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State-funded Assertive Engagement (AE) Update

Effective April 1, 2023, State-funded Assertive Engagement was formally standardized by the N.C. Department of Health and Human Services (NCDHHS).

This definition will replace all existing alternative service definitions for State-funded Assertive Engagement. Please refer to [Joint Communication Bulletin #J453](#) for details.

The following service codes became effective April 1, 2023:

Service Description	Service Code
Post-Discharge Assertive Engagement – QP or LP – Day 1 through day 7 after discharge	YA352
YA352 KX – Post-Discharge Assertive Engagement; QP – Day 1 to day 7 after discharge Telephonic	YA352KX
YA352 GT – Post-Discharge Assertive Engagement; QP – Day 1 to day 7 after discharge Telehealth	YA352GT
Post-Discharge Assertive Engagement – PSS/PP – Day 1 through day 7 after discharge	YA353

Assertive Engagement service does not require prior authorization.

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

- A full service note for each contact or intervention for each date of intervention, written and signed by the person who provided the intervention is required.
- A signature that must include credentials for the staff member who provided the pre-service intervention.

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- Providers shall seek prior approval if the individual is engaged in other behavioral health or substance use services. Providers shall collaborate with the individual's existing provider to develop an integrated plan of care.

For additional information on Assertive Engagement Services benefit limits, please refer to the [State-Funded Assertive Engagement Service Definition](#).

On June 30, 2020, Partners Assertive Engagement Service Definition ended along with the following codes:

- YA341
- YA341 TK
- YA341 CR
- YA341 GT CR

If you have additional questions, email Utilization Management (UM) at UMquestions@partnersbhm.org.

State-funded Comprehensive Case Management:

The State-funded Comprehensive Case Management (CCM) Adult Mental Health/Adult Substance Use service definition will become effective October 1, 2023. The CCM service definition was developed for adults with either a primary mental health or substance use disorder or a co-occurring mental health, substance use, intellectual and developmental disability, or traumatic brain injury diagnosis, who would benefit from time-limited case management assistance to access necessary behavioral health, physical health, and social services. For details, refer to [Joint Communication Bulletin #J454](#) for additional information.

State-Funded Adult MH/SU Services Benefit Grid:

Service Description	Benefit Limit	Level of Care	Source	Documentation Required for Authorization
Comprehensive Case Management (CCM): YM130 YM130 GT YM130 KX	<u>Initial:</u> Pass-through of 300 units for 30 days only once per treatment episode, once per fiscal year 1 unit=15 minutes <u>First concurrent:</u> up to 900 units per 90 days <u>Second concurrent:</u> up to 600 units per 60 days CCM is a short-term	LOCUS/CALOCUS: ≥1; optional ASAM: 1-2.5	State	Notification SAR is required for pass-through on Initial Service Authorization Request (SAR) <u>First concurrent:</u> CCA, Case Management Assessment and Service Order. Service Order must be in place by the 30 th day. Service Order completed by the Licensed Team Lead <u>Second concurrent:</u> Updated Case Management Service Plan with signature page

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	service. CCM shall not last longer than 180 days			
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For information on Comprehensive Case Management benefit limits, refer to the [State-Funded Comprehensive Case Management Service Definition](#).

If you have questions, email Utilization Management at UMquestions@partnersbhm.org.

Attention Innovations Tailored Care Managers: Change in Annual ISP Submission Timeframe

Utilization Management is changing the timeframe for Annual Innovations submissions. The new timeframe will allow for earlier submissions as well as account for holidays and weekends.

Care Managers will be able to submit Annual Innovations ISPs and service authorization requests seven business days prior to the first day of the member's birth month and five business days following the first day of the member's birth month.

If you have questions, email UM at UMquestions@partnersbhm.org.

Attention Providers Using IRCS:

Due to the Public Health Emergency (PHE) ending on May 11, 2023, Partners made the determination to extend the use of Individual Rehabilitation Coordination and Support Services (IRCS) for six months to Nov. 11, 2023, to help members transition to another service.

If you have questions, email UM at UMquestions@partnersbhm.org.

Attention 1915(b)(3) Providers and 1915(i) Providers:

<https://providers.partnersbhm.org/update-attention-1915b3-providers-transition-of-1915b3-codes/>

Under 1915(i), NC Medicaid will continue to offer a comprehensive array of behavioral health, intellectual/developmental disability and traumatic brain injury (TBI) services to individuals in NC Medicaid Direct and the Behavioral Health I/DD Tailored Plan.

The services will be available through the state's six local management entities/managed care organizations (LME/MCOs) for individuals enrolled in NC Medicaid Direct, Tribal Option, all Tailored Plans (upon launch) and The Children and Families Specialty Plan (upon launch). Unlike 1915(b)(3) services, an individual will not be required to meet an institutional level of care to qualify for Home and Community-Based Services (HCBS).

Partners will work with Tailored Care Management and providers to transition eligible 1915(b)(3) members to 1915(i) SPA. As part of this transition, some 1915(b)(3) services will have new codes. Below you will find the list of 1915(b)(3) services that will crosswalk to 1915(i) services.

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Medicaid Direct Flexibilities do not apply to 1915(i) services.

1915(b)(3) – 1915(i) Crosswalk

OLD 1915(b)(3) ending June 30, 2023	NEW 1915(b)(3) effective July 1, 2023	NEW 1915(i) effective July 1, 2023
H0043 U4 – 1915(b)(3) Community Transition	H0043 – 1915 (b)(3) Community Transition	H0043 U4 – 1915(i) Community Transition
H0045 HQ U4 HA – 1915(b)(3) Child Group Respite	H0045 HQ HA – 1915(b)(3) Respite Group Child	H0045 HQ U4 HA – 1915(i) Respite Group Child
H0045 HQ U4 HB – 1915(b)(3) Adult Group Respite	H0045 HQ HB – 1915(b)(3) Respite Group Adult	H0045 HQ U4 HB – 1915(i) Respite Group Adult
H0045 U4 HA – 1915(b)(3) Child Individual Respite	H0045 HA – 1915(b)(3) Respite Individual Child	H0045 U4 HA – 1915(i) Respite Individual Child
H0045 U4 HB – 1915(b)(3) Adult Individual Respite	H0045 HB – 1915(b)(3) Respite Individual Adult	H0045 U4 HB – 1915(i) Respite Individual Adult
H2023 HQ U4 – 1915(b)(3) SE Initial Group	H2023 HQ – 1915(b)(3) SE Initial Group	H2023 U4 – 1915(i) Supported Employment Initial H2023 HQ U4 – 1915(i) SE Initial Group
H2023 U4 – 1915(i) Supported Employment Initial	H2023 – 1915(b)(3) Supported Employment Initial	
H2023 U4 HE – 1915(b)(3) Supported Employment MHSA Initial	H2023 HE – 1915(b)(3) Supported Employment MHSA Initial	
H2023 U4 HE DJ – 1915(b)(3) Supported Employment MHSA Initial	H2023 HE DJ – 1915(b)(3) Supported Employment MHSA Initial (DJ)	
H2023 U4 Z1 – NC Core IPS Milestone 1 Engagement	H2023 U4 Z1 – NC Core IPS Milestone 1 Engagement	Not transitioning at this time
H2023 U4 Z2 – NC Core IPS Milestone 2 Intake/Career Profile	H2023 U4 Z2 – NC Core IPS Milestone 2 Intake/Career Profile	Not transitioning at this time
H2023 U4 Z3 – NC CORE IPS Milestone 3 Job Development with Retention	H2023 U4 Z3 – NC CORE IPS Milestone 3 Job Development with Retention	Not transitioning at this time
H2023 U4 Z4 – NC CORE IPS Milestone 4 Job Support and Vocational Recovery	H2023 U4 Z4 – NC CORE IPS Milestone 4 Job Support and	Not transitioning at this time

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	Vocational Recovery	
H2023 U4 Z5 – NC CORE IPS Milestone 5 Successful Closure (90 Days Vocational Recovery w/Job Independent)	H2023 U4 Z5 – NC CORE IPS Milestone 5 Successful Closure (90 Days Vocational Recovery w/Job Independent)	Not transitioning at this time
H2023 U4 Z6 – NC Core IPS Milestone 6 Long Term Follow Along +210 days	H2023 U4 Z6 – NC Core IPS Milestone 6 Long Term Follow Along +210 days	Not transitioning at this time
H2023 U4 Z7 – NC Core IPS Milestone 7a Vocational Advancement/Employment	H2023 U4 Z7 – NC Core IPS Milestone 7a Vocational Advancement/Employment	Not transitioning at this time
H2023 U4 Z8 – NC Core IPS Milestone 7b – Vocational Advancement/Education	H2023 U4 Z8 – NC Core IPS Milestone 7b – Vocational Advancement/Education	Not transitioning at this time
H2026 HQ U4 – 1915(b)(3) SE Maintenance Group	H2026 HQ – 1915(b)(3) SE Maintenance Group	H2026 HQ U4 – 1915(i) SE Maintenance Group H2026 U4 – 1915(i) Maintenance Individual Supported Employment
H2026 U4 – 1915(b)(3) Maintenance Individual Supported Employment	H2026 – 1915(b)(3) SE Maintenance	
H2026 U4 HE – 1915(b)(3) Supported Employment MHSA Maintenance	H2026 HE – 1915(b)(3) Supported Employment MHSA Maintenance	
H2026 U4 HE DJ – 1915(b)(3) Supported Employment MHSA Maintenance	H2026 HE DJ – 1915(b)(3) Supported Employment MHSA Maintenance	
T2013 U4 – 1915(b)(3) In-home Skill Building – Individual	<i>T2013 TF - T2013 TF – Community Living and Supports (EVV)*</i>	T2013 TF U4 – 1915(i) Community Living and Supports (EVV)
	<i>T2012 – CLS Community Only (Non-EVV)*</i>	T2012 U4 – 1915(i) CLS (Community Only, Non-EVV)
	<i>T2012 GC – CLS Live in Caregiver Individual (Non-EVV)*</i>	T2012 GC U4 – 1915(i) CLS Live in Caregiver Individual (Non-EVV)
	<i>T2013 HQ – 1915(b)(3) Community Living and Supports Group (EVV)*</i>	T2013 HQ U4 – 1915(i) Community Living and Supports Group (EVV)
H2022 U4 – 1915(b)(3) Transitional	H2022 U4 – 1915(b)(3)	T1019 U4 – 1915(i) Individual

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Living Adolescents and Adults	Transitional Living Adolescents and Adults	and Transitional Support (EVV)**
H2022 U4 FT – 1915(b)(3) Transitional Living Adolescents and Adults 15 minutes	H2022 U4 FT – 1915(b)(3) Transitional Living Adolescents and Adults 15 minutes	T1019 U4 TS – 1915(i) Individual and Transitional Support (Non-EVV, Community Only)**
T1012 HQ U4 – 1915(b)(3) Intensive Recovery Supports Group	T1012 HQ U4 – 1915(b)(3) Intensive Recovery Supports Group	
T1012 U4 – 1915(b)(3) Intensive Recovery Supports Individual	T1012 U4 – 1915(b)(3) Intensive Recovery Supports Individual	
T1019 U4 – 1915(b)(3) Individual Support	T1019 – 1915(b)(3) Individual Support (EVV)	
T1019 U4 DJ – 1915(b)(3) Individual Supports	T1019 DJ – 1915(b)(3) Individual Supports	
T1019 U4 EP – 1915(b)(3) Individual Supports – Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)	T1019 EP – 1915(b)(3) Individual Supports – EPSDT	
T1019 U4 TS – Individual and Transitional Support (Non-Electronic Visit Verification [EVV], Community Only)	T1019 TS – 1915(b)(3) Individual Support (Non-EVV, community only)	
*For 1915(b)(3) CLS only, select Base Code T2013TF and Treatment Type Community Living and Support **Individual Supports, Intensive Recovery Supports and Transitional Living Adolescents and Adults combined into one service.		

How can providers learn more about 1915(i)?

- Partners provided a 1915(i)-training webinar for members and providers. This webinar can be located on the [Partners Training website](#).
- For more information about 1915(i), [click here](#).

Who should providers contact if they have questions?

Authorization or service-related questions: UMQuestions@partnersbhm.org.

Provider contract questions: reach out to your Provider Network Specialist or email pas@partnersbhm.org.

Tailored Care Management questions: Taioredcaremanagement@partnersbhm.org.

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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.

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. 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 to be used when surveys cannot be completed electronically. These surveys must still be submitted using the appropriate population link listed below.

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.

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](#)

Update to the QM Monitoring Nursing Delegation Reviews

Partners appreciates the thoughtful feedback received regarding the Quality Management (QM) Monitoring Nursing Delegation Reviews.

Partners will now pause this process to review the feedback and look for ways to improve the process. In the meantime, please continue to follow the Nursing Board requirements and Clinical Coverage Policy.

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Reminder Regarding Innovations Waiver

The Crisis Intervention and Stabilization Supports-H2011HI Service available under the Innovations Waiver provides intervention and stabilization for a member experiencing a crisis.

Crisis Supports are for a member who experiences acute crises and who presents a threat to their health and safety or the health and safety of others. Staff trained in Crisis Services Competencies are available to provide “first response” crisis services to individuals they support, in the event of a crisis.

Excerpt from CCP 8P (May 1, 2022, page 67): "Crisis Supports are an immediate intervention available 24 hours per day, 7 days per week, to support the individual. Service authorization can be granted verbally or planned through the ISP to meet the needs of the individual. Following service authorization, any needed modifications to the ISP and individual budget will occur within five (5) working days of the date of verbal service authorization. The Comprehensive Crisis Plan must be updated as warranted in collaboration with the team within 14 days of a crisis, in an effort to ensure it meets the individual's needs and is reflective of anything learned from the crisis."

A Verbal Authorization can be obtained 24/7 by calling Partners' toll-free Behavioral Health Crisis Line number anytime 24 hours per day, seven days per week, 365 days per year: 1-833-353-2093.

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.

July 2023: Medicaid—Number of Days to Process and Pay All Claims	
Received Date to Paid Date:	8.7

Top Five Medicaid Claim Denials—July 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 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 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 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 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. 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). The 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 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. 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.

Partners Provider Council

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.

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

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

Provider Open House

Sept. 7, 2023, 9 a.m.-10 a.m. ([Register](#))

Oct. 5, 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. In addition, providers with state funding contracts are encouraged to attend Provider open house. The Eligibility and Enrollment department can provide one-on-one training in a breakout room regarding state benefit recipient enrollment training. We look forward to your participation. If you need accommodations to participate in the Provider Open House, please email 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

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.

LTCS Collaborative

Sept. 14, 10 a.m.-11:30 a.m. ([Register](#))

Oct. 12, 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

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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

Sept. 20, 2023, 2 p.m.-3:30 p.m. ([Register](#))

Oct. 18, 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.

Provider Diversity, Equity and Inclusion (DEI) Collaborative – Quarterly

Oct. 12, 2023, 2 p.m.-3 p.m. ([Register](#))

Jan. 11, 2024, 2 p.m.-3 p.m. ([Register](#))

April 11, 2024, 2 p.m.-3 p.m. ([Register](#))

This quarterly collaborative is tasked with increasing conversation and awareness and identifying strengths and barriers to diversity, equity and inclusion across Partners Health Management and our Provider agencies. We encourage you to become a participant in this DEI conversation. The collaborative meets the second Tuesday of July, October, January and April 2pm-3pm.

NCTOPPS 101 and Superuser Training

Oct. 25, 2023, 9 a.m. – 10:30 a.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, Oct 25 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.

NC-TOPPS Quarterly Discussion Webinar

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](#))

August 17, 2023

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.

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, amattthews@partnersbhm.org.

Partners Community Café

Aug. 23, 2023, 10 a.m.—11 a.m. ([Register](#))

Sept. 27, 2023, 10 a.m.—11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month. The August Community Café topic is Back to School and Safety.

Partners Member Café

Sept. 12, 2023, 1 p.m.—2 p.m. ([Register](#))

Partners Member Café is held the second Tuesday of each month. September's topic is Mental Health and Suicide Awareness. Please join us as we welcome Kevin Markle and Rebekah Bagley of Mental Health America Charlotte to talk about Mental Health awareness, self-care and how it impacts you. In honor of World Suicide Prevention Day (Sept. 10, 2023), our discussion will give attention to suicide prevention awareness. Amber Matthews, System of Care (SOC) Training Manager for Partners will share information about Question, Persuade and Refer (QPR) training. QPR is a great tool for everyone to have in their toolbox.

Domestic Violence: Keeping Ourselves and Others Safe

Sept. 12, 2023, 2 p.m.—4 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.

Human Trafficking: Keeping Our Children Safe

Sept. 15, 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.

Introduction to Trauma and Resilience

Sept. 18, 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.

Risk & Resilience Buffering Toxic Stress Modules 1-3

Sept. 19, 2023, 2 p.m.—4 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

Sept. 20, 2023, 2 p.m.—4 p.m. ([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

Sept. 21, 2023, 2 p.m.—3 p.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.

QPR (Question Persuade Refer) Suicide Prevention

Sept. 25, 2023, 2 p.m.—4 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.**

Community Resilience Model®

Sept. 26, 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.

Mental Health 101

Sept. 27, 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.

Trauma Informed Care

Sept. 28, 2023, 10 a.m.—12 p.m. ([Register](#))

August 17, 2023

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?

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.

Oct. 17 and 18, 2023, 9 a.m.—4:30 p.m. ([Register](#))

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.

Partners System of Care/Community Training Coordinators

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

Additional Events and Training

Hickory Brain Injury Support Group

Aug. 22, 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.

Provider Communication Bulletin #143

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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 | |