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## **NCDHHS Delays Launch of Tailored Plans**

The N.C. Department of Health and Human Services (NCDHHS) has announced a change in the timeline for the launch of NC Medicaid Managed Care Behavioral Health and Intellectual/Developmental Disabilities Tailored Plans that were scheduled to begin on Oct. 1, 2023.

Funding for the implementation of Tailored Plans comes through the state budget, which has not yet been finalized and passed by the General Assembly for the current fiscal year (July 2023 – June 2024). As budget negotiations continue, a revised date for Tailored Plan launch will help minimize disruptions in care for the nearly 160,000 North Carolinians who will receive services through Tailored Plans. Timeframes for related activities, including the member choice period for members' primary care provider (PCP) selection, will also be revised.

Partners' members will continue to receive mental health, substance use disorder, I/DD and TBI care as they do today. They will also continue to get their physical health and pharmacy services the same way they currently do. Additionally, Partners will continue to support our members with Tailored Care Management, which launched Dec. 1, 2022.

NCDHHS is working closely with legislators and Local Management Entities/Managed Care Organizations (LME/MCOs) to develop a revised Tailored Plan timeline and launch date, which we anticipate will be in the first half of 2024.

For more information about Partners' Tailored Plan, visit our [website](#).

## **NC Medicaid Provider Reverification Process**

The Affordable Care Act requires that providers be reverified every five years to ensure their credentials and qualifications meet program requirements and are in good standing.

Reverification, also known as recredentialing, is an evaluation of a provider's ongoing eligibility for continued participation in NC Medicaid.

July 20, 2023

Providers receive notice of their reverification due date via the message center inbox in the NCTracks secure provider portal. For convenience, NC Medicaid offers a list of [“Active Provider Re-Verification Due – July 2023 – Dec 2023”](#) dates (updated biannually).

## **What is happening?**

Providers must submit their reverification application under the applicable National Provider Identifier (NPI) by their due date to avoid suspension. The reverification due date displayed is also the health plan suspension date of the provider record if no action is taken to submit the reverification application under the applicable NPI. If the health plan is suspended, claims payment will stop.

Providers who do not complete the reverification process on time will be suspended from Medicaid program participation. If the reverification application is not submitted, NCTracks will send reminders at 50 days, 20 days and five days prior to the provider reverification due date. Providers will be suspended if the reverification application is not submitted by their reverification due date. The provider will be terminated from the NC Medicaid program following 50 days of suspension.

North Carolina law requires that providers pay a \$100 fee for Medicaid reverification.

## **When is this happening?**

Ongoing based on listed due date: [Active Provider Re-Verification Due – July 2023 – Dec 2023](#).

## **What do providers need to do?**

- Providers should review the reverification due date list: [Active Provider Re-Verification Due – July 2023 – Dec 2023](#)
- Providers should frequently check their Provider Message Inbox for notifications or the reverification section of the Status and Management page in the NCTracks Secure Portal for the option to reverify.
- Providers should submit the reverification application by their due date.

## **What if providers have questions?**

Providers may contact the NCTracks Call Center at 1-800-688-6696 for assistance.

## **Resources:**

- [Provider Reverification/Recredentialing Webpage](#) – Also contains link to the reverification due date list referenced above
- [Reverification/Recredentialing FAQs](#)
- [User Guide](#): “How to Complete Re-verification in NCTracks”
- [NC Medicaid Provider webpage](#): Access to Medicaid Bulletin articles and Provider Enrollment information

## **2023 Perception of Care Survey**

The 2023 Perception of Care Survey will be administered from Aug. 14 through Sept. 29, 2023. The survey is an opportunity for individuals and families to provide information about the quality of care they receive. This information is used to improve care across our counties and the state.

July 20, 2023

**All** surveys must be submitted electronically via the appropriate link for the member's population (adult, youth, child/family). Spanish versions are also accessible through links and printable copies.

Partners Quality Management staff will be reaching out to selected providers to participate based on the number of submitted claims for enhanced services provided in the months of June and July. These services include: Intensive In-Home (IIH), Residential, Assertive Community Treatment Team (ACTT), substance use disorder (SUD) and other services. However, if your organization would like to participate in the 2023 Perception of Care survey administration to members during the timeframe above, please do so.

Partners' goal is to have more than 100 completed surveys for each population. For surveys to be counted, **provider location NPI (not individual clinicians/corporate numbers), member Alpha number (not internal provider ID) and Medicaid number** must be included in the first part of the survey.

We are including printable surveys if surveys can't be completed electronically; initially however, these surveys must still be submitted using the appropriate population link.

Reminders will be sent with information throughout the survey administration timeframe. Information will also be posted on our website for the providers who would like to participate.

The Survey Coordinator for Partners is Andrew Schrag, [aschrag@partnersbhm.org](mailto:aschrag@partnersbhm.org).

#### Links to the surveys:

- [Adult Survey](#) (for clients 18 years and older)
- [Adult Survey Spanish](#)
- [Youth Survey](#) (for clients ages 12 to 17 years)
- [Youth Survey Spanish](#)
- [Child Family Survey](#) (for families/guardians of children 11 years and younger)
- [Child Family Survey Spanish](#)

## Restrictive Interventions Provider Update

All Level 2 and 3 restrictive interventions must be entered in the N.C. Department of Health and Human Services (NCDHHS) and Division of Mental Health/Developmental Disabilities/Substance Abuse Service (DMH/DD/SAS) Incident Reporting System within 72 hours of an incident occurring or learning of the event.

The report must be entered in the Incident Reporting and Improvement System (IRIS) here:

[iris.ncdhhs.gov/Default.aspx](https://iris.ncdhhs.gov/Default.aspx)

#### Reminders:

- Upon learning of a Level 3 incident, providers must immediately alert Partners Consumer Rights Staff (CRO). This alert can be made either by email to [iris@partnersbhm.org](mailto:iris@partnersbhm.org), fax at 704-884-8620, or phone 704-884-2501.
- If there is notification from NCDHHS that the IRIS system is down, paper incident reports can be submitted via email to [iris@partners.org](mailto:iris@partners.org); however, the provider is still responsible for submitting those incident reports into the IRIS system once the IRIS system is operative.
- Providers must ensure that they are entering reports in the live site at [iris.ncdhhs.gov/Default.aspx](https://iris.ncdhhs.gov/Default.aspx) and not the test site, as reports entered in the incorrect site cannot be transferred over and must be

completely redone and resubmitted.

**What to report:**

Report any restrictive intervention that is:

- Used in an unplanned, emergency situation (i.e., not part of the individual's service plan and approved according to 10A NCAC 27E .0104)
- Planned, but administered improperly or without proper authorization, by staff without proper training, or for longer than the authorized time
- Planned, but resulting in discomfort, complaint, death or injury requiring treatment by a licensed health professional

**MCO Action:**

Effective July 1, 2023, Partners CROs have begun a new process of tracking and trending restrictive interventions submitted in IRIS as well as those out of state reports that are faxed to (704) 884-2620 or emailed to [iris@partnersbhm.org](mailto:iris@partnersbhm.org). CROs will document all restrictive interventions and summarize any noted trends monthly. If a member has been involved in four or more restrictive interventions within a 30-day timeframe, CROs will request a copy of the member's Person-Centered Plan be attached to the IRIS report within five working days, where planned interventions should be detailed. If you have any questions, please refer to 10A NCAC 27e .0104 (f)(1)(2)(3) [here](#).

Failure to respond/provide a copy of the requested documentation (within 5 working days) may result in:

- Follow-up by the Provider Network Account Specialist
- One-on-one meeting with the provider
- Bringing the provider in to discuss during Incident Review Committee
- Issuing of a Plan of Action

**Questions/Concerns:**

Please forward all incident reporting questions to [IRIS@partnersbhm.org](mailto:IRIS@partnersbhm.org).

## Claims Information

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

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

**Explanation of Benefits requests for Coordination of Benefits Claims**

As a reminder, Partners 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.

## Provider Communication Bulletin #142

July 20, 2023

**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.

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

|                             |     |
|-----------------------------|-----|
| Received Date to Paid Date: | 8.7 |
|-----------------------------|-----|

### Top Five Medicaid Claim Denials—June 2023

| Claim Denial                                                                 | Provider Recommended Action Steps                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Missing/incomplete/invalid diagnosis or condition.                           | Rebill the claim with a valid corresponding diagnosis code.                                                                                                                                                                                                          |
| Duplicate Claim.                                                             | 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. |
| 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.                                                                                                                                                                                                        |

### Member/Recipient Eligibility and Enrollment

*Providers are encouraged to contact the Eligibility and Enrollment Department at [eligibilityenrollment@partnersbhm.org](mailto:eligibilityenrollment@partnersbhm.org) for eligibility and enrollment related questions.*

To request an enrollment, providers should go to Alpha+ Home Page>Enrollments. University is an available resource for providers as a basic guide for navigating enrollments. For more information, go to University>Provider Portal Handbook>Enrollments.

If additional enrollment training is needed, please email [eligibilityenrollment@partnersbhm.org](mailto:eligibilityenrollment@partnersbhm.org) to schedule one on one training. Please note, providers will need to have Microsoft Teams screen sharing capabilities for more provider specific and in-depth training.

## 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](http://thinkculturalhealth.hhs.gov). CEs are not available for this training.

### 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. CEs are not available for this training.

### 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. CEs are not available for this training.

### **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. CEs are not available for this training.

### **Into the Mouths of Babes (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. CEs are not available for this training.

### **Partners Hand Washing and Personal Protective Equipment (PPE)**

*On-Demand* ([Register](#))

Participants will gain an understanding of infection control using PPE and frequent handwashing. CEs are not available for this training.

### **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. CEs are not available for this training.

### **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. CEs are not available for this training.

### **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. CEs are not available for this training.

### **Provider Training-Live Virtual and/or Pre-recorded**

#### **ProAuth Demonstration June 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. CEs are not available for this training

#### **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. 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. 3 contact hours are available for this training.

#### **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. CEs are not available for this training.

#### **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. CEs are not available for this training.

#### **TCM Overview for Non-TCM Providers**

*On-Demand* ([Register](#))

This webinar is designed to explain the role of Tailored Care Management (TCM) services to non-TCM providers. Tailored Care Management (TCM) is a new care management model that began Dec. 1, 2022, for eligible NC Medicaid beneficiaries. With TCM, eligible beneficiaries have a single designated care manager, supported by a multidisciplinary team, to provide integrated care management to address the beneficiary's whole-person health needs. CEs are not available for this training.

### **I/DD Breakout Session**

*July 21, 2023, 2 p.m. ([Register](#))*

The intellectual and developmental disabilities (I/DD)/Innovations Provider Breakout Session meeting will be held on July 21, 2023.

### **1915(i) Training July 2023**

*July 27, 2023, 10 a.m.—11:30 a.m. ([Register](#))*

The 1915(i) Training is geared towards 1915(i) Tailored Care Managers and service providers to provide information regarding the transition of (b)(3) services to 1915(i). Training will provide a brief overview of 1915(i) services and the requirements for accessing services, Care Plan/Individualized Support Plan (ISP) development, and authorization requests. This is a live virtual training which will take place in Zoom and will occur Thursday, July 27, 2023, from 10 to 11:30 a.m. Please join us for this important event. 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](mailto:training@partnersbhm.org).

### **Person Centered Thinking (PCT) 3-Day Training**

*July 31, Aug. 1 and Aug. 2, 2023, 8:30 a.m.—12:30 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 for 12 contact hours. NBCC Credit is not available. 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](mailto:training@partnersbhm.org).

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

*Aug. 2, 2023, 2 p.m.—2:30 p.m. ([Register](#))*

*Nov. 1, 2023, 2 p.m.—2:30 p.m. ([Register](#))*

*Feb. 7, 2024, 2 p.m.—2:30 p.m. ([Register](#))*

*May 1, 2024, 2 p.m.—2:30 p.m. ([Register](#))*

Please join us on the first Wednesday of the months of August, November, February and May 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 specific topics you would like us to discuss during the monthly meetings. For questions or comments for NC-TOPPS, email us at [NCTOPPSQuestions@partnersbhm.org](mailto:NCTOPPSQuestions@partnersbhm.org). Target Audience: Existing and new providers in the Partners Health Management network.

### **Provider Open House**

*Aug. 3, 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.

July 20, 2023

The Provider Open House begins promptly at 9 a.m. and is staffed by all the usual department representatives ready to respond to your questions. We ask that you use our Zoom Registration process in advance of the open house and add your question(s) directly into the Zoom Questions and Comments box. This effort on your part will help us better help you. Of course, your questions are welcome during the open house as well. You may place them in the chat box upon entering the Zoom meeting. Our intention is to address your questions or concerns in a private one-on-one breakout room, and we understand that your question may require further follow-up. We look forward to your participation. If you need accommodations to participate in the Provider Open House, please email [training@partnersbhm.org](mailto:training@partnersbhm.org).

### **Illness Management and Recovery (IMR)**

*Aug. 8 and 10, 2023, 9 a.m.—12:15 p.m. ([Register](#))*

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

This virtual live training will take place on Tuesday and Thursday, August 8 and 10 from 9:00 a.m. – 12:15 p.m. utilizing the same training link on 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](mailto:training@partnersbhm.org).

### **LTCS Collaborative**

*Aug. 10, 2023, 10 a.m.—11:30 a.m. ([Register](#))*

The LTCS Collaborative is a monthly meeting that is held the second Thursday of each month to discuss operationalizing Partners' Medicaid In-Lieu of Service – Long Term Community Supports (LTCS). The Collaborative will discuss barriers to accessing the service for potentially eligible members and ensuring continuity and quality of the service the member receives.

### **CBT Learning Community**

*Aug. 16, 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, 1.5 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](mailto:training@partnersbhm.org).

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

*Aug. 21, 22, 23, and 24, 2023, 1 p.m.—5 p.m. ([Register](#))*

Join Partners Training Resource and Collaborative (TRAC) for CST-PSH training, an evidence-based model for ongoing tenancy support services required for CST providers. 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. These sessions will be facilitated by trained Partners staff. 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 15 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](mailto:training@partnersbhm.org).

### **Partners Provider Council**

***\*There is no Partners Provider Council in July\****

*Aug. 25, 2023, 9:30 a.m. ([Register](#))*

*Sept. 22, 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.

### **Crisis Response Training**

*Aug. 29, 2023, 9 a.m.—12 p.m. ([Register](#))*

Crisis Response Training is a live virtual interactive class reviewing best practices, requirements and strategies for providers. Instruction covers content for before, during and after crisis episodes. No partial credit will be given. This event will be held on Tuesday, August 29 from 9 am-12 pm. You must attend the full session and be visible on video to receive credit. NBCC Credits are not available for this course.

If you need accommodations to attend this training email [training@partnersbhm.org](mailto:training@partnersbhm.org).

### **Motivational Interviewing Training**

*Sept. 5 and 6, 2023, 9 a.m. – 4:15 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, Peter Rives, and meets NC service definition requirements.

This is a virtual live event which will be held on Tuesday and Wednesday, September 5 and 6 from 9 a.m.-4:15 p.m. You must attend both full sessions to receive credit. No partial credit will be given. CEs 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](mailto:training@partnersbhm.org).

### **CBT Foundations**

*Sept. 12 and 14, 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, September 12 and 14 from 9:00 a.m. – 12:15 p.m. utilizing the same training link on 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](mailto:training@partnersbhm.org).

### **Partners Provider Forum – Quarterly**

*Sept. 13, 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.

### **Community Training**

*All Trainings are Virtual via Zoom and are Two Hours Unless Otherwise Specified.*

*Participants may not be admitted to the training if joining more than 15 minutes after training begins. Effective 8/1/23, participants who request a certificate will need to be on-camera during the training.*

For more information contact: Amber Matthews, [amatthews@partnersbhm.org](mailto:amatthews@partnersbhm.org).

**NEW ON-DEMAND TRAINING:**

**Addressing Health Disparities Among Marginalized Populations: A Tribal Perspective**

*On-Demand* ([Register](#))

Addressing Health Disparities Among Marginalized Populations: A Tribal Perspective is an on-demand webinar that 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. Trainer: Shelby Holland, Partners Tribal Liaison.

**Partners Member Café**

*Aug. 8, 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.

**Introduction to Trauma and Resilience**

*Aug. 9, 2023, 2 p.m.—4 p.m.* ([Register](#))

Most of us have experienced trauma at some time. This can have a lasting effect on our learning, behavior and health. Learn about trauma and how to address the effects as well as how to develop resilience.

**Trauma Informed Care**

*Aug. 11, 2023, 10 a.m.—12 p.m.* ([Register](#))

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

**Darkness to Light**

*Aug. 15, 2023, 2 p.m.—4 p.m.* ([Register](#))

This training provides education about child sexual abuse and the steps you can take to prevent and report child sexual abuse. Seats are limited. Please register early.

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

*Aug. 16, 2023, 10 a.m.—12 p.m.* ([Register](#))

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

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

*Aug. 17, 2023, 10 a.m.—12 p.m.* ([Register](#))

July 20, 2023

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**

*Aug. 18, 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.

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

*Aug. 22, 2023, 10 a.m.—12 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.

### **Partners Community Café**

*Aug. 23, 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.

### **Domestic Violence: Keeping Ourselves and Others Safe**

*Aug. 24, 2023, 10 a.m.—12 p.m. ([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.

### **Mental Health 101**

*Aug. 25, 2023, 10 a.m. – 12 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.

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

*Aug. 29, 2023, 10 a.m.—12 p.m. ([Register](#))*

Many have experienced recent losses. The risk of suicide is still high. This evidence-based training teaches the skills to intervene in a suicide crisis. **\*\*The maximum number of people allowed to participate in a virtual QPR training at one time is 30; registration is on a first come first served basis.**

### **An Introduction to Child and Family Teams: A Cross System Training from the Family's Perspective (CFT Part 1)** This is System of Care Training. This is an in-person training.

*Aug. 29 & 30, 2023, 9 a.m.—4 p.m.*

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*Location: Partners Health Management, 200 Elkin Business Park Drive, Elkin, NC 28621*

CFT 1 is a two-day experiential training course (when you register, you agree to attend both days) with a goal of providing an overview of Child and Family Team meetings from the family's perspective. The training seeks to reinforce the idea of "one family, one plan" by addressing Child and Family Teams through the lens of multiple systems as they affect families in their everyday lives. Agency representatives and parents/family members over 18 years of age are encouraged to attend this training. Sessions must have a minimum of 10 participants. Please do not schedule other appointments during this training. Register by sending email to Stephanie Funderburk, [sfunderburk@partnersbhm.org](mailto:sfunderburk@partnersbhm.org).

### Partners System of Care/Community Training Coordinators

|                                                                    |              |                                                                              |
|--------------------------------------------------------------------|--------------|------------------------------------------------------------------------------|
| <b>Amber Matthews</b><br>System of Care Community Training Manager | 828-433-6693 | <a href="mailto:AMatthews@partnersbhm.org">AMatthews@partnersbhm.org</a>     |
| <b>Jeanne Patterson</b><br>Rutherford, Cleveland, Lincoln, Gaston  | 980-989-0345 | <a href="mailto:JPatterson@partnersbhm.org">JPatterson@partnersbhm.org</a>   |
| <b>Starla Jordan</b><br>Cabarrus                                   | 704-813-3402 | <a href="mailto:SJordan@partnersbhm.org">SJordan@partnersbhm.org</a>         |
| <b>Stefanie Robbins</b><br>Forsyth, Davie, Surry, Yadkin           | 704-918-3094 | <a href="mailto:SKRobbins@partnersbhm.org">SKRobbins@partnersbhm.org</a>     |
| <b>Stephanie Funderburk</b><br>Catawba, Burke, Iredell             | 980-363-5952 | <a href="mailto:SFunderburk@partnersbhm.org">SFunderburk@partnersbhm.org</a> |
| <b>Meghann Lail</b><br>Stanly & Union                              | 704-616-3159 | <a href="mailto:MLail@partnersbhm.org">MLail@partnersbhm.org</a>             |
| <b>Ahmani Pegues</b><br>Community Engagement Health Educator       | 980-421-7630 | <a href="mailto:APegues@partnersbhm.org">APegues@partnersbhm.org</a>         |

### Community Resilience Model®

*Aug. 30, 2023, 10 a.m.—12 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.

## Additional Events and Training

### Hickory Brain Injury Support Group

*July 25, 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.

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For more information, contact Travis Glass at 828-781-0778 or [travis@crossroadscounseling.org](mailto: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](mailto: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](mailto:PartnersCommunityEngagement@crossroadscounseling.org).

Select a county below to go to the associated collaborative information:

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