

In This Bulletin:

- Davidson County Realignment Welcome Event
- NC IDD Health ECHO™ for Primary Care Providers
- Cleveland County Accepting Nominations for Governor's 2023 Volunteer Service Awards
- Unlicensed Alternative Family Living Home Provider Attestation
- Medicaid Proposed Clinical Coverage Policies Open for Public Comment
- Request for Applications: Bipartisan Safer Communities Act
- Claims Information
- Utilization Management Updates
- State News and Updates
- Training Resource and Collaborative (TRAC)
- Community Training
- Additional Events and Training

Davidson County Realignment Welcome Event



On Feb. 1, 2024, individuals in Davidson County who receive Medicaid services for intellectual or developmental disabilities, mental health or substance use disorders will be automatically enrolled with Partners.

Please join us for an information session for members, stakeholders and providers welcoming Davidson County to Partners Health Management.

Welcome Davidson County

Feb. 1, 2024, 6-7:30 p.m. ([Register](#))

Visit the [Davidson County Realignment page](#) for updates and to find answers to [Frequently Asked Questions](#). If you have a question that you do not see answered, please send your question to: CountyQuestions@PartnersBHM.org.

NC I/DD Health ECHO™ for Primary Care Providers

Through the Intellectual and Developmental Disabilities (I/DD) Health Home Initiative, funded by the Division of MH/DD/SUS, The Arc of NC and the Autism Society of NC partner each year to improve and enhance integrated care for people with I/DD. In early February, they are launching their I/DD Health ECHO for physicians and

Jan. 18, 2024

medical professionals. This is an opportunity for physicians, PAs and FNPs to learn more about the unique aspects and challenges in providing physical health care for adolescents and adults with I/DD. They will have experts covering topics including communication, community services, the "Fatal Five," health screenings, assessments and behavior changes, medication side effects, sexuality and transitions from pediatric to adult care. CMEs, CEUs and contact hours are free through AHEC. View the flyer [here](#).

[Register here.](#)

Cleveland County Accepting Nominations for Governor's 2023 Volunteer Service Awards

The **Governor's Volunteer Service Award** honors the true spirit of volunteerism by recognizing individuals, groups and businesses that make a significant contribution to their community through volunteer service. Any person, group or entity from the public, non-profit and private sector may be nominated for an award to their county award coordinator. County award coordinators submit their top 10 volunteer nominations per county. There are categories for the type of nominee (senior, youth, faith-based, family, group, business, etc.). Additional categories are based on the area of service (animal, environmental, disaster, youth, preservation, etc.). County recommendations are reviewed by the Commission, and awards are given out in the counties.

The **Governor's Medallion Award for Volunteer Service** was implemented in 2006 to recognize the state's top 20-25 volunteers. Medallion recipients are nominated at the county level by the county award coordinator. Only one Medallion nomination is permitted per county. A statewide panel reviews and evaluates all these nominations to determine the award recipients. Medallion Award recipients are honored at an annual recognition ceremony. The medallion is placed around the neck to signify the volunteer's great service to the community. **The deadline to submit nomination forms is Wednesday, Feb. 14, 2024.**

Survey [Link](#) for online submission.

Unlicensed Alternative Family Living Home Provider Attestation

Effective Feb. 1, 2024, the Partners Quality Management (QM) department will begin to implement the Unlicensed Alternative Family Living (UAFL) home provider attestation form during all UAFL health and safety reviews.

The document attests that providers understand the UAFL site must be licensed if it serves either:

1. One or more minor clients; or
2. Two or more adult clients, with the provision that minor and adult clients shall not reside at the same location.

Providers will be required to sign and submit the UALF Home Provider Attestation Form to their QM Monitoring Specialist upon request at initial and annual reviews of the UAFL home. The form and more information about UFLA requirements can be found on the [Partners Provider Monitoring page](#).

Jan. 18, 2024

NC Medicaid Proposed Clinical Coverage Policies Open for Public Comment

Providers, members, stakeholders and the public have the opportunity to provide feedback on proposed changes to the NC Medicaid Clinical Coverage Policy now through Feb. 5, 2024.

The following clinical coverage policies are available for review:

- [8A-12, Substance Abuse Intensive Outpatient Program \(SAIOP\)](#)
- [8A-13, Substance Abuse Comprehensive Outpatient Treatment \(SACOT\)](#)

If commenting on both policies, stakeholders should submit a separate email for each policy by Feb. 5, 2024. Submit comments by emailing Medicaid.Public.Comment@DHHS.NC.gov. For more information, visit the NCDHHS [Proposed Medicaid Policies](#) page.

Request for Applications: Bipartisan Safer Communities Act

The Division of Mental Health, Developmental Disabilities and Substance Use Services (MH/DD/SUS) has released a Request for Applications (RFA) for [Developing Behavioral Health Crisis Interventions Models in NC](#). The deadline to apply is 5 p.m. on Feb. 9, 2024.

The purpose of this RFA is to develop community-based responses to mental health crisis in conjunction with (or in place of) armed law enforcement response.

MH/DD/SUS is seeking community-based nonprofits, local government and/or Local Management Entity/Managed Care Organizations (LME/MCOs) to apply to help develop services and interventions in their respective communities. The model requires collaborations between behavioral health, first responders, justice systems, local agencies and public health to ensure that identified services are integrated and sustainable.

All applications should be submitted directly to the funding agency via email to RFA.Responses@DHHS.NC.gov. [Click here](#) for details about the RFA and how to apply.

For more information, email BSCA Project Director, James Miller at James.Miller@DHHS.NC.gov.

Claims Information

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

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

Explanation of Benefits requests for Coordination of Benefits Claims

As a reminder, Partners requests copies of the Explanation of Benefits for claims submitted indicating *Coordination of Benefits*. The request will originate via email from Partners Claims staff. Once requested, please

Provider Communication Bulletin #148

Jan. 18, 2024

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.

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

Received Date to Paid Date:	11
-----------------------------	----

Top Five Medicaid Claim Denials—December 2023

Claim Denial	Provider Recommended Action Steps
Service is not authorized	Verify Service Authorization for member. Contact Utilization Management.
Duplicate Claim	Claim has previously been submitted and adjudicated. Do not refile.
Claim received after billing period	Write off charges as non-billable. Do not rebill.
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.
Billing Taxonomy submitted is not associated with the Billing NPI	Rebill claim with correct taxonomy/NPI information.

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, email EligibilityEnrollment@PartnersBHM.org to schedule one-on-one training. Note that providers will need Microsoft Teams screen sharing capabilities for more provider specific and in-depth training.

Jan. 18, 2024

Utilization Management Updates

Requests for Additional Information

It is the intent of Utilization Management (UM) to ensure that Partners members receive the right service, at the right time, at the right intensity for the right duration.

If UM receives an authorization request that is not a valid or complete request, the UM Reviewer will notify the provider of the missing information prior to issuing an unable to process (UTP) notification for an invalid request or an administrative denial for an incomplete request.

Partners staff will identify the missing information and relay this to the provider via phone call and email. Failure to submit the information by the identified due date may result in a UTP for an invalid request without appeal rights or an administrative denial for an incomplete request with appeal rights.

Please attach all documentation required by the clinical coverage policy at the time of submission and include correct provider contact information within the authorization request.

Authorizations for Davidson County Realignment

Most service authorization requests from Davidson County will be transferred to Partners electronically. If the authorization does not transfer, providers may submit the authorization request via ProAuth.

Attach the authorization letter for the previously approved service. Provide documentation required by the clinical coverage policy for all authorizations.

Per the N.C. Department of Health and Human Services (NCDHHS), UM will allow retroactive submissions for Davidson County authorizations. This flexibility applies to behavioral health and I/DD services for a duration of 120 days beginning Feb. 1, 2024.

For additional information on Partners benefits, refer to the [Medicaid and State Benefit Grids](https://providers.partnersbhm.org/benefits/) at <https://providers.partnersbhm.org/benefits/>

If you are having ProAuth login trouble or password issues, contact our ProviderCONNECT Support Team at ProviderCONNECTSupport@PartnersBHM.org.

If you are having trouble within the ProAuth system or trouble navigating ProAuth, take the following steps:

- Watch the ProAuth video on how to submit an authorization: A live demonstration is located on the Provider Portal under "Provider Toolbox" in the bottom right corner.
- If you continue to have issues, attach a screenshot of the error message or what you are seeing on your screen and send to ProAuth@PartnersBHM.org.

If you have questions about authorizations, email UM at UMQuestions@PartnersBHM.org.

Jan. 18, 2024

Corrections to Utilization Management Updates from PCB #147

Correction to State-funded Service Codes

Effective Feb. 1, 2024, the State-funded services and codes below WILL require prior authorization for INITIAL or CONCURRENT requests as well as submission to the [State-funded Services Waitlist](https://providers.partnersbhm.org/state-funded-services-waitlist-submissions/) at <https://providers.partnersbhm.org/state-funded-services-waitlist-submissions/>. This corrects and updates information shared in Provider Communication Bulletin #147.

YP760 YP760 TL YP770 YP770 TL YP780 YP780 TL	Group Living
YP740 YP740TL YP750 YP750TL	Family Living
YP710 YP720	Supervised Living

Notification Service Authorization Requests (SARs) do not require clinical documentation or justification of medical necessity criteria; however, Notification SARs are required for claims payment. Remember to complete the necessary and required fields to submit an authorization in ProAuth and indicate that you are submitting a Notification SAR in the notes section.

For questions or more information about the State-funded Waitlist, email StateFundsWaitlist@PartnersBHM.org or contact State-Funded Waitlist Coordinator Lisa Drake at 828-325-4682.

Correction to I/DD State Funded Services

For all concurrent I/DD State Funded requests, a Notification Service Authorization Request is required.

Notification Service Authorization Requests (SARs) do not require clinical documentation or justification of medical necessity criteria; however, Notification SARs are required for claims payment.

Remember to complete the necessary and required fields to submit an authorization in ProAuth and indicate that you are submitting a Notification SAR in the notes section.

Partners Medicaid and State Benefit Grids

Jan. 18, 2024

Benefit Grids outline service codes, service limits, level of care and documentation requirements needed for service authorization requests (SARs). They also outline requirements for unmanaged services.

The new Partners Medicaid and State Benefit Grid is a point-in-time document. If downloaded by providers, the document is only accurate for one month until the next set of updates is completed. Please use the Service Pre-Authorization Lookup Tool, which provides authorization requirements by service code.

For additional information on Partners benefits and Service Pre-Authorization Lookup Tool, refer to [the Medicaid and State Benefit Grids](https://providers.partnersbhm.org/benefits/) at: <https://providers.partnersbhm.org/benefits/>.

Diagnosis Codes in ProAuth

When entering an authorization request in ProAuth, the member's primary diagnosis on the Prescreen must be appropriate to the service code and service type selected. Other diagnoses can be entered on the second screen with Authorization Details.

If the primary diagnosis is not valid for the selected service type and/or the requested service code, you may be asked for corrections before your request can be clinically reviewed.

For example, if a member with a mental health (MH) diagnosis as well as an intellectual and developmental disability (I/DD) diagnosis is requesting an I/DD service such as Adult Developmental Vocational Program (ADVP), the service type must be I/DD and the primary diagnosis must be the member's I/DD diagnosis, such as F70. If requesting a MH service such as Community Support Team (CST) for the same member, the Service Type must be MH and the Primary Diagnosis must be the member's MH diagnosis, such as F41.1.

For any questions about entering diagnosis codes in ProAuth, email ProAuth@PartnersBHM.org for assistance.

If you have additional questions regarding authorizations, email the Utilization Management Department at UMQuestions@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)

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 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). 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

Jan. 18, 2024

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

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.

Jan. 18, 2024

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

Jan. 26, 2024, 9:30 a.m. ([Register](#))

Feb. 23, 2024, 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

Jan. 30, 2024, 9 a.m.-12:15 p.m. ([Register](#)) ***FULL***

Crisis Response Training is a 3-hour live virtual interactive class reviewing best practices, requirements and strategies for providers. Instruction covers content for before, during and after crisis episodes.

This event will be held on Tuesday, Jan. 30, 2024, from 9 a.m.-12:15 p.m. You must attend the full session and be visible on video to receive credit. No partial credit will be given.

If you need accommodation to participate in this training, email Training@PartnersBHM.org.

Provider Open House

Feb. 1, 2024, 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.-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. Questions are welcome during the open house. 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.

Provider Communication Bulletin #148

Jan. 18, 2024

In addition, providers with state-funding contracts are encouraged to attend the 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, email Training@PartnersBHM.org.

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

Feb. 5-8, 2024, 8:30 a.m.-12:30 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. Trained Partners staff will facilitate these sessions. This is an interactive training, and attendees are expected to participate fully (audio and visual required). All sessions must be completed to receive credit for the training. No partial credit is given.

This event is approved for 15 hours. If you need accommodation to attend this training, please email Training@PartnersBHM.org.

LTCS Collaborative

Feb. 8, 2024, 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.

Twelve Step Facilitation Training

Feb. 13 and 15, 2024, 9 a.m.-12:15 p.m. ([Register](#))

Join Partners' Training Resource and Collaborative (TRAC) and trainer, Eric Ottinger, LCAS, LCMHC for Twelve Step Facilitation. Learn more about what it really means to use this evidence-based practice to maximize opportunities for long-term recovery, connection and deeper life satisfaction. Both full sessions must be completed to receive credit for the training. No partial credit is given.

Eric Ottinger is approved by NCSAPPB to offer 6 credits for this training. If you need accommodation to attend this training, please email Training@PartnersBHM.org.

Person Centered Thinking (PCT) 3-Day Training

*Feb. 13-15, 2024, 12:30 p.m.- 4:30 p.m. ([Register](#)) *FULL**

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. You must have audio/video access and be visible on camera. Driving is not permitted during Partners trainings. If you need accommodations, email Training@PartnersBHM.org.

CBT Learning Community

Feb. 21, 2024, 2 p.m.-3:30 p.m. ([Register](#))

March 20, 2024, 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

Jan. 18, 2024

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.

Contact hours (1.5) 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.

Motivational Interviewing Training

March 5 and 6, 2023, 9 a.m.- 4:30 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, March 5 and 6, 9 a.m.-4:30 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. If you need accommodations to attend this training, please email Training@PartnersBHM.org.

CBT Foundations

March 12 and 14, 2024, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger.

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.

This virtual live training will take place on Tuesday and Thursday, March 12 and 14, 2024, 9 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. NCSAPPB approved for up to 6 hours. If you need accommodation to participate in the training, please email Training@PartnersBHM.org.

Partners Provider Forum – Quarterly

March 13, 2024, 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.

Provider DEI Collaborative – Quarterly

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

The purpose of this quarterly collaborative facilitated by Vickie Smith is to bring awareness and increase conversations related to the topics of diversity, equity and inclusion related to our provider network.

Providers, we would like your participation in this collaborative! Your perspective is vital for health equity initiatives for the members we serve.

Jan. 18, 2024

The goal of the DEI Provider Collaborative is to ensure that providers have access to the needed resources to serve members through the lens of ensuring diversity, equity, and inclusion. Another goal of the DEI Provider Collaborative is fostering better outcomes and improving quality of life for members. To achieve these goals, we must know and understand the different populations we serve.

As we transition to whole person integrated care of our members, it is important that we create actionable strategies to address members' behavioral, physical and pharmacy care. Consistent provider engagement in these discussions is critical to members' overall quality of care.

Please register here or on the Partners TRAC page at PartnersTraining.org, and let's get to work!

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 Aug. 1, 2023, participants who request a certificate will need to be on-camera during the training.

For more information contact: Amber Matthews, amatthews@partnersbhm.org.

Trauma Informed Care

Jan. 19, 2024, 10 a.m.-noon ([Register](#))

Feb. 20, 2024, 2 p.m.-4 p.m. (Part 2, [Register](#))

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

Understanding Grief

Jan. 23, 2024, 10 a.m.-noon ([Register](#))

Feb. 28, 2024, 2 p.m.-4 p.m. ([Register](#))

Are you experiencing grief or do you know someone who is grieving? In this training, you will learn about the various causes, phases and other information related to the grieving process.

Partners Community Café

Jan. 24, 2024, 10 a.m.-11 a.m. ([Register](#))

Feb. 28, 2024, 10 a.m.-11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month. The topic for January's Community Café is Specialty Courts & Re-entry Programs. Join us for a discussion led by local community advocates on their efforts in suicide prevention initiatives, featuring Kathi Perkins, Jail Diversion Project Manager at Partners Health Management.

Mental Health 101

Jan. 25, 2024, 10 a.m.-noon ([Register](#))

Feb. 23, 2024, 10 a.m.-noon ([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.

Active Listening/De-escalation

Jan. 25, 2024, 2 p.m.-4 p.m. ([Register](#))

Jan. 18, 2024

Feb. 13, 2024, 2 p.m.-4 p.m. ([Register](#))

If you have ever been in a high stress situation where you did not know what to say or how to help, this is the training for you. Active Listening/De-escalation focuses on active listening skills, empathy and habits to keep yourself and other people safe.

Question Persuade Refer (QPR) Suicide Prevention

Jan. 29, 2024, 2 p.m.-4 p.m. ([Register](#))

Feb. 12, 2024 2 p.m.-4 p.m. ([Register](#))

Feb. 27, 2024, 10 a.m.-noon ([Register](#))

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.

Introduction to Trauma and Resilience, Part 1

Jan. 30, 2024, 10 a.m.-noon ([Register](#))

Feb. 19, 2024, 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.

Non-Suicidal Self Injury

Jan. 31, 2024, 10 a.m.-noon ([Register](#))

Feb. 27, 2024, 2 p.m.-4 p.m. ([Register](#))

Learn about Non-Suicidal Self-Injury, what causes people to injure themselves, warning indicators and what we can do when we encounter someone who self-injures.

Human Trafficking: Keeping Our Children Safe

Feb. 6, 2024, 2 p.m.-4 p.m. ([Register](#))

Many children may be spending more time online than usual. Learn about trafficking around the world and some ideas about how to keep our children safe. This training addresses sexting briefly.

Domestic Violence: How to Help

Feb. 8, 2024, 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.

Risk and Resilience: Buffering Toxic Stress, Modules 1-3

Feb. 13, 2024, 10 a.m.-noon ([Register](#))

This training includes six modules; each module 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 emotional development through nurturing young minds from birth throughout early childhood is the core principle of this training.

Partners Member Café

Feb. 13, 2024, 1 p.m.-2 p.m. ([Register](#))

Partners Member Café is held the second Tuesday of each month. February's topic is a Supplemental Security Income (SSI) & Social Security Disability (SSDI) Overview. Please join us at Member Café as we welcome our

Jan. 18, 2024

guest speaker, Lisa Wallace, Public Affairs Specialist, Social Security Administration, for an overview of Social Security Disability (SSDI) and Supplemental Security Income (SSI) benefits. Please note we are not able to record this session; your attendance is required to learn about these two benefit programs. We look forward to seeing you!

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

Feb. 14, 2024, 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.

Community Resilience Model®

Feb. 14, 2024, 2 p.m.-4 p.m. ([Register](#))

The Community Resilience Model® (CRM) 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.

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

Feb. 15, 2024, 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.

Maternal Mental Health

Feb. 16, 2024, 10 a.m.-noon ([Register](#))

This training delves into the nuances of maternal mental health, perinatal mood disorders and practical tools for support. Explore the essential intersection of mental health, pregnancy/postpartum care and social determinates of health while gaining insights that contribute to creating a nurturing environment for mothers.

Eating Behaviors and Impact on Mental Health

Feb. 22, 2024, 10 a.m.-noon ([Register](#))

Join us for an insightful training on the intricate relationship between eating behaviors and mental health. This interactive training will explore how our dietary choices and habits can profoundly influence our mental well-being, emphasizing the crucial connection between nutrition and mental health.

Stress Management

Feb. 22, 2024, 2 p.m.-4 p.m. ([Register](#))

We're all stressed! Many of us are balancing jobs, school, family, finances and more. Let's get together and talk about ways we can manage our stress and have a little fun.

Darkness to Light

Feb. 29, 2024, 10 a.m.-1 p.m. ([Register](#))

The Darkness to Light training provides education about child sexual abuse and the steps you can take to prevent, recognize and react responsibly to child sexual abuse; participants learn proactive steps to protect children from this significant risk. *This is a 3-hour training.*

Jan. 18, 2024

In-Person Trainings

Community Discussion about Suicide – Forsyth County

Jan. 30, 2024, 5:30 p.m.-7:30 p.m.

Join us and our partners - Mental Health Association (MHA) in Forsyth County and Forsyth County Behavioral Health Services - for a Community Discussion About Suicide.

Two local groups have recently created short videos about the effects of suicide from the family, personal and community perspective. Forsyth County Government, Partners Health Management, Mental Health Association in Forsyth County and other community stakeholders are hosting the showing of these videos.

Our goal is to have an open discussion about suicide and future training opportunities based on community interest. Mental health professionals will be on-site.

For more information, contact Beth Brooks, Member Engagement Supervisor, at 336-527-3225.

An Introduction to Child and Family Teams: A Cross System Training from the Family's Perspective (Part 1)

*Feb. 6-7, 2024, 9 a.m.-4 p.m. ([Register](#)) *FULL**

Partners Elkin Office

200 Elkin Business Park Dr.

Elkin, NC 28621

This System of Care training will be in-person. CFT Part 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 CFT through the lens of multiple systems as they affect families in their everyday lives. Agency representatives and parents/family members 18 years old and older are encouraged to attend this training. Sessions must have a minimum of 10 participants. Do not schedule other appointments during this training. To register, send an email to CETraining@PartnersBHM.org.

Additional Events and Training

Hickory Brain Injury Support Group

Jan. 23, 2024, 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.

For more information, contact Travis Glass at 828-781-0778 or Travis@CrossroadsCounseling.org. Also check 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

Provider Communication Bulletin #148

Jan. 18, 2024

curriculum instructed by individuals with lived experience. To learn more about the program, please email mjames@mounteag.com or visit <https://mounteag.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 | |