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2024 Perception of Care Survey

The annual **Perception of Care Survey** is live now and until Sept. 20, 2024, giving Partners members and their families an opportunity to share their opinions of the care they or their family member has received.

This survey is for mental health and substance use disorder populations. It is federally required for the state of North Carolina. The outcomes data will help identify areas of opportunities to improve engagement and services for members.

Below is the information that providers need in order to administer the survey to members. You can access the surveys on the [NCDHHS website](#). Printable copies of the surveys can be downloaded from the [Partners' website](#).

Providers can access the [2024 Perceptions of Care Provider Survey Administration Guidelines](#) to read about helping members complete the surveys.

These survey links are live from Aug. 12, 2024, through Sept. 20, 2024:

- **Adult English:** [Printable PDF version](#)
- **Adult Spanish:** [Printable PDF version](#)
- **Youth English:** [Printable PDF version](#)
- **Youth Spanish:** [Printable PDF version](#)
- **Child Family English:** [Printable PDF version](#)
- **Child Family Spanish:** [Printable PDF version](#)

If providers have questions, email Partners survey coordinator Andrew Schrag at ASchrag@PartnersBHM.org or email Partners Quality Management Manager Tamikka Woods at TWoods@PartnersBHM.org.

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Annual Network Adequacy Report Identifies Service Needs

Partners has identified the following service gaps in its Annual State Submission report for Network Adequacy, which was completed in July 2024:

Clinically Managed Residential Withdrawal Services is a facility-based service with 24-hour supervision, support and peer-driven care for individuals experiencing moderate withdrawal symptoms. A physician available around the clock oversees clinical protocols to ensure safe and comfortable withdrawal from alcohol and other substances, facilitating the transition to ongoing treatment and recovery. **Providers are needed across Partners' 15-county service area.**

Multidisciplinary Evaluation (MDE) is a comprehensive assessment ordered by the clerk of court to identify an individual's competency in guardianship proceedings. It includes current medical, psychological and social work evaluations and may involve professionals from other disciplines such as education, vocational rehabilitation and psychiatry. Qualified providers conduct the evaluations, covering various aspects of the respondent's cognitive and functional capacity. **Providers are needed across Partners' 15-county service area.**

Partial Hospitalization for adult/child-adolescent (PH) is a short-term service for acutely mentally ill individuals, offering a wide range of intensive therapeutic approaches such as group and individual therapy, recreational activities, community living skills training and medical services. It is designed to prevent hospitalization or serve as a step for those leaving an inpatient facility with physician involvement distinguishing it from Day Treatment Services. **Providers are needed within Iredell County for NC Medicaid Direct.**

Outpatient Opioid Treatment is a service that uses methadone or other Food and Drug Administration (FDA)-approved drugs alongside rehabilitation and medical services to help individuals with opioid addiction. It is a tool in the detoxification and rehabilitation process and may be billed to provide maintenance or detoxification services for those diagnosed with opioid use disorder. **Providers are needed in Union County for NC Medicaid Direct and Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan (Tailored Plan).**

Cognitive Rehabilitation (TBI Waiver) is an individual therapy to develop thinking skills to improve functional abilities, including attention, memory and problem-solving and to help spot impaired thinking. **Providers are needed across Partners' 15-county service area for NC Medicaid Direct and Tailored Plan.**

For more information and next steps to provide any of the above Service Needs, visit [Partners' Current Service Needs Page](#). To learn more about these opportunities, email PNDevelopment@PartnersBHM.org.

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.

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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.

State Benefit Claims

Partners is experiencing upstream denials, which are claims Partners sends to the state for processing. These denials are due to State Benefit Y codes being included on the same claim as other procedure codes. This happens when members receive retroactive Medicaid, and Partners reprocesses the claims or the claims process against separate benefit plans based on current eligibility. The Y codes are not billable to Medicaid. Partners' upstream Medicaid and State Benefit encounters/claims are submitted to different portals. We are not allowed to alter claims for submission.

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 took place July 1, 2024. Availity® can now be found in ProviderCONNECT called "Physical Health Claims" under the Quick Links box, seen here to the right.

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

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Utilization Management Updates

Guidance for Transitioning from 1915(b)(3) to 1915(i) for Medicaid Direct

Partners has received notice from the N.C. Department of Health and Human Services (NCDHHS), giving additional guidance for Medicaid Direct members transitioning from 1915(b)(3) services to 1915(i).

Medicaid Direct Benefit Plan:

- The NCDHHS' authority to provide 1915(b)(3) services under the 1915(b) waiver ends Dec. 31, 2024. Partners will not authorize any 1915(b)(3) services for its members after Dec. 31, 2024. **Authorizations with end dates beyond Dec. 31, 2024, will have the end date adjusted by Utilization Management (UM) to Dec. 31, 2024.**
- Members **MUST** be assessed for eligibility for 1915(i) services by the Tailored Care Manager (TCM) or Care Manager, as soon as possible. The 1915(b)(3) providers should reach out to the TCM provider or Care Manager to support development of the Care Plan/Individual Support Plan (ISP).
- **Failure to work with the TCM provider or Care Manager to support the development of the Person-Centered Care Plan/Individual Support Plan (ISP) and complete transition to 1915(i) or another appropriate service by Nov. 30, 2024, may result in service disruption for the member on Jan. 1, 2025.**

For Further Guidance:

- Refer to the [Partners Provider Alert issued on June 28, 2024](#) for additional guidance regarding 1915(b)(3) to 1915(i) transition for Medicaid Direct and Tailored Plan members.
- For TCM or Partners Care Management questions, email Tailoredcaremanagement@PartnersBHM.org.
- For authorization questions, email UMQuestions@PartnersBHM.org.
- For provider related questions, contact your assigned provider account specialist or email PAS@PartnersBHM.org.

Tailored Plan Authorization Unit Issues

As previously announced in [Partners' Provider Communication Bulletin #152](#), issued on May 16, 2024, authorizations ended for current Tailored Plan members who had NC Medicaid Direct on June 30, 2024. New authorizations were generated under the Tailored Plan benefit plan with a start date July 1, 2024, and the original approved end date.

Note that units were NOT prorated. Services should be provided as outlined in the member's approved plan. Authorizations are subject to post admission and/or post payment review.

For authorization questions, contact UMQuestions@PartnersBHM.org.

Service Authorization Requests Involving Provider Changes

Members have the right to choose their preferred provider. Effective Sept. 1, 2024, if a member is currently receiving a service(s) and wishes to change providers, a Provider Choice Statement must be submitted along with the Service Authorization Request (SAR). This statement must be signed by the member and/or legally

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responsible person (LRP) and can be included within the plan or as a separate document. LRP is a required signature. There is no prescribed template for this statement.

The Provider Choice Statement must clearly indicate the member's or LRP's desire to terminate services with the current provider and specify the new provider from whom they wish to receive services. It is the responsibility of the provider to coordinate with treatment team members to ensure a smooth transition and continuity of care, avoiding duplicative or overlapping services.

If a TCM or Care Manager is assigned to the member, they should be included in the transition process. UM will assess whether ending an authorization is necessary and will update the previous authorizations as appropriate.

Note that submitting a Provider Choice Statement does not guarantee authorization for the requested service. All services must meet medical necessity criteria as outlined in the applicable clinical coverage policy. Authorization is not a guarantee of payment. Claims payment is contingent upon member funding eligibility during the authorization period and the service provider's contract. Providers should be aware of any service exclusions or limitations specified within the service definition.

For authorization questions, contact UMQuestions@PartnersBHM.org.

Reminder: Add/Extend Authorizations in ProAuth

In ProAuth, using the Add/Extend button for any authorization is only valid and should only be used with Inpatient authorization requests.

Adding or extending an authorization is invalid for Service Procedure (SP) authorizations and will be processed as Unable to Process (UTP).

For authorization questions, contact UMQuestions@partnersbhm.org.

IRIS Incident Reporting Reminders

The Partners Health Management Consumer Rights Team is committed to ensuring that incident reporting is handled smoothly and accurately, which is essential for the well-being of our members. Recently, we've identified some areas where additional guidance may be helpful to avoid common pitfalls and ensure compliance with reporting standards. With this in mind, we're offering the following reminders to support you in meeting reporting requirements effectively. We appreciate your ongoing efforts to ensure the safety and care of our members.

Timely Reporting

- All Level II and III incident reports must be reported in the Incident Response Improvement System (IRIS) within 72 hours of discovering the incident.

Immediate Notification

- All Level III incident reports should be reported to Partners immediately. Level III report notifications can be sent to IRIS@PartnersBHM.org.

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Complete Demographic Information

- Ensure all demographic information is accurate and complete. This includes:
 - Correct spelling of the member's name
 - Date of birth
 - Host Local Management Entity/Managed Care Organization (LME/MCO) county (this is the county where services are provided)
 - Home county (county where the member's Medicaid originates)
 - Member's LME/MCO number
 - Client record number
 - Common Name Database Services (CNDS) ID
 - Medicaid ID

Documentation Submission

- Submit all requested documentation within five business days from the date of the request.

Provider Contact Information

- Provide the name, contact phone number and email address for staff and/or a supervisor on all IRIS reports, should there be the need for Partners to contact you.

IRIS Report Follow-Up

- Be sure to check all submitted IRIS reports daily for any comments/requests for follow-up and/or documentation, made by Partners.

Recent Provider Alerts

Aug. 12, 2024: [2024 Perception of Care Survey](#)

Aug. 9, 2024: [Personal Care Services \(Adult Care Homes\) that do not Require EVV](#)

Aug. 8, 2024: [NC Medicaid Announces Temporary Flexibilities Due to Tropical Storm Debby](#)

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 four 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 15 CLAS standards and identify resources and training materials available to providers at no cost on the [website](#). 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

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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 about the ways that 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 about the ways that 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 quiz with a score of 80% or greater. Three contact hours are available for this training. The webinar platform

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automatically emails the link to the test within 24 hours of viewing the webinar. Tests are reviewed once a week, and certificates are emailed within two weeks. Email Training@PartnersBHM.org if you have questions.

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.

Enhanced Rate Request (ERR) Webinar

On Demand ([Register](#))

This on-demand recording contains step-by-step instructions on completing Enhanced Rate Requests (ERR), how to use the cost finding template and how to complete the enhanced rate request form. Register and view the recording on-demand as many times as you wish. To view and save supporting documentation, click to the left of the video on the paper icon and select each document to download to your computer.

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.

NCSNAP Training

Email Training@PartnersBHM.org to request forms and submit requests.

Physical Health Providers Update LME/MCO Tailored Plans and 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 an LME/MCO, 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 eight-minute video provides you an overview of the Partners SysAid2 Service Ticket System.

Partners Provider Council

Aug. 23, 2024, 9:30 a.m. ([Register](#))

The Partners Provider Council is a professional representative of and advocate for all service providers in the Partners service area. The Council facilitates an open exchange of ideas and brings forward concerns and solutions while promoting collaboration and mutual accountability among providers. Meetings are held on the fourth Friday of the month. An intellectual and developmental disabilities (I/DD) Innovations Provider Breakout Session will immediately follow this meeting.

Person Centered Thinking (PCT) 3-Day Training

Aug. 27-29, 2024, 9 a.m.-2 p.m. ([Register](#)) ***FULL***

Person Centered Thinking (PCT) is a foundational and philosophical framework for those involved in supporting people with disabilities. This activity-filled, three-day training consists of applied stories, guided exercises, group work and discussion. This approved National Learning Community Curriculum meets the requirements of North Carolina 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, email Training@PartnersBHM.org.

CBT Foundations

Sept. 10 and 12, 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, Sept. 10 and 12, 2024, 9 a.m.-12:15 p.m., using the same training link on both days. Participants will have to be present with audio and visual capabilities and

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must be visible on camera for both sessions to receive credit. No partial credit will be given. This training is NCSAPPB approved for up to 6 hours. If you need accommodation to participate in the 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. Click register to sign up for this virtual live event.

LTCS Collaborative

Sept. 12, 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.

Autism Services Learning Collaborative

Sept. 17, 2024, 3:30-4:30 p.m. ([Register](#))

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

Motivational Interviewing Training

Sept. 17-18, 2024, 9 a.m.- 4:30 p.m. ([Register](#))

Join Partners' Training Resource and Collaborative for this two-day training that will cover the fundamentals of Motivational Interviewing (MI). MI is a collaborative and goal-oriented evidence-based practice that uses a compassionate, empathetic and direct style of communication to explore and motivate a member's own reasons for and commitment to change. This training covers the fundamentals of motivational interviewing, the stages of change, the Spirit of MI, the core skills (OARS) required to motivate change, the four tasks of MI, change talk and sustain talk, dancing with discord, and how to put it all together and practice using the skills. This training will be facilitated by MINT trainer, Peter Rives, and meets North Carolina service definition requirements for 13 hours of training.

This is a virtual live event, which will be held on Tuesday and Wednesday, Sept. 17 and 18, from 9 a.m. to 4:30 p.m. You must attend both full sessions to receive credit. No partial credit will be given. CEs will not be given without visibility on camera. Driving is not permitted during Partners trainings. If you need accommodations to attend this training, email Training@PartnersBHM.org.

CBT Learning Community

Sept. 18, 2024, 2-3:30 p.m. ([Register](#))

Oct. 16, 2024, 2-3:30 p.m. ([Register](#))

CBT Learning Community is a monthly meeting where like-minded providers gather in a learning community to explore skills, concepts, case studies and expand techniques. This learning community will help 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.

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Participants can earn 1.5 contact hours of continuing education credits. 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, email Training@PartnersBHM.org.

Provider DEI Collaborative – Quarterly

Oct. 10, 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 and to foster better outcomes and improve 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.

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. Participants who request a certificate will need to be on-camera during the training.

For more information, email Amber Matthews at AMatthews@PartnersBHM.org.

Maternal Mental Health

Sept. 4, 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 determinants of health while gaining insights that contribute to creating a nurturing environment for mothers.

Darkness to Light

Sept. 5, 2024, 9 a.m.-noon ([Register](#))

This 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 three-hour training.

Partners Member Café

Sept. 9, 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

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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!

Human Trafficking: Keeping Our Children Safe

Sept. 11, 2024, 10 a.m.-noon ([Register](#))

Human Trafficking is a global problem, even in the United States. Children may be susceptible to online predators. Learn about trafficking around the world and resources to keep our children safe.

Domestic Violence: How to Help

Sept. 12, 2024, 10 a.m.-noon ([Register](#))

Learn how to spot the warning signs of domestic violence and how to help someone in a violent situation.

Stress Management

Sept. 12, 2024, 6-8 p.m. ([Register](#))

Sept. 19, 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.

Mental Health 101

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

Learn about mental wellness, potential signs and symptoms of mental health challenges and some of the common behavioral health disorders. The training also includes information about treatment and what to do in a crisis.

Community Resilience Model®

Sept. 17, 2024, 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.

Nutritional Impact on Mental Health

Sept. 18, 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.

Diabetes 101

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

Sept. 26, 2024, 6-8 p.m. ([Register](#))

The Diabetes 101 training provides a comprehensive overview of diabetes, including its types, signs, symptoms, risk factors and potential complications. Participants will gain knowledge about diabetes prevention, self-management strategies and valuable resources to support those affected by the condition.

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Understanding Grief

Sept. 20, 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.

Active Listening/De-escalation

Aug. 21, 2024, 10 am.-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.

Trauma Part One: Introduction to Trauma and Resilience

Sept. 24, 2024, 2-4 p.m. ([Register](#))

Most of us have experienced trauma at some time. This can have a lasting effect on our learning, behavior and health. Learn about trauma, how to address its effects and develop resilience.

Partners Community Café

Sept. 25, 2024, 10-11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month. In the September Café, we will celebrate Recovery Month.

Trauma Part Two: Trauma Informed Care

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

We will look at how our behavior affects others who have a history of trauma and learn about the elements of trauma informed care. *Childcare setting specific version is available upon request.*

Question Persuade Refer (QPR) Suicide Prevention

Sept. 26, 2024, 2-4 p.m. ([Register](#))

This evidence-based training teaches the skills to recognize warning signs of suicide and intervene in a suicide crisis. *"Ask a question, save a life."*

Non-Suicidal Self Injury

Sept. 20, 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.

In-Person Trainings

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

Oct. 9 and 10, 9 a.m.- 4 p.m. ([Register](#))

Partners Health Management, Kannapolis Office

4855 Milestone Ave.

Kannapolis, NC 28081

Provider Communication Bulletin #155

Aug. 15, 2024

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. For more information, email CETraining@PartnersBHM.org.

Additional Events and Training

Hickory Brain Injury Support Group

Aug. 27, 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.

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](mailto:PartnersCommunityEngagement@PartnersBHM.org).

Select a county below to go to the associated collaborative information:

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[Burke](#)

[Cabarrus](#)

[Catawba](#)

[Cleveland](#)

[Davidson](#)

[Davie](#)

[Forsyth](#)

[Gaston](#)

[Iredell](#)

[Lincoln](#)

[Rutherford](#)

[Stanly](#)

[Surry](#)

[Union](#)

[Yadkin](#)