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Medicaid Claims Processing

Claims continue to process at the incorrect rate as communicated in the [Provider Alert issued April 11, 2024](#). Partners continues working to identify and correct the issue.

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

Partners Announces New CEO

Partners Health Management has announced that Libby McCraw will assume the position of Chief Executive Officer, effective Aug. 1, 2024. McCraw, currently Partners Chief Operating Officer, will succeed Rhett Melton who has served as Partners' CEO since 2012. Melton announced his retirement in April and will continue in his role as CEO until Aug. 1, 2024.

To read more, visit: <https://www.partnersbhm.org/partners-health-management-announces-libby-mccraw-as-ceo/>.

Recipient Explanation of Medical Benefits Surveys

As a part of our contract with the North Carolina Department of Health and Human Services (NCDHHS), Partners is required to periodically send our members Recipient Explanation of Medical Benefits (REOMB) surveys. The REOMBs are generated using claims paid to our providers.

Partners communicates provider information through Provider Communication Bulletins, Provider Alerts and the Provider Knowledge Base website, located at <https://providers.partnersbhm.org>. If you have any questions regarding this bulletin, please reach out to the [Provider Network Help Desk and Contacts](#) or refer to the [Who to Contact page](#).

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Monthly, Partners sends members at least 165 REOMBs for NC Medicaid Direct related services. After our Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan (Tailored Plan) launches July 1, 2024, we will increase the number of surveys sent monthly by over 335 REOMBs. The providers included and types of claims in the surveys are normally randomly selected.

The REOMBs include the following information about services: date(s) of service, provider name(s), service(s) provided, claim number(s), amount(s) paid, amount(s) denied and reason(s) for denial. The survey asks for the name of the person completing the form and their relationship to the member. There is space on the form for members to provide comments/concerns about the services or providers. The REOMBs also contain questions and ask for additional information if other insurance is indicated:

1. Did you receive this service(s) from this provider?
2. Where was this service provided?
3. Did you pay the provider out-of-pocket for the service(s)?
4. Do you have any other health insurance besides Medicaid?

The REOMBs that our members receive include a cover letter that explains the purpose of the REOMBs, why the member has received the survey and what they should do with the survey. All the surveys include a self-addressed, postage paid envelope so participating in the survey costs only the members' time. Member participation in the survey is voluntary and has no impact on the member's eligibility to receive services.

Partners tracks undeliverable mailed surveys, completed and returned surveys, those not returned and the results of the completed surveys. REOMBs indicating any discrepancy are given to the Program Integrity department for further review, sometimes resulting in an investigation being opened. The results of an REOMB survey alone will NEVER result in a provider overpayment.

Other comments on the REOMBs may result in any of the following:

- We may contact the member for additional information regarding the concerns noted, especially if they are related to service or quality of care.
- Any concerns related to service or quality of care will cause the REOMB to be forwarded to our Grievances department and/or the Incident Review Committee.
- If the response indicates that coordination of benefits did not occur, the information is forwarded to our Claims department for appropriate action.
- Other concerns noted in the returned REOMBs, such as questions about services, will be sent to the appropriate Partners department for review.

The REOMB survey process is an important part of identifying and preventing the fraudulent use and waste of health care dollars. Detection and prevention of FWA is important to ensuring health care funds are available to provide the care our members need. We appreciate your assistance in encouraging the members you serve to complete and return the surveys if you are asked questions about them.

If you have concerns about health care FWA, you can report it to Partners using the Regulator Compliance Alert Line at **1-866-806-8777**, where a live person can assist with taking information. Or you can report your concern online at <https://www.partnersbhm.org/fraud-and-abuse/>.

Tailored Plan Launch Policy Flexibilities

Tailored Plan Flexibilities

Tailored Plan goes live July 1, 2024. Below are policy flexibilities to help ease beneficiary confusion and administrative burdens for providers. Policy Flexibilities for each item listed in the table are detailed below.

Policy Flexibility	Time Frame
Relax Medical PA requirements	July 1, 2024-Sept. 30, 2024
Relax Pharmacy PA requirements	July 1, 2024-Sept. 30, 2024
Non-Participating Providers Paid at Participating Rates	July 1, 2024-Sept. 30, 2024
Non-Participating Providers Follow In-Network Prior Authorization Rules	Oct. 1, 2024-Jan. 31, 2025
Ability to Switch Primary Care Provider (PCP)	July 1, 2024-Jan. 31, 2025
Continuity of Care for Ongoing Course of Treatment	July 1, 2024-Jan. 31, 2025

Relax Medical Prior-Authorization (PA) Requirements:

- This only applies to medical health services (physical, behavioral health and intellectual/developmental disability [I/DD] services), not pharmacy services.
- Partners will allow retrospective authorizations for Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan (Tailored Plan) services July 1, 2024-Sept. 30, 2024.
- These flexibilities will allow claims to pay during this time before authorizations are in the system. Authorizations must be in place by Sept. 30, 2024, to avoid claim denials.
- Initial or concurrent authorizations for Tailored Plan services starting July 1, 2024-Sept. 30, 2024, must be entered into ProAuth by Sept. 30, 2024, to be reviewed for medical necessity.
- Current NC Medicaid Direct members who are moving to the Tailored Plan and have services for behavioral health, I/DD and traumatic brain injury (TBI) authorized by Partners beyond June 30, 2024, will be transitioned by Partners Utilization Management (UM) into Tailored Plan authorizations starting July 1, 2024, and retain original end date.
- New requests for Tailored Plan members starting before July 1, 2024, may be submitted as two authorizations to cover the requested date range. This would include one authorization for NC Medicaid Direct with an end date June 30, 2024, and one with Tailored Plan eligibility with start date July 1, 2024. Tailored Plan eligibility shows in the Applied Eligibility drop down when start date July 1, 2024, is typed in.
- Current physical health authorizations will be received by Partners through the Transition of Care process. Physical health providers can submit claims starting July 2, 2024, against current authorizations. New authorizations will need to be submitted to Partners through ProAuth, fax, email or phone.
 - PHManualAuthorizations@PartnersBHM.org.

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- Outpatient physical health fax: 704-884-2613.
- Inpatient physical health fax: 336-527-3208.
- Transplant fax: 866-753-5659.
- Pharmacy Physical Administered Drug Program (PADP) requests: 704-772-4300.
- Physical Health/PADP Phone Calls: 980-533-6198.

The following levels of care will continue to follow the posted benefit grids and standard Partners UM procedures:

ALL:

- Inpatient initial and concurrent review.
- Electroconvulsive Therapy (ECT) Inpatient and Outpatient Children only.

Intellectual/Developmental Disabilities:

- Innovations – all requests will continue to require prior approval to allow for Individual Support Plan (ISP) approval and updates as needed:
 - Innovations Initial ISP requests.
 - Innovations Annual ISP requests.
 - Innovations ISP revisions.
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) initial request. Concurrent requests must maintain a valid level of care to cover the dates of services.

Providers are required to continue to maintain all required documentation per the applicable clinical coverage policy or service definition.

*These flexibilities **do not apply** to NC Medicaid Direct or State-funded services. All services are subject to post-payment review.*

- Please contact Utilization Management with any questions related to prior authorization.
 - For behavioral health, I/DD and TBI questions, contact UMQuestions@PartnersBHM.org.
 - For physical health questions, contact PHUMQuestions@PartnersBHM.org.

Relax Pharmacy Prior Approval (PA) Requirements:

- **Time Frame:** July 1, 2024-Sept. 30, 2024.
- **Detailed Description of flexibility:** This only applies to pharmacy services, not medical services.
- For this requirement, plans are expected to:
 - Honor existing Pharmacy PA for the life of the PA.
 - Consider previous PA and current drug therapy when making coverage determinations.
- The North Carolina Department of Health and Human Services (NCDHHS) and other vendors will send PAs to Tailored Plans.

Non-Participating (Non-Par) Providers Paid at Par Rates:

- **Time Frame:** July 1, 2024-Sept. 30, 2024.
- **Description of Flexibility:** This applies to all medical (physical health and behavioral health I/DD) providers and pharmacy providers.
- Medically necessary services will be reimbursed at 100% of the NC Medicaid fee-for-service rate for both in- and out-of-network providers through the end of this period.
- **Relevant Contract Language:**
 - Excerpt from Section V.B.1.ii.(ii).(g) – The BH I/DD Tailored Plan must honor existing and active medical prior authorizations on file with NC Medicaid Direct, LME/MCOs or Standard Plans minimally for the first ninety (90) Calendar Days after BH I/DD Tailored Plan implementation (Medicaid Managed Care Launch) or until the end of the authorization period, whichever occurs first to ensure continuity of care for members. For service authorizations managed by an LME/MCO and impacted by 42 C.F.R. Part 2, the BH I/DD Tailored Plan shall deem authorizations submitted directly by impacted Providers as covered under this requirement. For the first ninety (90) Calendar Days after BH I/DD Tailored Plan launch, the BH I/DD Tailored Plan shall pay claims and authorize services for Medicaid-eligible nonparticipating/out-of-network Providers equal to that of in-network Providers.

Non-Participating (Non-Par) Providers Follow In-Network Prior Authorization Rules:

- **Time Frame:** October 1, 2024-Jan. 31, 2025.
- **Description of Flexibility:** This applies to all medical (physical health and Tailored Plan) providers and pharmacy providers.
- Tailored Plans may not require any additional requirements (i.e., PA and/or referral requirements) for out of network providers to provide services to the Tailored Plans members. This means that the Tailored Plan must have mechanisms for out-of-network providers to provide services and to be paid for those services rendered.

Continuity of Care for Ongoing Course of Treatment:

- **Time Frame:** October 1, 2024-Jan. 31, 2025.
- **Description of Flexibility:** Tailored Plans must continue medically necessary services for members in an ongoing course of treatment without any form of prior approval and without regard to whether such services are provided by in-network or out-of-network providers for at least six months.
- Tailored Plans are required to continue services for Members in an ongoing course of treatment for at least six months unless the member/family has opted to discontinue such services or selects a provider that is in-network.
- Partners will continue to allow retrospective authorizations for medically necessary services throughout this extended flexibility period for episodes of care continuing after the initial flexibility period.

Ability to Switch Primary Care Provider (PCP) without cause:

- **Time Frame:** October 1, 2024-Jan. 31, 2025.
- **Detailed Description of Flexibility:** Members have an extended time to switch PCP without cause, which is longer than what is outlined in the TP contract.
- Tailored Plans must also notify members when their previous PCP joins the Tailored Plan's network.
- **Contract Reference:**
 - Section V.B.1.vii.(ii)(g). – Members can change their PCP without cause twice per year. Members shall be given thirty (30) days from receipt of notification of their PCP assignment each year to change their PCP without cause (1st instance) and shall be allowed to change their PCP without cause up to one time per year thereafter (2nd instance).

Member and Family Education Videos

We are pleased to announce that member and family education videos in both English and Spanish are now available on Partners' training website, www.partnerstraining.org.

Please share with your patients that Partners has developed some brief informational videos for our members and their families. Current selections include: NC Innovations Waiver, Registry of Unmet Needs, IDD and TBI services Outside the Innovations Waiver and 1915(i) services. These videos are available for members to view online at any time. All are welcome to view these informational sessions.

Provider Tobacco Free Campuses

Tobacco-related policy requirements will be effective July 1, 2024, for NC Medicaid Managed Care Standard Plans, Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans and Local Management Entity/Managed Care Organizations (LME/MCOs) contracted medical, behavioral health, I/DD and traumatic brain injury (TBI) service providers. These requirements apply to both Medicaid and State-funded service providers. The NCDHHS will work with health plans and LME/MCOs to include these requirements, as appropriate, in advance of July 1, 2024.

Starting July 1, 2024, Standard Plans, Tailored Plans and LME/MCOs will require contracted providers, with exceptions noted below, to implement a tobacco-free policy covering any portion of the property on which the provider operates that is under its control as owner or lessee, including buildings, grounds and vehicles.

[Click here](#) for more information and the full policy details.

ProviderCONNECT Updates

Partners Health Management has partnered with Evolent to bring RadMD to providers through Partners ProviderCONNECT portal and will be effective July 1, 2024.

RadMD is a user-friendly, real-time tool offered by Evolent (formerly National Imaging Associates, Inc.) that

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provides ordering and rendering providers with instant access to prior authorization requests for specialty procedures. Whether submitting exam requests or checking the status of prior authorization requests, providers will find RadMD to be an efficient, easy-to-navigate resource.

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.

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

Received Date to Paid Date:	9.2
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Top Five Medicaid Claim Denials—April 2024

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

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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.
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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.

Physical Health Claims

Partners Health Management has partnered with **Availity**®, an independent company, to operate and service our electronic data interchange (EDI) and portal transactions with Carolina Complete Health for Physical Health Claims processing. The change takes place July 1, 2024. Availity® can now be found in ProviderCONNECT called "Physical Health Claims" under the Quick Links box.

QUICK LINKS

	Submit a request for help Partners SysAid2
	Behavioral Health Claims
	Physical Health Claims, effective 7/1/2024
	ProAuth Authorizations
	Partners Events
	Sign up for the Pyx Health Mobile App and get a FREE GIFT CARD!
	Partners Health Library

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 North Carolina 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

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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, 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 processes, post payment reviews, documentation, staff qualifications, monitoring results, and Quality Management Monitoring Unit contact information. CE's 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. CE's 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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Promoting the Development and Use of Natural Supports to Enhance Community Participation

May 21, 2024, 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 those whom they 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.

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

May 24, 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.

CBT Foundations

June 11 and 13, 2024, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger, LCAS, LCMHC

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. Training content covers CBT structure and concepts, assessment of client core beliefs, values and goals which can be linked to treatment, CBT application and plans for future application including action plans to continue learning between sessions. The objectives of the training are to increase the learner's understanding of CBT structure and concepts, understand ways to identify and modify thinking as a part of effective therapy, increase understanding of how to teach, demonstrate and model skillful behaviors and to learn strategies to obtain commitments from clients.

This virtual live training will take place on Tuesday and Thursday, June 11 and 13, 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.

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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

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.

LTCS Collaborative

June 13, 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.

Trauma Informed Interventions for People Who Support I/DD Members

June 18, 2024, 1-3 p.m. ([Register](#)) *Rescheduled

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.

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.

CBT Learning Community

June 19, 2024, 2-3:30 p.m. ([Register](#))

CBT Learning Community is a monthly meeting where 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.

Licensed Independent Practitioner (LIP) Information Session June 2024

June 25, 2024, 12-1:30 p.m. ([Register](#))

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Join Partners Health Management to learn more about the transition to Tailored Plan. This Licensed Independent Practitioner (LIP) information session will cover recent Tailored Care Management and Tailored Plan information, information about ProviderCONNECT and MemberCONNECT, as well as resources for LIPs to share with members, including Pyx Health. Additionally, we will discuss the differences between Medicaid Direct and Tailored Plan Medicaid.

Trauma Informed Care and Seeking Safety

July 9 and 11, 2024, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger, LCAS, LCMHC

Trauma plays a major role in the reasons people use problematic coping strategies, including substance use and self-harm. Key principles of a trauma informed approach will be reviewed and discussed. Seeking Safety is an evidence-based practice that focuses on helping people learn and practice more effective coping skills. It targets people who have experienced both trauma and substance use but can be used for people who have experienced either one. Education on understanding and treating PTSD is provided. The objectives of this training are to provide an overview of trauma informed care, to provide an overview of the Seeking Safety program, to identify how substance use and trauma influence each other and to identify ways to target safety and stability in treatment by focusing on learning and practicing new coping skills.

This virtual live training will take place on Tuesday and Thursday, July 9 and 11, 2024, 9:00 a.m.-12:15 p.m.

NCSAPPB approved for up to 6 hours. If you need accommodation to attend this training, 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!

Becoming an Ally for LGBTQIA2S+ Clients

*July 17, 2024, 10 a.m.-noon ([Register](#)) *Rescheduled*

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

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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.

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.

Maternal Mental Health

June 6, 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.

Understanding Grief

June 7, 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.

Partners Member Café

June 11, 1-2 p.m. ([Register](#))

Partners Member Café is held the second Tuesday of each month. Grab a cup of coffee, sit down and join us virtually to get to know us and learn how we can help you. Ask us questions about resources and services you need and who to call. We look forward to seeing you!

Non-Suicidal Self Injury

June 12, 2024, 10 a.m.-noon ([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.

Eating Behaviors and Impact on Mental Health

June 13, 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.

Mental Health 101

June 14, 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.

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Active Listening/De-escalation

June 17, 2024, 2-4 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.

Stress Management

June 18, 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.

Introduction to Trauma and Resilience, Part 1 & 2

June 20, 2024, 10 a.m.-noon (Part 1, [Register](#))

June 21, 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.

Community Resilience Model®

June 20, 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.

Human Trafficking: Keeping Our Children Safe

June 25, 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.

Partners Community Café

June 26, 2024, 10-11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month. In the June Café, we will discuss Tailored Plan, which will go into effect on July 1, 2024.

Domestic Violence: How to Help

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

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

Question Persuade Refer (QPR) Suicide Prevention

June 27, 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.

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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

May 28, 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](https://www.facebook.com/HickoryBISG). Each meeting will be followed by 15 to 30 minutes of mindfulness awareness education and practice.

Disability Support Professional Training: Mount Eagle College and University is now offering Disability Support Professionals (DSPs) the opportunity to earn national certification in their field through an accredited curriculum instructed by individuals with lived experience. To learn more about the program, please email mjames@mount eag.com or visit <https://mount eag.com/contact/> to submit a contact form.

Partners Community Collaboratives: Partners sponsors a monthly community collaborative in each of the counties in the service region.

Community Collaborative groups consist of representatives from local government agencies, community organizations, and service providers, as well as individuals, families and advocates who work together in a specific community to identify and solve problems for children, adolescents, adults and families struggling with mental health and substance use.

Together, group members:

- Identify gaps in services.
- Partner with agencies and families.
- Develop helpful resources.

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- 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 |