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Partners Announces New Deputy CEO

Partners Health Management has announced that Rachel Porter, Chief Administrative Officer, will assume the role of Deputy Chief Executive Officer, effective Aug. 1, 2024.

[Click here](#) to read the full announcement.

Member Services Updates

Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan (Tailored Plan) and NC Medicaid Direct Plan

On July 1, 2024, Partners will manage two plans, NC Medicaid Direct and Tailored Plan. Only Tailored Plan members will use the new Nurse Line, CVS Caremark Pharmacy Line and NEMT (Non-Emergency Medicaid Transportation) services. Individuals with NC Medicaid Direct will continue to call their local Departments of Social Services (DSS) to arrange non-emergency medical transportation.

Physical Health Contracts and Credentialing

Contact Carolina Complete Health Network, 1-833-552-3876 (choose Provider Services, press 8 for Contracting).

PartnersACCESS Provider Services Line

877-398-4145, Monday-Saturday, 7 a.m.-6 p.m.

Menu Options	Description/Submenus
Option 1	Partners' IT Helpdesk
Option 2	Provider Claims

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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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 Contracts/Credentialing
Option 5 (May 16, 2024)	Tailored Plan NEMT Transportation Submenu - Option 1 NEMT Facility - Option 2 NEMT Provider
Option 6 (July 1, 2024)	CVS Pharmacy Provider Line
Option 7 (July 1, 2024)	Radiology
Option 8 (July 1, 2024)	Vision
Option 9	Back to Queue Provider Services

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 (July 1, 2024)	Provider Line Voicemail

Court Ordered Evaluators Needed

Partners provides coordination of court ordered forensic screening and evaluation services for individuals of all disability groups, as well as Multidisciplinary Evaluations (MDEs) for incompetency and adult guardianship proceedings.

For more information or to learn about becoming a Court Ordered Evaluations provider, email CourtOrderedEvaluations@PartnersBHM.org, or call Court Ordered Evaluations Coordinator Michele Russell at 980-745-3497.

Tailored Plan Member Mailings

Member mailings were completed on June 13, 2024. Samples of the member mailings can be found on the Partners [website](https://www.partnersbhm.org/tailoredplan/resource-library/): <https://www.partnersbhm.org/tailoredplan/resource-library/>.

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Contents of Tailored Plan Member Welcome Packets include:

- Tailored Plan Member Welcome Letter
- Tailored Plan Member Handbook
- Transition of Care Letter
- Notice of Non-Discrimination
- Notice of Privacy
- Annual Wellness Visit Card
- Change of Address Card
- Pyx Health Pad

Tailored Plan NC Innovations Member Welcome Packets include:

- All items from the Member Welcome Packet
- NC Innovations Member and Family Handbook

Tailored Plan Recipient Welcome Packet (for State-funded members) include:

- Tailored Plan Recipient Welcome Letter
- Tailored Plan Recipient Handbook
- Notice of Non-Discrimination
- Notice of Privacy
- Annual Wellness Card
- Change of Address Card
- Pyx Health Pad

Tailored Plan Member ID Cards

- Member ID cards are mailed by Partners, and members will receive their cards with the Welcome Packet.
- Members who need a new ID card can request one through the member portal or by completing a form on the Partners [website](#).
- **Note:** Members with Medicaid Direct will still have their Medicaid cards managed by the DSS administrative county, or they can call the Medicaid Contact Center at 888-245-0179.
- Sample of Member ID card:

 PARTNERS Improving Lives. Strengthening Communities. [®]	Member ID Card Partners Tailored Plan 901 S. New Hope Rd. Gastonia, NC 28092 www.partnersbhm.org
Name: Medicaid ID#: Date Issued: PCP Information: PCP Name: PCP Address: PCP Phone: This card is not a guarantee of eligibility, enrollment or payment	RxBIN: 025052 RxPCN: MCAIDADV RxGRP: RX22AC Pharmacy: 1-866-453-7196

Important Contact Information/Información importante de contacto Member and Recipient Services/Servicio para miembros y destinatarios (7 a.m.-6 p.m. EST).....1-888-235-4673, TTY: 711 Partners MemberCONNECT..... www.partnersbhm.org 24-Hour Nurse Line/Línea de enfermería las 24 horas.....1-888-369-2452 24-Hour Behavioral Health Crisis Line/Línea de crisis de salud conductual las 24 horas.....1-833-353-2093	
If you suspect a doctor, clinic, home health service or any other kind of medical provider is committing Medicaid fraud, report it. Call 919-881-2320.	For a medical emergency, go to the nearest emergency room or call 911.
Prescriber Services (7 a.m.-6 p.m. EST).....1-866-453-7196 Provider Services (7 a.m.-6 p.m. EST).....1-877-398-4145	 Partners

Tailored Care Management

- Tailored Plan members who are eligible for Tailored Care Management (TCM) will also receive a TCM welcome letter in the Welcome Packet.
- Members can use this form to choose or change their TCM provider.
- Member can also use this form to *opt out* of TCM.

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- **Note:** Opting out of TCM does not change the member's health plan. NC Medicaid determines eligibility, and members may not opt out of Tailored Plan. For questions, members may call the Medicaid Enrollment Broker at 1-833-870- 5500.

Primary Care Provider (PCP)

Tailored Plan Members and Recipients:

- Tailored Plan members who need to choose or change their PCP can contact the Partners Member and Recipient Services Line: [1-888-235-4673](tel:1-888-235-4673), 7 a.m.-6 p.m. Monday-Saturday.
- Members can change their PCP without cause two times per year.
- Members can change their PCP with cause at any time.
- Encourage members to complete the PCP change form through MemberCONNECT or on the Partners [website](#).

NC Medicaid Direct Members:

- NC Medicaid Direct Members who need to choose/change their PCP can contact the Medicaid Contact Center at 888-245-017

Transition of Care

Members in Standard Plans who need services only available in Tailored Plans can request to move:

- Members can complete the Beneficiary **Request to Move (RTM) form**. (Change will be reflected at the beginning of the next month.)
- Providers can submit a **non-Service Associated Request (SAR) RTM**. (Change will be reflected at the beginning of the next month.)
- Providers can submit a **SAR RTM**. (Change will be reflected within one week of the approval.)
- [Click here](#) for the Request to Move form.

Member Café

The next Member Café will be July 9, 2024, 1-2 p.m. on the topic of **Tailored Care Management**. Please encourage members and families to register and attend. [Click here](#) to register.

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.

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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.

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

Received Date to Paid Date:	9.9
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Top Five Medicaid Claim Denials—May 2024

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

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](#).

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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

Utilization Management Updates

Trauma Focused-Cognitive Behavioral Therapy (TF-CBT), Parent-Child Interaction Therapy (PCIT), and Eye Movement Desensitization and Reprocessing (EMDR)

Effective July 1, 2024, the following Medicaid services will NOT require prior authorization for INITIAL or CONCURRENT requests:

90837 EM	Eye Movement Desensitization and Reprocessing
90837 GT EM	Eye Movement Desensitization and Reprocessing Telehealth
90846 Z2	PCIT Family Group without Client
90847 Z2	PCIT Family Group with Client

Effective July 1, 2024, the following Medicaid services will NOT require prior authorization for INITIAL or CONCURRENT requests up to the benefit **limit of 25 visits per episode of care, per fiscal year**. A Service Authorization Request (SAR) is required for services beyond 25 visits.

90837 (Z1)	Trauma Focused-Cognitive Behavioral Therapy 60 Minutes
90846 (Z1)	Trauma Focused-Cognitive Behavioral Therapy Family Therapy without Member
90847 (Z1)	Trauma Focused-Cognitive Behavioral Therapy Family Therapy with Member

Providers are expected to maintain all required documentation in accordance with the Clinical Coverage Policy, general statute and Records Management and Documentation Manual.

All claims are subject to post-payment review, up to and including recoupment.

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

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Utilization Management Update Regarding Physical Health Authorization Submission

Authorization requests for physical health services will not be reviewed prior to July 1, 2024. Any authorization request for physical health services submitted prior to July 1, 2024, will be processed as Unable to Process.

Please refer to the [Partners Provider Communication Bulletin #152 for Tailored Plan Flexibilities](#):

Physical Health authorization or service-related questions: PHUMQuestions@PartnersBHM.org.

State Supported Employment Communication – Revised SE Service Definition

On June 10, 2024, the N.C. Department of Health and Human Services Division of Mental Health, Developmental Disabilities and Substance Use Services released a communication bulletin ([NC DHHS: Communication Bulletins](#)) regarding State-Funded Supported Employment Service Definition. The State-Funded Supported Employment service definition has been revised. “The effective date of this revised service definition technical change is June 15, 2024. The technical change in the revised definition is found in Section 6.2.2 (on page 18). The previous requirement that certification must be achieved through the Association of People Supporting Employment First (APSE), Certified Employment Support Professional (CSEP) or the Association of Community Rehabilitation Educators (ACRE) has been modified. The certification is now recommended rather than mandatory.”

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

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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.

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

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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. 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

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the Indian Health services eligibility, and review the concepts of cultural humility in supporting tribal communities. CEs are not available for this training.

NCSNAP Training

Email training@partnersbhm.org to request forms and submit requests.

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.

Partners Provider Council

June 28, 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

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fourth Friday of the month. An intellectual and developmental disabilities (I/DD)/Innovations Provider Breakout Session will immediately follow this meeting.

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.

LTCS Collaborative

July 11, 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.

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

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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.

CBT Learning Community

July 17, 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.

Crisis Response Training

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

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

This event will be held on Tuesday, Jan. 30, 2024, from 9 a.m.-12:15 p.m. This event meets the service definition requirements for 3 hours of crisis response training. You must attend the full session and be visible on video to receive credit. No partial credit will be given. If you need accommodation to participate in this training, email Training@PartnersBHM.org.

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

Aug. 5-8, 2024, 8:30 a.m.-12:30 p.m. ([Register](#))

Join Partners' Training Resource and Collaborative (TRAC) for Community Support Team and Permanent Supportive Housing (CST-PSH) training, an evidence-based model for ongoing tenancy support services required for CST providers. This training meets NC service definition requirements and will support providers 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. You must attend all sessions fully and be visible on video to receive credit. No partial credit will be given. Driving is not permitted during Partners' trainings. If you need accommodation to participate in this training, email Training@PartnersBHM.org.

Illness Management and Recovery (IMR)

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

Trainer: Eric Ottinger, Recovery Rebel Revolution LLC

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Illness Management Recovery (IMR) is an evidenced-based practice designed to teach individuals skills needed to cope with aspects of their mental illness while maintaining and achieving goals in their recovery. The objectives of this training are to provide an overview of illness management for severe mental illness, learn ways to effectively treat and educate people with severe mental illness about recovery, increase understanding of bipolar disorder and schizophrenia spectrum disorder diagnoses and identify ways to improve delivery of care within the treatment system.

This virtual live training will take place on Tuesday and Thursday, August 13 and 15, 9:00 a.m.-12:15 p.m., using the same training link on both days. Participants must be visible on camera and participate using audio or chat features for both sessions to receive credit. No Partial credit will be given. NCSAPPB approved for 6 hours. If you need accommodation to participate in this training, email Training@PartnersBHM.org.

Partners Provider Forum – Quarterly

Sept. 11, 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.

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.

Introduction to Trauma and Resilience, Part 1 & 2

July 9, 2024, 10 a.m.-noon (Part 1, [Register](#))

July 10, 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

July 11, 2024, 9 a.m.-noon ([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.*

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Domestic Violence: How to Help

July 16, 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.

Maternal Mental Health

July 17, 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.

Human Trafficking: Keeping Our Children Safe

July 18, 2024, 10 a.m.-noon ([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.

Question Persuade Refer (QPR) Suicide Prevention

July 18, 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

July 19, 2024, 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!

Community Resilience Model®

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

Partners Community Café

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

Partners Community Café is held on the fourth Wednesday of each month. The topic of July's Café is Mind & Body: You Are What You Eat.

Mental Health 101

July 24, 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.

June 20, 2024

Nutritional Impact on Mental Health

July 25, 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.

Non-Suicidal Self Injury

July 26, 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.

Active Listening/De-escalation

July 29, 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

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

Understanding Grief

July 31, 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.

Additional Events and Training

Hickory Brain Injury Support Group

June 25, 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 is 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.

Provider Communication Bulletin #153

June 20, 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 |