Need to Know

The 21st Century Cures Act requires NC Medicaid to begin using an Electronic Visit Verification (EVV) system for Home Health Care Services (HHCS) and Personal Care Services (PCS). To ensure that the provider community complies with the Cures Act mandate requirements, Partners Health has partnered with [HHAeXchange](#) as its EVV solution.

What is Electronic Visit Verification?

Electronic Visit Verification is a system that uses technology to record and confirm information about the delivery of services. This system uses time, date and location information from a cell phone, a home phone (land line), or an electronic fob to verify that Medicaid services and programs authorized by Partners are received by our members. EVV uses technology to record the times, dates and specific services that are given. This process makes sure that people who should receive services, in fact, receive them.

Section 12006 of the 21st Century Cures Act requires that the North Carolina Department of Health and Human Services (NC DHHS) begins using an EVV system for Personal Care Services (PCS) by Jan. 1, 2021. Personal Care Services Physical Health (PCS- HH) and Home Health Care Services (HHS) by Oct. 1, 2023.

Updates

Section 12006 of the 21st Century Cures Act requires that the North Carolina Department of Health and Human Services (NC DHHS) begins using an EVV system for Personal Care Services Physical Health (PCS-HH) and Home Health Care Services (HHS) by Oct. 1, 2023.

EVV Implementation Dates

From the [March 31, 2023 Medicaid Bulletin](#):

PLAN	SOFT LAUNCH DATE	HARD LAUNCH DATE
NC Medicaid C (Only) Plans (PCS)	July 1, 2021	Nov. 1, 2021
Tailored Plans (PCS, 99509)	Oct. 1, 2023	Dec. 1, 2023
Tailored Plans (HHCS)	Oct. 1, 2023	Dec. 1, 2023

How to prepare for the Oct. 1, 2023, launch for EVV Tailored Plan Providers

The 21st Century Cures Act (Section 12006a) and The Centers for Medicare & Medicaid Services (CMS) mandate that states begin utilizing an EVV system for Personal Care Services (PCS) that require an in-home visit.

Partners has partnered with HHAeXchange to provide the EVV tools necessary for designated providers to comply and meet the requirement. HHAeXchange offers EVV solutions at no cost to providers and data integration options for providers who already have EVV software.

In preparation for the Tailored Plans Physical Health PCS (99509) launch date of Oct. 1, 2023, we want to ensure your agency is ready to start using the HHAeXchange Provider Portal for your patients.

If your agency does not have a portal with HHAeXchange, please complete the [Tailored Plan HHAeXchange Provider Portal survey](#).

If you already use HHAeXchange, you can link all payers within the same portal. In many cases, this will happen automatically. However, if you do not see this happen, use one of the following means to submit a support ticket with HHA to have the additional payer(s) linked to your account

- HHA Support email: NCsupport@hhaexchange.com
- The chat option within the Provider Portal
- Visit the [Customer Support Portal](#)

Please view [this archived webinar](#) for an overview the HHAeXchange system.

More information about this mandate can be found here:

- [Medicaid EVV Guidance Page](#)
- [NC DHHS EVV Page](#)
- [NC Medicaid EVV FAQs](#)
- [NC Medicaid EVV Terms and Acronyms](#)

Codes Currently Requiring EVV:

Med Direct C

T2013 TF – Community Living and Supports

T2013 TF CR – Community Living and Supports Individual Disaster

T2013 TF CR EO – Community Living and Supp Employer of Record Disaster

T2013 TF EO – Community Living and Supports Employer of Record

T2013 TF HQ – Community Living and Supports Group

T2013 TF HQ CR – Community Living and Supports Group Disaster

T2013 TF HQ CR EO – Community Living and Support Group Employer of Record Disaster

T2013 TF HQ EO – Community Living and Supports Group Employer of Record

T2033 U1 – Supported Living Periodic

More information

- [HHAeXchange Information Hub](#)
- Visit the North Carolina Home Health Provider Info Center for helpful resources and training materials, or contact us at ncsupport@hhaexchange.com

- If you have questions specific to Partners, email EVVSupport@partnersbhm.org
- Additional information is available on [Provider Knowledge Base](#)

What's in Your Compliance Toolbox?

Providers in the Partners network are expected to develop a Corporate Compliance Plan that includes procedures designed to guard against healthcare fraud and financial abuse.

A robust compliance plan can help you better serve your patients and help reduce the risk that your claims may be subject to pay-backs (overpayments).

A good compliance program will ensure your services are provided, documented, and billed in accordance with federal, state and local Manage Care Organization (MCO) laws, rules, regulations and policies.

Partners has developed and made available many resources to help providers stay in compliance with the requirements for serving the Medicaid beneficiaries in our service area.

- ✓ One of the best places to start is with Partners' *Provider Operations Manual*. This manual is updated quarterly and outlines the requirements and provider's responsibilities. You can find a copy of the Manual on [Partners' Provider Knowledge Base](#) website [here](#).
- ✓ Another excellent resource is Partners' *Provider Communication Bulletins*, which you are likely reading now. The bulletins are used to communicate essential operational information and changes. The bulletin is published on the third Thursday of the month. You can access the bulletins on [Partners' Provider Knowledge Base](#) website [here](#).
- ✓ Partners also issues *Provider Alerts*, which are published as needed to communicate additional, time-sensitive information. You can access the alerts on [Partners' Provider Knowledge Base](#) website [here](#).
- ✓ The NC Department of Health and Human Services publishes [Joint Communication Bulletins](#) (JCBs) to convey important information for services provided to our Medicaid beneficiaries. The JCBs can be found on the Division of Mental Health, Developmental Disabilities and Substance Abuse Services website [here](#).

One area of non-compliance that Partners' Program Integrity Department often sees is failure to properly document (CCA, PCP, LOC, service notes, etc.) the services rendered and billed. To reduce the likelihood that your claims may be subject to repayment, providers must adhere to the following:

- [APSM 45-2: Records Management and Documentation Manual for Providers of Publicly Funded MH/DD/SA Services, CAP-MR/DD Services, and Local Management Entities](#)
- [NCTracks Provider Claims and Billing Assistance Guide](#)
- [NC Clinical Coverage Policies](#)
- [NC Service Definitions](#)
- [Partners Service Definitions](#)
- [NC MH/DD/SAS State Health Plan and NC Innovations Waivers \(State Plan\)](#)
- Provider Procurement and State-funded Contract with Partners
- [APSM 45-1: Confidentiality Rules](#)
- [APSM 10-5: Records Retention and Disposition Schedule DMH/DD/SAS Provider Agency](#)

- [HIPAA Privacy and Security Regulations, including the HITECH Act and Omnibus Rule](#)

Providers in Partners' network can demonstrate that they are good stewards of the public funds that have been entrusted to us by performing Provider Self-Audits to identify areas of non-compliance. Self-Audits are just one tool that providers can use as part of a robust, internal compliance program. Information on how to perform a self-audit can be found on [Partners' Provider Knowledge Base](#) website [here](#).

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 does request copies of the Explanation of Benefits for consumers/claims submitted indicating *Coordination of Benefits*. The request will originate via email from Partners Claims staff. Once requested, please submit the information, via secured email, prior to the date indicated in the emailed request. If a response is not received, the original claim payment will be recouped.

Reminder: Taxonomy Code 193200000X 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.

May 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 May 2023

<i>Claim Denial</i>	<i>Provider Recommended Action Steps</i>
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.
Missing/incomplete/invalid diagnosis or condition.	Rebill the claim with a valid corresponding diagnosis code.
Claim received after billing period.	Write off charges as non-billable. Do not rebill.

Missing/incomplete/invalid number of covered days during the billing period.	Verify the number of days submitted on the claim is accurate.
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Utilization Management (UM) Updates

Medicaid Direct Prior Authorization Flexibilities End June 30, 2023

REMINDER: Partners is implementing Medicaid Direct flexibilities effective April 1, 2023, through June 6, 2023, to ease administrative burden for providers. Please refer to the Provider Alert issued on March 21, 2023:

[Partners Implementing NC Medicaid Direct Flexibilities](#)

Reminders from the alert include:

- Medicaid Direct **prior** authorization requirements were relaxed for dates of service from April 1, 2023, through June 30, 2023.
- Partners has allowed retrospective authorizations for Medicaid Direct Services* from April 1, 2023, through June 30, 2023.
- These flexibilities will allow claims to pay during this time before authorizations are in the system. Authorizations must be in place by June 30, 2023, to avoid claim denials.
- Initial or concurrent authorizations for Medicaid Direct services starting from April 1, 2023, through June 30, 2023, must be entered into ProAuth by June 30, 2023, to be reviewed for medical necessity.
- Providers are required to continue to maintain all required documentation per the applicable clinical coverage policy or service definition.
- These flexibilities do not apply to State Funded services. Services are subject to post-payment review.

Please contact UMQuestions@partnersbhm.org with any questions related to prior authorization.

Transition Management Services (TMS) Updates:

Effective July 1, 2023, prior authorization will no longer be required for State-funded Transition Management Services to include the following base code:

Service Description	Service Code
Transition Management Services	YM120

The following clinical documentation, as stated in the State-Funded Transition Management Service Definition is required:

- 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.
- A full service note for each contact.

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- NC Treatment Outcomes and Program Performance System (NC-TOPPS) interviews.

For information on Transition Management Services benefit limits, please refer to the State-Funded Transition Management Service Definition.

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

Appeals Update

This is a follow up reminder for Providers, as communicated in Provider Communication Bulletin #139. As of June 1, 2023, Partners Health Management no longer mails Notice of Adverse Benefit Determination (NABD) correspondence to providers.

Providers need to ensure that there is an adequate and current email address or fax number and valid phone number associated with the entered Prior Authorization request so the NABD can be distributed via email or fax to providers. In the future, NABDs will be accessed through the ProviderCONNECT portal. This change will be communicated via future Provider Communication Bulletins.

If you have Appeals/NABD related questions, you may contact the Appeals Department at 704-884-2650.

Ending of the Federal Public Health Emergency (PHE)

UPDATE: State-funded COVID-19 Flexibilities ended with the public health emergency. Please refer to [Provider Communication Bulletin #140 issued on March 18, 2023](#).

Utilization Management State-Funded COVID–19 Flexibilities MHSU:

Below table identifies the State-funded Behavioral Health Services and flexibilities 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	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.

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INTENSIVE OUTPATIENT H0015 GT CR – SUBSTANCE ABUSE INTENSIVE OUTPATIENT	
H0035 CR – MENTAL HEALTH PARTIAL HOSPITALIZATION	Prior authorization needed for concurrent requests. Real time two-way interactive audio and video telehealth.
H0020 GT/CR, H0020 CR – Outpatient Opioid Treatment Services H0020 (U3)(OU) CR – Outpatient Opioid Treatment Services Bundle	No prior auth required.
H0038 CR, H0038 DJ CR, H0038 EN CR, H0038 GTCR, H0038 HQ CR, H0038 HQ GT CR Peer Support Services	No prior auth required
H0046 CR Level I Therapeutic Foster Care Family Type	Real time two-way interactive audio and video telehealth, and telephonic ending.
H2011 CR – Mobile Crisis Tele crisis Response	No prior auth required.
H2017 CR – PSYCHOSOCIAL REHABILITATION H2017 GT CR – PSYCHOSOCIAL REHABILITATION	Real time two-way interactive audio and video telehealth, and telephonic ending.
H2022 GT/CR – INTENSIVE IN-HOME TELEHEALTH CRISIS RESPONSE	Real time two-way interactive audio and video telehealth, and telephonic ending
H2035 CR – SA COMPREHENSIVE OUTPAT TXT PROGRAM H2035 GT CR – SA COMPREHENSIVE	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.

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OUTPAT TXT PROGRAM	
T1023 CR, T1023 GT/CR DIAGNOSTIC ASSESSMENT	No prior auth required.
YA341 CR, YA341 GTCR ASSERTIVE ENGAGEMENT TELEPHONIC	No prior auth required.
YP630 GT CR, YP630 CR SUPPORTED EMPLOYMENT INDIV	Prior auth needed.
YP831 CR, YP831 GT/CR YP832 CR, YP832 GT/CR YP833 CR, YP833 GT/CR YP835 CR, YP835 GT/CR BEHAVIORAL HEALTH COUNSELING/NON-LICENSED	No prior auth required.
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.
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.
H2015 HT HM CR; H201 HT U1 CR; H2015 HT HN CR; H2015 HT HF CR; H2015 HT HO CR; H2015 HT HO CR; H2015 HT HM GT CR; H2015 HT U1 GT CR; H2015 HT HN GT CR;	Real time two-way interactive audio and video telehealth, and telephonic ending.

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H2015 HT HF GT CR; H2015 HT HO GT CR; H2015 HT U1 DR CR; H2015 HT HF DJ CR; H2015 HT HO DJ CR; H2015 HT HM DJ CR; H2015 HT HN DJ CR Community Support Team	
S9484 CR – CRISIS INTERVENTION (FACILITY BASED)	Telephonic ended.
Multisystemic Therapy – H2033 M1-M5 GTCR;	Prior authorization needed for both initial and concurrent requests after pass through.
Assertive Community Treatment Team – H0040 DJ GT CR; H0040 DJ CR; H0040 GT CR; H0040 CR	Real time two-way interactive audio and video telehealth, and telephonic ending.
Ambulatory Detox H0014 CR	Telehealth capabilities made into permanent policy.
Residential Level IV H0019 HK CR, H0019 UR	Real time two-way interactive audio and video telehealth, and telephonic ending.
90837 GTCR EM – EMDR	Telehealth capabilities made into permanent policy.
H2036 CR Medically Supervised Detox	Telephonic ended.

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)

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- **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 first 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 one hour
- 96131 GT CR – Psychological Evaluation and Interpretation ADD one hour
- 96132 CR – Neuropsychological Eval & Interpretation
- 96132 GT CR – Neuropsychological Eval & Interpretation, first hour
- 96133 CR – Neuropsychological Eval & Interpretation each additional hour
- 96133 GT CR – Neuropsychological Eval & Interpretation Add one hour
- 96136 CR – Psychological Scoring Physician, first 30 minutes
- 96137 CR – Psychological Scoring Physician Each additional 30 minutes
- 96138 CR – Psychological Scoring Technician
- 96139 CR – Psychological Scoring Technician Add 30
- 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.

UPDATED on June 13, 2023: ProAuth Demonstration Video Available On-Demand

The Partners Utilization Management (UM) staff has updated the ProAuth demonstration video about our system for authorizations called ProAuth.

Why is this happening?

Partners launched its ProAuth platform for prior authorizations on Jan. 23, 2023. The 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 updated the demonstration video of the system for on-demand viewing.

The ProAuth PowerPoint and ProAuth Question and Answer documents have also been updated. They are available as attachments inside the ProAuth Demonstration video registration.

Who should view this recording?

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](#).

What must providers do?

[Click here](#) to view the on-demand Partners ProAuth recorded demonstration.

Email ProAuth questions to ProAuth@partnersbhm.org.

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 trainings, 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 trainings 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](#))

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

ProAuth Demonstration April 2023

On Demand ([Register](#))

This on-demand video is designed to offer providers an overview of the features of Partners' ProAuth system to enter and manage authorizations. Be sure to download the attached pdf for Submitting Prior Auth Requests once you log into the webinar.

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 for three hours of CST Service Definition Training. Registrants will view a previously recorded training that includes two 10-minute breaks. In order to receive a training certificate, registrants will need to view the full webinar and pass a 10-question quiz with a score of 80% or greater.

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.

Motivational Interviewing Training

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.

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Partners is solely responsible for all aspects of the programs. If you need accommodations to attend this training, please email training@partnersbhm.org.

CBT Learning Community

June 21, 2023, 2 p.m.-3:30 p.m. ([Register](#))

Join like-minded providers in a learning community to explore skills, concepts, case studies, and expand your own techniques. This learning community will you learn practical ways to use evidence-based practices in your day-to-day work with members.

What do we do in this learning community: self-care, reduce burnout, professional growth, connection to a community, explore evidence-based practices, gain a sense of mastery, invest in your own emotional bank account, improve in quality of care delivered, and learn and practice skills that are reimbursable.

NBCC CE's are not available for this session; however, contact hours will be provided, and participation in this learning community meets continuing education requirements of certain service definitions. **You must have audio/video access and be visible on camera during the session. Driving is not permitted during Partners' trainings/events.** If you need accommodations to participate in the session, please email training@partnersbhm.org.

Partners Provider Council

June 23, 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.

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

NC-TOPPS Monthly Discussion Webinar

July 5, 2023, 2 p.m.-2:30 p.m. ([Register](#))

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

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

June 15, 2023

Provider Open House

July 6, 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.

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 which offer NBCC Credit are clearly identified.

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

Community Training

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.

Mental Health 101

June 19, 2023, 2 p.m. – 4 p.m. ([Register](#))

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

Introduction to Trauma and Resilience

June 21, 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.

Community Resilience Model®

June 21, 2023, 2 p.m. – 4 p.m. ([Register](#))

The Community Resilience Model® teaches participants about the impact of trauma and chronic stress on the nervous system, behavior, and long-term health. Participants learn how to reset the nervous system with easy to learn, concrete, coping skills. One of the goals of CRM is to create trauma-informed and resilient communities.

Human Trafficking: Keeping Our Children Safe

June 22, 2023 / 2 p.m. – 4 p.m. ([Register](#))

Human Trafficking is a global problem, even in the United States. Children may be susceptible to online predators. Learn about trafficking around the world and some ideas about how to keep our children safe.

Domestic Violence: Keeping Ourselves and Others Safe

June 23, 2023, 10 a.m. – noon ([Register](#))

Many of us are at home more than usual and the risk of domestic violence is high. Learn how to spot the warning signs of domestic violence and how to help someone in a violent situation.

Risk & Resilience Buffering Toxic Stress Modules 1-3

June 27, 2023, 10 a.m.-noon ([Register](#))

This training provides information about how early childhood stress and trauma can result in negative outcomes in areas of learning, behavior and health throughout the lifespan. The definition of early childhood mental health as promoting healthy social economic development through nurturing young minds from birth throughout early childhood is the core principle of this training.

Partners Community Café

June 28, 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. This month's Community Café topic is Pet Appreciation Month and How Animals Impact Our Mental Health.

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

June 28, 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

June 29, 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.

Partners Member Café

July 11, 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

Provider Communication Bulletin #141

June 15, 2023

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.

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 | |