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Medicaid Claims Processing

Providers may have noticed that claims are processing for more than the amount submitted on the original claims. The claims are processing for the contracted rate even if the amount submitted on the claim is less than the contracted rate. This will continue for Medicaid claims. It does not apply to provider- or member-specific rates.

There is no action needed by providers. If providers have questions, they can email ClaimsDepartment@PartnersBHM.org.

15% Retro Rate Increase to State Funds

To support the providers in our network, Partners Health Management is processing a 15% rate increase for providers with approved State-funded claims.

This increase will be for State-funded claims that were approved and paid for dates of service from July 1, 2023, to Dec. 31, 2023. This additional increase will be processed through an invoice process. Please see the instructions below to invoice and receive this increase.

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15% Rate Increase:

Please send an invoice to NONUCR@PartnersBHM.org no later than April 30, 2024, and include the following information:

- Provider Name
- NON UCR State-funding for Dates of Service July 1, 2023-Dec. 31, 2023
- Amount = \$XXX
- 15% rate increase based on paid claims DOS

The amount providers receive is based on paid claims (in the Alpha+ billing system as of March 31, 2024) with dates of service July 1, 2023-Dec. 31, 2023, and the providers current rate for State-funded services with a 15% rate increase.

For questions, contact Provider Network at PAS@PartnersBHM.org.

Current Service Providers Needed

Partners is looking for service providers for outpatient opioid treatment for adults and substance abuse intensive outpatient treatment for children/adolescents. See details below:

Outpatient Opioid Treatment Program (OTP) H0020 for Adults

Providers are needed in **Davidson, Surry and Union counties** to support members under contracted state funded services.

Outpatient Opioid Treatment is designed to help the individual make lifestyle changes by using methadone or other Food and Drug Administration-approved (FDA) drugs to treat opiate addiction in conjunction with rehabilitation and medical services. It is a tool in the detoxification and rehabilitation process of an individual with an opioid disorder.

Administration of methadone or other FDA-approved drugs, as clinically indicated, may be billed under this service code to provide maintenance or detoxification services for individuals with an opioid use disorder diagnosis. Services in this type include methadone or buprenorphine administration for treatment or maintenance.

Substance Abuse Intensive Outpatient Program (SAIOP) H0015 for Children/Adolescents

Providers are needed in Catawba and Iredell counties to provide state funded services for Substance Abuse Intensive Outpatient Program (SAIOP) for the child and adolescent population.

SAIOP is an intensive outpatient service that provides a structured program of skilled treatment for adults and adolescents. It is an American Society of Addiction Medicine (ASAM) level 2.1 service that delivers nine to 19 hours of skilled treatment services per week for adults and six to 19 hours of skilled treatment services per week for adolescents. SAIOP treatment services can be delivered during the day, weekend or evening.

SAIOP services include individual counseling, group counseling, medication management, individual therapy, family therapy and service coordination activities that include medication needs, educational groups, and other

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therapies provided in amounts, frequencies and intensities appropriate to the objectives of the individual's Person-Centered Plan (PCP).

To learn more about these opportunities, email PNDevelopment@partnersbhm.org.

Primary Care Provider Choice Period Update

All members are required to have a Primary Care Provider (PCP), regardless of health care plan, which is vital to their wellbeing. The PCP should be someone that the member is comfortable with and can best serve their needs.

For Partners Tailored Plan (TP) members who would like to choose/change their PCP:

- PCP Member choice period began on April 15, 2024, and ends on May 15, 2024.
- TP members will need to reach out to Partners during the choice period. If members do not select a PCP during the choice period, they will be auto-assigned a PCP beginning on May 17, 2024.
- Partners TP members should contact Member Services at 888-235-4673, email PCP@PartnersBHM.org and complete the PCP Choice/Change form in the Member Portal <https://www.partnersbhm.org/>.

Partners Medicaid Direct members who need to choose/change their PCP:

- Members will need to contact the Medicaid Contact Center at 888-245-0179.

NC Medicaid Managed Care Retroactive Disenrollments

NC Medicaid is alerting the NC Medicaid Managed Care health plans of an influx of retroactive disenrollments from NC Medicaid Managed Care to NC Medicaid Direct.

The Enrollment Broker has identified a technical issue in their system that resulted in a delay in identifying individuals eligible for NC Medicaid Direct and the Request to Move process on ncmedicaidplans.gov.

If an individual is enrolled in NC Medicaid Managed Care and has been found to meet clinical necessity to move to NC Medicaid Direct, evidence will trigger automatic retroactive disenrollment of the member. Beginning March 20, 2024, the health plans may notice the retroactive disenrollments via the daily 834 file. Currently, there are 200 requests affected. This retroactive disenrollment can span back several months and, in some cases, back to March 2023.

Until the issue is resolved, the Request to Move form can be submitted by visiting ncmedicaidplans.gov and selecting Submit Forms Online. In lieu of submitting the form online, it is recommended providers and beneficiaries download, print and fill out the form and fax it to 1-833-898-9655.

To ensure the request was received, call 1-833-870-5500 or use the chat feature on ncmedicaidplans.gov to check the status of the form after all parties have signed.

For more information on retroactive disenrollments, providers should visit [Update: Retroactive Disenrollment from NC Medicaid Managed Care | NC Medicaid \(ncdhhs.gov\)](#).

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Eligibility Requirements for Trauma-Focused Cognitive Behavioral Therapy

Partners recognizes the [NC Child Treatment Program Roster](#) and the [National Certification Roster](#) (per [Provider Communication Bulletin #118](#)) as indicators of eligibility for providers desiring to deliver Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) services (service codes 90837 Z1, 90846 Z1 and 90847 Z1).

The NC Child Treatment Program Roster and the National Roster are searchable lists of providers in North Carolina who are currently accepting referrals and who were trained by the NC Child Treatment Program (NC CTP) or by the Center for Child and Family Health.

Effective immediately, Partners will also recognize the [MUSC Project Best Roster](#) as an additional eligibility verification source for providers seeking to add TF-CBT services to their contracts.

Participating providers will be responsible for verifying their clinicians' eligibility and administering TF-CBT services and billing only for those services delivered by properly certified clinicians. Providers may request to have TF-CBT services added to their contract by submitting the [Provider Change Form](#), pages 1, 2 and Section B.

High Fidelity Wraparound (HFW) Update

Effective April 1, 2024, the High-Fidelity Wraparound Coach/Supervisor position can be filled by a Qualified Professional (QP) with a master's degree or by a bachelor-level credentialed facilitator. The QP does not have to be a licensed professional. The current training requirements for the HFW Coach/Supervisor continue to apply. If you have questions, please contact your provider account specialist.

PartnersACCESS Provider Services Line for Tailored Plan Launch

PartnersACCESS Provider Services Line: Call 877-398-4145, Monday-Saturday; 7 a.m.-6 p.m.

Menu Options	Description/Submenus
Option 1	Contract And Credentialing
Option 2	Provider Claims
Option 3	Partners Utilization Management Submenu Option 1 UM-IDD/TBI Option 2 UM-MH/SU Option 3 UM-Acute Careline
Option 4 (July 1, 2024)	Tailored Plan Medical UM Option 4 Partners It Helpdesk
Option 5 (May 16, 2024)	Tailored Plan NEMT Transportation Submenu Option 5 Option 1 NEMT Facility

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	Option 2 NEMT Provider
Option 6 (June 1, 2024)	CVS Provider Line
Option 7 (June 1, 2024)	Radiology
Option 8 (June 1, 2024)	Vision
Option 9	Back To Queue Provider Line Staff

Closed Menu Options	Description/Submenus
Option 1 (May 16, 2024)	Tailored Plan NEMT Transportation Sub-Menu Option 1 NEMT Facility Option 2 NEMT Provider
Option 2 (June 1, 2024)	CVS Pharmacy Provider Line
Option 3 (July 1, 2024)	Radiology
Option 4 (July 1, 2024)	Vision
Option 5	Provider Line Voicemail

Introducing the NC-TOPPS Corner

Have you ever wanted to see your name in lights? Here is your chance! Partners wants to congratulate your agency's exceptional compliance with the timely submission of NC-TOPPS initial interviews.

Soon, Partners will begin highlighting agencies who are excelling at providing timely submissions. Furthermore, all things NC-TOPPS will be covered, including updates, facts, frequently asked questions, links, guides, etc. Information displayed on the **NC-TOPPS Corner** will be updated quarterly.

Compliance will be determined by an agency meeting their contractual obligations for submission of NC-TOPPS initials (by the second treatment date). Additionally, Partners will use submitted claims data along with a report in NC-TOPPS.

NC-TOPPS initial interviews are designed to gather information on member demographics and pretreatment behaviors. Keep in mind that these interviews are required to be done face-to-face within the first or second treatment visit.

If there are other NC-TOPPS topics you would like to see covered, send suggestions to the Partners NC-TOPPS Help Desk (email provided below).

Important Emails/Links:

- Partners NC-TOPPS Website: <https://providers.partnersbhm.org/nc-topp/>.
- Partners NC-TOPPS Help Desk: NCTOPPSQUESTIONS@partnersbhm.org.
- NC-TOPPS Help Desk: NCTOPPS@ncsu.edu.

ProviderCONNECT Updates

LA User Maintenance Guide/Non-Utilizer Report Available in ProviderCONNECT

Partners has added new tools to ProviderCONNECT to assist Local Administrators.

The LA User Maintenance Guide and Non-Utilizer Report provides resources to help the Local Administrator better manage their organization's users.

The LA User Maintenance Guide provides guidelines for the Local Administrator to follow. The Non-Utilizer Report displays the users for each practice who have not logged into ProviderCONNECT within the specified amount of time. This report can be used to identify those users whose accounts may need to be deleted or reinstated.

Local Administrators are the account designees in ProviderCONNECT for their practices. They register new users, close accounts and monitor all portal users at their practice.

Local Administrators should:

- Immediately remove accounts that are no longer used or any user who is no longer with the organization.
- Audit users at least every 90 days to ensure all users who have left the practice or are no longer using the portal have been deleted.
- Open accounts only for those employees who need to access the portal.

Local Administrators can find the LA User Maintenance Guide in ProviderCONNECT under "PROVIDER TOOLBOX."

The Non-Utilizer Report can be accessed through ProviderCONNECT following the steps below:

1. Go to Office Management→Reports.
2. Select Non-Utilizer Report.
3. Run the report under ACL ID, selecting the appropriate practice, if more than one is available.
4. Enter the number of days since the last report was run (it is required that this report be run every 90 days, but can be run monthly, as well).
5. Finally, check "Include Locked Out Users."
6. Click Continue.
 - a. The report will appear on screen for viewing, or you can download the report by clicking the PDF or Excel icons located below the BACK button on the same screen.

If you have questions about accessing either the guide or the report, contact Partners' portal administrator at ProviderPortal@PartnersBHM.org.

If your organization has questions about identifying a Local Administrator, email Partners at CredentialingTeam@PartnersBHM.org.

New ProviderCONNECT Information in Provider Knowledgebase

The Partners Provider Knowledgebase now has a robust section dedicated to information that can also be accessed through ProviderCONNECT. This section includes:

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Currently Available

- [Providers NC Innovations Termination Notification Form](#)
- [Transition Activity Report Form](#)
- [In-Reach Activity Report Form](#)
- [Diversion Activity Report Form](#)
- [Training: Provider SysAid2 Service Ticket Overview](#)
- [Training: ProviderCONNECT Document Manager](#)
- [Training: ProviderCONNECT Secure Messages](#)
- [Training: ProviderCONNECT LA Non-Utilizer Report](#)
- [Training: ProviderCONNECT User Navigation](#)
- [Training: ProAuth Demonstration](#)
- [NC Medicaid Partner Quick Reference Guide](#)

Coming Soon

- Partners Health Management has partnered with **Availity**®, an independent company, to operate and service our electronic data interchange (EDI) and portal transactions. This transition will take place on July 1, 2024, and should be seamless to you unless you currently log in to submit your claims transactions. Comparable portal services will be available on the Availity® Essentials Portal starting in May 2024. More details will follow in subsequent communications from us or our Availity® Partners.
- **RadMD** is a user-friendly, real-time tool offered by Evolent (formerly National Imaging Associates, Inc.) that provides ordering and rendering providers with instant access to prior authorization requests for specialty procedures. ProviderCONNECT will have a link to RadMD beginning May 1, 2024.

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 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.

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March 2024: Medicaid—Number of Days to Process and Pay All Claims

Received Date to Paid Date:	9.1
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Top Five Medicaid Claim Denials—March 2024

Claim Denial	Provider Recommended Action Steps
Service is not authorized.	Verify Service Authorization for consumer. Contact Utilization Management.
Duplicate Claim.	The claim has previously been submitted and adjudicated. Do not refile.
No coverage available for Patient/Service/Provider combo.	Go to Patient -> Patient Search and search for the patient in question. Check the insurance to ensure the patient has effective insurance covering to date of service submitted on the claim. If this appears to be correct, contact the MCO for further assistance.
Client has other covered insurance.	Ensure the primary insurance for the patient has been billed and is indicated on the claim being submitted to Partners.
Billing Taxonomy submitted is not associated with the Billing NPI.	Rebill claims 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.

UM Update: Deadline Reminder for TBI Injury Allocation Application

As a reminder to providers and organizations who wish to request funding through the Traumatic Brain Injury (TBI) Allocation, the deadline for application submission is **May 1, 2024**. The [Partners' Traumatic Brain Injury Funding Request Application](#) should be sent to UMSpecializedFunding@PartnersBHM.org by **May 1, 2024, annually**. Members who are currently receiving funding through the TBI allocation must also resubmit the required documentation by May 1, 2024.

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Required Documentation	
<i>*Requests are not considered complete without required documentation</i>	
Direct Services	• Partners' TBI Funding Request Application • Medical documentation to confirm TBI diagnosis (only for new requests) • Cost Finding Form • Corresponding service order (QP) • Treatment Plan • NC-SNAP or SIS
Equipment or Modification	• Partners' TBI Funding Request Application • Medical documentation to confirm TBI diagnosis (only for new requests) • Letter of Medical Necessity • Two quotes • NC-SNAP or SIS

Please note: TBI funding is not an entitlement and, therefore, no appeal rights will accompany this decision. However, Partners' grievance procedure does apply.

If you have questions, contact UMSpecializedFunding@PartnersBHM.org.

Reminder, NEW State Funded Supported Employment Codes

Provider Communication Bulletin #149 Dated: Feb. 16, 2024 <https://providers.partnersbhm.org/provider-communication-bulletin-149/> outlined changes to the State-Funded Supported Employment Codes.

Effective March 1, 2024, revisions have been made to the State-Funded Supported Employment service definition and codes. The new service definition is posted [here](#).

Effective March 1, 2024, individuals NEW to the Supported Employment service should enroll in Supported Employment (Individual) and use the new NCTRAKS procedure code (YP642) and appropriate modifier code. The modifiers per phase are as follows:

Pre-Employment Phase	YP642 BD
Pre-Employment Phase – Telehealth	YP642 GT
Career Planning Assessment	YP642 BE
Career Planning Assessment – Telehealth	YP642 BE GT
Employment Stabilization Phase	YP642 BF
Employment Stabilization Phase – Telehealth	YP642 BF GT
Long-Term Supported Employment Phase	YP642 BG
Long-Term Supported Employment Phase – Telehealth	YP642 BG

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The current NC TRACKS procedure codes (YA390) and (YP640) below will expire effective **April 30, 2024**.

- Supported Employment – Individual YA390
- Supported Employment - Group YP640

Before adding service codes to contract, providers should review the service definition

(<https://www.ncdhhs.gov/state-funded-supported-employment-service-definition/download?attachment>) and requirements and complete the [Provider Change Form](#).

Funding Changes Mid-Authorization for Behavioral Health (BH) Services

A Medicaid claim will be processed against a State benefit authorization with the same service code.

However, as of Feb. 1, 2024, Utilization Management (UM) will no longer require prior authorization for State-funded services except for Inpatient Hospitalization and Adult Behavioral Health State-Funded Residential services.

For prior authorization changes going from State to Medicaid, a new Service Authorization Request (SAR) will need to be submitted by the provider.

For authorization changes going from Medicaid to State, an authorization is not required. See exceptions noted above.

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

Claims questions: ClaimsDepartment@PartnersBHM.org or 704-842-6486.

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 is required before being permitted to receive reimbursement for IMB services. CEs are not available for this training.

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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, Updated April 2024

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. Three 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

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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.

Physical Health Providers Update LME/MCO Tailored Plans & Tailored Care Management

On-Demand ([Register](#))

Partners Health Management and Carolina Complete Health (CCH) bring a shared vision for true partnerships with all providers across the system of care, which is reflected in our network management model. As the only Provider-Led Entity (PLE), CCH seeks out physician and clinician expertise in medical policy and aims to give providers a voice in how to best care for their patients while reducing administrative burden. Since Partners' inception as a managed care organization, Partners has executed a strategy of collaboration with providers. Our mutual goal is to aid providers as they offer accessible, robust and effective services for members.

ProviderCONNECT User Navigation Guide Video

On-Demand ([Register](#))

This ProviderCONNECT User Navigation Guide is designed as a brief orientation to portal features following a successful login.

ProviderCONNECT LA Non-Utilizer Report Video

On-Demand ([Register](#))

Local administrators should maintain their back-up local administrators (LAs), any additional LAs and general users (GUs) they have set up in the ProviderCONNECT Portal Dashboard. This video will guide providers through that process.

ProviderCONNECT Secure Messages Video

On-Demand ([Register](#))

Secure Messages is an app in ProviderCONNECT that enables Partners and providers to exchange messages within the secure portal. This is a step-by-step instructional guide to using the Secure Messages app.

ProviderCONNECT Document Manager Video

On-Demand ([Register](#))

Document Manager is an app in ProviderCONNECT that enables Partners to share documents with providers within the secured portal. It also can be used as a file management system for maintaining files within your organization. This is a step-by-step instructional guide to using Document Manager.

Provider SysAid2 Service Ticket Overview Video

On-Demand ([Register](#))

This 8 minute video provides you an overview of the Partners SysAid2 Service Ticket System.

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Jump Starting Community Inclusion

April 23, 2024, 1-2:30 p.m. ([Register](#))

Presenter: Bryan McCormick, PhD

Join Partners as we host session two of the Spring 2024 Temple University Training Series on Community Inclusion. This training is intended to provide ideas that mental health agencies can pursue to promote community inclusion. It includes ideas for educating staff and community members, funding strategies, new programmatic initiatives and other innovations they might take up to make community inclusion a reality. The training is based on the [Jump-Starting Community Living and Participation Document](#).

Participants can earn 1.5 contact hours of continuing education credits. If you need accommodations to participate in this training, email Training@PartnersBHM.org.

Training is provided by the Temple University Collaborative on Community Inclusion with funding from the N.C. Department of Health and Human Services (NCDHHS) to support the Transitions to Community Living Initiative (TCLI). The contents of these presentations do not necessarily represent the perspectives or policies of NC DMH/DD/SAS.

Partners Provider Council

April 26, 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.

Trauma Informed Interventions for People Who Support I/DD Members

April 29, 2024, 1-3 p.m. ([Register](#))

Trainer: Michelle Stroebel, MA, NCC, LCMHC, NADD-CC, DBH-C

This workshop is designed to provide participants with a comprehensive understanding of trauma and its impact on individuals with Intellectual or Developmental Disabilities (I/DD). This workshop explores the unique challenges faced by this population and offers practical strategies for providing trauma-informed support and care. Participants will gain the knowledge and skills necessary to create safe and supportive environments for individuals with I/DD who have experienced trauma. This is a virtual live event. If you need accommodation to participate in this training, email Training@PartnersBHM.org.

Crisis Response Training

April 30, 2024, 1-4:15 p.m. ([Register](#))

Crisis Response Training is a 3-hour live virtual interactive class reviewing best practices, requirements and strategies for providers addressing crisis needs. Instruction covers content for before, during and after crisis episodes. This event meets the service definition requirements for 3 hours of crisis response training and will be held on Tuesday, April 30 from 1 to 4:15 p.m. All participants must attend the full session and be visible on video to receive credit. No partial credit will be given. Driving is not permitted during Partners trainings. Participants can earn three contact hours of continuing education credits. If you need accommodations to participate in this training, email Training@PartnersBHM.org.

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Provider Open House

May 2, 2024, 9-10 a.m. ([Register](#))

The Provider Open House is a virtual event that occurs quarterly, the first Thursday of August, November, February and May, from 9 a.m. to 10 a.m. It 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 at 9 a.m. and is staffed by 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.

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

May 6-9, 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. These sessions will be facilitated by trained Partners staff. All participants must attend and participate in all sessions and be visible on video to receive credit. No partial credit will be given. Driving is not permitted during Partners trainings. If you need accommodations to participate in this training, email Training@PartnersBHM.org.

LTCS Collaborative

May 9, 2024, 1-2 p.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.

HIV & Ethics

May 14 and 16, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger, LCAS, LPC

HIV & Ethics provides an annual update on global, national and local trends in HIV diagnosis and treatment. This training will address the impact of Social Determinants of Health on providing effective behavioral health services, health inequity and disparity, stigma, ethical dilemmas, ethical decision-making processes, informed consent, identifying the individuals' rights and responsibilities and identifying professional roles and responsibilities of the clinician. Connect the dots between HIV and substance use treatment. Training takes place May 14 and 16, 9 a.m.-12:15 p.m. NCSAPPB approved for 6 hours (3 HIV and 3 Ethics). If you need accommodations to attend this training, email Training@PartnersBHM.org.

April 19, 2024

CBT Learning Community

May 15, 2024, 2-3:30 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.

Participants can earn 1.5 contact hours of continuing education credits. If you need accommodations to participate in this training, email Training@PartnersBHM.org. You must have audio/video access and be visible on camera during the session. Driving is not permitted during Partners trainings. If you need accommodations to participate in the session, please email Training@PartnersBHM.org.

Person Centered Thinking (PCT) 3-Day Training

May 21-23, 2024, 9 a.m.-2 p.m. ([Register](#))

Person Centered Thinking (PCT) is a foundational and philosophical framework for those involved in supporting people with disabilities. This activity-filled, three-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 to participate in the session, please email Training@PartnersBHM.org.

Promoting the Development and Use of Natural Supports to Enhance Community Participation

May 21, 1-2:30 p.m. ([Register](#))

Presenter: Bryan McCormick, PhD

Join Partners as we host session three of the Spring 2024 Temple University Training Series on Community Inclusion. Some people do not engage in activities in the community because they do not have people to go with or do not ask people they do know whether they would like to go with them. Mental health providers recognize this and often organize community outings (e.g., group trips to movies, bowling, picnics) or go with the person themselves. While this can be enjoyable, these events are infrequent and do not assist people in learning how to enhance their social networks and identify people who can go with them outside of their mental health services. This training will focus on how to support people in developing natural support systems (i.e., people who are not paid to help, like friends and family members) and engaging in activities with them in the community.

Participants can earn 1.5 contact hours of continuing education credits. If you need accommodations to participate in this training, email Training@PartnersBHM.org. You must have audio/video access and be visible on camera during the session. Driving is not permitted during Partners trainings. If you need accommodations to participate in the session, please email Training@PartnersBHM.org.

Trainings are provided by the Temple University Collaborative on Community Inclusion with funding from the North Carolina Department of Health and Human Services to support the Transitions to Community Living Initiative (TCLI). The contents of these presentations do not necessarily represent the perspectives or policies of NC DMH/DD/SAS.

April 19, 2024

Becoming an Ally for LGBTQIA2S+ Clients

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

Trainer: Michelle Stroebel, MA, NCC, LCMHC, NADD-CC, DBH-C

This transformative workshop is designed to equip participants with the knowledge, skills and attitudes necessary to effectively support LGBTQIA2S+ individuals in various professional settings. Participants will explore the complexities of discrimination, cisgender privilege, stigma, violence and the profound impact of supportive environments on LGBTQIA2S+ individuals. By the end of the training, participants will emerge with a deeper understanding of LGBTQIA2S+ identities, enhanced empathy and concrete strategies to advocate for and empower their LGBTQIA2S+ clients. If you need accommodation to attend this training, email

Training@PartnersBHM.org.

Partners Provider Forum – Quarterly

June 12, 2024, 1-3 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.

Autism Services Learning Collaborative

June 18, 2024, 3:30-4:30 p.m. ([Register](#))

Join Utilization Management to discuss service updates and relevant information. If you need accommodation to participate in the session, please email Training@PartnersBHM.org.

Provider DEI Collaborative – Quarterly

July 11, 2024, 2-3 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 (DEI) 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.

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.

April 19, 2024

Stress Management

May 2, 2024, 2-4 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.

Human Trafficking: Keeping Our Children Safe

May 6, 2024, 2-4 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.

Eating Behaviors and Impact on Mental Health

May 8, 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.

Understanding Grief

May 9, 2024, 10 a.m.-noon ([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.

Domestic Violence: How to Help

May 9, 2024, 2-4 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.

Question Persuade Refer (QPR) Suicide Prevention

May 13, 2024, 2-4 p.m. ([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.

Partners Member Café

May 14, 1-2 p.m. ([Register](#))

Partners Member Café is held the second Tuesday of each month. 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!

Community Resilience Model®

May 14, 2-4 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 and Resilience: Buffering Toxic Stress

This training includes six modules. Modules stand alone and there are no prerequisites to attend any of the modules.

April 19, 2024

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

May 15, 2024, 10 a.m.- noon ([Register](#))

The introductory 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. We discuss interventions to buffer the impact of toxic stress.

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

May 16, 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.

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

May 17, 2024, 10 a.m.- noon ([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.

Non-Suicidal Self Injury

May 16, 2024, 2-4 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.

Maternal Mental Health

May 21, 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.

Partners Community Café

May 22, 2024, 10-11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month. In the May Café, we will celebrate Mental Health Awareness Month.

Introduction to Trauma and Resilience, Part 1 & 2

May 23, 2024, 10 a.m.-noon (Part 1, [Register](#))

May 24, 2024, 10 a.m.-noon (Part 2, [Register](#))

Most of us have experienced trauma at some time. This can have a lasting effect on our learning, behavior and health. In Part 1, learn about trauma and how to address the effects as well as how to develop resilience. In Part 2, learn how behavior affects others who have trauma and changes we can make using what we know about trauma.

Darkness to Light

May 28, 2024, 1-4 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.*

April 19, 2024

Mental Health 101

May 29, 2024, 2-4 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.

Active Listening/De-escalation

May 30, 2024, 10 a.m.-noon ([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.

In-Person Trainings

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

June 19 & 20, 2024, 9 a.m.- 4 p.m. ([Register](#))

Partners Health Management, Hickory Office
1985 Tate Blvd SE
Hickory, NC 28602

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 the 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.

Additional Events and Training

Hickory Brain Injury Support Group

April 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 curriculum instructed by individuals with lived experience. To learn more about the program, please email mjames@mount eagle.com or visit <https://mount eagle.com/contact/> to submit a contact form.

Provider Communication Bulletin #151

April 19, 2024

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