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Deadline Reminder: Submit TBI Allocation Applications by May 1

Providers and organizations seeking Traumatic Brain Injury (TBI) Allocation funding must submit their application by May 1 each year. The [Partners' Traumatic Brain Injury Funding Request Application](#) should be sent to UMSpecializedFunding@PartnersBHM.org.

Resubmission is required. Providers currently receiving TBI funding must resubmit all required documentation by May 1 to continue receiving support. Incomplete submissions will not be considered.

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

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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Treatment Plan	NC-SNAP or SIS
NC-SNAP or SIS	

TBI funding is not an entitlement and does not include appeal rights. However, the Partners grievance procedure applies.

For questions, contact:

- Sara Wilson at SWilson@PartnersBHM.org
- Joy Miller-Kyle at JMiller-Kyle@PartnersBMH.org

Reminder: SFS Waiting List Process

Providers are responsible for maintaining their own agency's State-Funded Services (SFS) waiting lists and sharing them with Partners for inclusion in the Partners network waiting list.

Providers must notify Partners at least weekly about members added to their SFS waiting list by completing and submitting the [Provider Weekly State-Funded Services Waitlist Submissions Form](#).

SFS Process Update for Substance Use Disorder (SUD) Providers:

- If funds are available in their contract, SUD providers do not need to use the waiting list process.
- For Mental Health and Substance Use Group, Supervised and Family Living services, providers must submit a notification Service Authorization Request (SAR) to Partners Utilization Management (UM). These SARs will likely receive administrative approval.
- If no funds are available, providers must follow the waiting list submission and pre-approval process.

For more details on submitting an SFS request, visit the Provider Knowledge Base: [Provider Weekly State-Funded Services Waitlist Submissions](#).

Hurricane Helene Retainer Payment Update

On Oct. 16, 2024, the N.C. Department of Health and Human Services (NCDHHS) notified all Health Plans about the availability of retainer payments for providers with Direct Care Workers (DCWs) who were unable to deliver Home and Community-Based Services (HCBS) to Medicaid beneficiaries due to the impacts of Hurricane Helene.

These payments ended for most services on Feb. 18, 2025. Providers may submit requests for payment until March 31, 2025, for services rendered before Feb. 18, 2025.

Flexibilities for Community Alternatives Program for Children (CAP/C), Community Alternatives Program for Disabled Adults (CAP/DA) and Innovations Waiver programs will remain in effect until June 30, 2025. Providers

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will have until July 31, 2025, to submit requests for payment for services that were rendered before June 30, 2025.

For more information, refer to the [NC Medicaid Provider Bulletin](#).

Partners to Offer Training on 1915(i) HCBS Compliance

Partners is offering training and office hours to help providers meet compliance requirements for the 1915(i) Home and Community Based Services (HCBS) Final Rule. This rule, established by the Centers for Medicare and Medicaid Services (CMS), ensures that individuals receive services in the most integrated community settings.

Providers of 1915(i) services must complete the HCBS Provider Self-Assessment and submit evidence of compliance before offering services. These services include:

- Supported Employment
- Individual Placement and Supports (IPS) for Mental Health and Substance Use
- Individual and Transitional Supports (when delivered in a provider-operated residential setting or an Alternative Family Living home)

Partners' Quality Management (QM) team will provide technical assistance to guide providers through this process. Invitations to the upcoming training sessions will be sent in the coming weeks.

PCP Change Form Update

The new [Provider Initiated PCP Change/Member Retention Form](#) has been added to the Partners Provider Knowledge Base under the Provider Tools category.

This form is designed to assist members receiving Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan with changing their Primary Care Provider (PCP) or to support providers in retaining a member as a patient.

Important Information:

- Each member must have a separate form, even if their information and PCP remain the same.
- If members need assistance completing the form or prefer to submit the request via phone, they can contact Member and Recipient Services at 888-235-4673.
- To access the form, visit: [Provider Initiated PCP Change/Member Retention Form](#)

For questions, contact Renee Jenkins, Member Services Specialist at 704-842-6488 or email PCP@PartnersBHM.org.

PDL and Pharmacy PA Requests

The Partners Pharmacy team offers strategies to help providers reduce prescription claim denials and prior authorization (PA) rejections, improving medication access and minimizing provider frustration.

These tips focus on:

- Reducing PA denials caused by incomplete information.
- Selecting clinically appropriate medications from the preferred drug list (PDL).
- Preventing costly delays, duplicative reviews and appeals.

Preferred Drug List (PDL) Overview

The NC Medicaid [Preferred Drug List](#) (PDL) provides a categorized list of medications that can be prescribed without PA. However, certain clinical categories, indicated by red headings in the PDL document, require additional clinical criteria documentation, even for preferred products. This documentation must be submitted through the PA process.

Submitting a PA Request

Key Steps:

- Read and complete all sections of the PA form, including any attestation statements.
- Attach required clinical documentation.
- Forms are available on [Partners' website](#).
- For assistance, contact 1-877-817-2184.

Submission Options:

- **Electronic:** Use an e-PA platform like “Cover My Meds” (fastest method).
- **Fax:** Specialty PA: **833-896-0652** | Non-Specialty PA: **866-255-7569**.
- **Phone:** Call CVS Caremark® at **1-877-817-2184**.

Completing a PA Request:

- Carefully read and respond to all questions on the PA form.
- Sign and complete any attestation statements.
- Attach and document all requested clinical information.
- For assistance, call **1-877-817-2184**.

Handling PA Denials and Additional Information Requests:

- If CVS Caremark® requests additional information, submit the requested documentation to CVS within **24 hours** to avoid administrative denials.
- If a PA is denied, verify if all necessary information was included and resubmit PA before submitting an appeal.

Clinical Category Tips:

- **Anti-epileptic agents:** For seizure disorders, include the diagnosis on the prescription to access both preferred and non-preferred medications.

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- **A+KIDS:** Submit safety documentation using the A+KIDS PA form for antipsychotics prescribed to children under 18.
- **Adult antipsychotic use:** For adults with specific severe and persistent mental illness (SPMI) diagnoses, include “Meets PA Criteria” handwritten on the prescription or in e-prescription comments to bypass PA for preferred antipsychotics. Requests for non-preferred agents require a PA. **Qualifying diagnoses include:**
 - Schizophrenia
 - Schizophreniform disorder
 - Schizoaffective disorder
 - Delusional disorder
 - Brief psychotic disorder
 - Shared psychotic disorder
 - Psychotic disorder Not Otherwise Specified (NOS)
 - Bipolar disorder
 - Major depressive disorder with psychotic features
 - Treatment resistant depression (antipsychotic use for TRD is adjunctive only)
 - Tourette syndrome
 - Other psychoses
- **Hepatitis C:** PA is not required for **Mavyret®** or generic for **Eplclusa®**
- **Opioid partial agonist Medications for Opioid Use Disorder (MOUD):** Preferred agents not requiring PA include:
 - Brixadi™, buprenorphine-naloxone SL tablet (Suboxone®), Suboxone® SL Film, Sublocade® syringe.

IRIS Incident Reporting Reminders

All providers of publicly funded services are required to submit Level II and Level III incident reports in the [North Carolina Incident Response Improvement Center](#) (IRIS) within 72 hours of becoming aware of the event. This applies to:

- **Category A Providers:** Providers of publicly funded services licensed under NC General Statutes 122C, except hospitals.
- **Category B Providers:** Providers of publicly funded non-licensed periodic or community-based mental health, developmentally disabled and/or substance abuse services.

Key Requirements:

- **Timely Reporting:** Level II and Level III incidents must be reported in IRIS within 72 hours of discovering the incident.
- **Immediate Notification for Level III Incidents:** Level III incidents must be reported to Partners immediately. For Partners members, notifications can be sent to IRIS@PartnersBHM.org.
- **Accurate Demographic Information:**
Ensure all demographic details are complete and accurate, including:
 - Correct spelling of the member's name

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- Date of birth
- Host Local Management Entity/Managed Care Organization (LME/MCO) county (county where services are provided)
- Home county (county where the member's Medicaid originates)
- Member's LME/MCO number
- Client Record Number
- 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, phone number and email address of the appropriate staff or supervisor in all IRIS reports to allow Partners to reach you if needed.
- **Daily IRIS Report Follow-Up:** Check your submitted IRIS reports daily for any comments, follow-up requests or documentation needs from Partners.

Additional Resources:

- For virtual IRIS training, [register here](#).
- To schedule an in-person IRIS training, email IRIS@PartnersBHM.org.

Claims Information

Note to Providers: Partners has observed an increase in claims status inquiries from clearinghouses. Providers using a clearinghouse for claim reconciliation must ensure that their staff have access to remittance advice.

Explanation of Benefits (EOB) Requests for Coordination of Benefits Claims

Partners requests copies of the Explanation of Benefits consumers/claims submitted with *Coordination of Benefits*. The request will be sent via email from Partners Claims staff.

- Once requested, please submit the information via secured email prior to the date specified in the request.
- If a response is not received, the original claim payment will be recouped.

Claims Submission Reminders

- Each benefit plan must be submitted on separate claims.
- **Taxonomy Codes:** **Do not submit** 193200000X and 193400000X as the rendering taxonomy code. Claims submitted with this taxonomy code as the rendering code will be reverted.
- Ensure all diagnosis codes are included in claims. To help Partners measure member health, identify areas of risk and evaluate the quality of care.
- **Physical Health Paper Claims** – mail to
Partners Health Management
Attn: Claims
PO Box 8002
Farmington, MO 63640-8002

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Member/Recipient Eligibility and Enrollment

For eligibility and enrollment questions, providers are encouraged to contact the Eligibility and Enrollment Department at eligibilityenrollment@partnersbhm.org.

To request enrollment, providers should visit Alpha+ Home Page > Enrollments. For guidance, refer to University > Provider Portal Handbook > Enrollments.

If additional enrollment training is needed, email eligibilityenrollment@partnersbhm.org to schedule one-on-one training. Please note that providers will need to have Microsoft Teams screen sharing capabilities for more specific and in-depth training.

Physical Health Claims Processing

Partners Health Management has partnered with **Availity**®, an independent company, to manage electronic data interchange (EDI) and portal transactions with Carolina Complete Health for Physical Health Claims processing.

- This change took effect July 1, 2024.
- Providers can now access Availity® in ProviderCONNECT under the "Physical Health Claims" Quick Links box.

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

UM Updates

Utilization Management (UM) has introduced a [Discharge Notification Form](#) for providers and Tailored Care Managers (as applicable).

This form must be completed when a member is discharged from services, and the authorization end date needs adjustment. It applies to Behavioral Health (BH) or Non-Innovations Intellectual/Developmental Disabilities (I/DD) services. Innovations Tailored Care Managers should continue following their standard procedures.

Instructions:

1. Save the form to your desktop.
2. Complete the form.
3. Email the completed form to BHIDDManualAuthorizations@partnersbhm.org.

Note: Ensure the form is fully completed to maintain accurate records and timely communication.

The form is available on Partners' Provider Knowledge Base: <https://providers.partnersbhm.org/utilization-management/>.

For questions, contact UMQuestions@partnersbhm.org.

Recent Provider Alerts

- March 6, 2025: [Notification SAR for 1915\(i\) Individual and Transitional Support EVV Service](#)
- February 28, 2025: [Training for Youth Residential Providers](#)

Training Resource and Collaborative (TRAC)

TRAC offers a centralized cross-functional selection of required training, collaboratives and events. TRAC provides a centralized hub for cross-functional required training, collaboratives and events.

Please note: the way you register for TRAC trainings and meetings has recently changed.

[Click here to view what is coming up and register.](#)

Monthly and Quarterly Meetings

To view meeting times and register, please visit [PartnersTraining.org](#). Email Training@PartnersBHM.org for accommodation requests.

- **Autism Services Learning Collaborative**
Engage with Utilization Management to discuss service updates and essential information.
- **CBT Learning Community (Monthly Meeting)**
Join a community of providers to explore skills, concepts, case studies, and expand techniques for using evidence-based practices. Earn 1.5 CE credits while enhancing your professional growth and improving care quality.
- **Global Continuous Quality Improvement Meeting**
Collaborate with providers, the Provider Advisory Council, and stakeholders to develop quality improvement strategies and measurable outcomes that enhance integrated health services and care quality.
- **Long Term Community Supports (LTCS) Collaborative**
Discuss the implementation of Medicaid In-Lieu of Service – Long Term Community Supports (LTCS), address barriers to service access, and ensure service continuity and quality for members.
- **Partners Provider Forum**
Stay updated with quarterly vital information and updates tailored for providers.
- **Provider DEI Collaborative**
Engage in discussions on diversity, equity, and inclusion (DEI) to promote health equity and improve outcomes. Providers' perspectives are vital for fostering actionable strategies for integrated care.

Provider Open House

A quarterly virtual event for new and existing providers to address questions and receive support, including one-on-one training opportunities. Providers with state funding contracts are encouraged to attend.

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Live Virtual Trainings

To view the currently available training courses and register, visit PartnersTraining.org. Email Training@PartnersBHM.org for accommodation requests.

- **Acceptance and Commitment Therapy (ACT)**
Explore ACT's six core processes for developing psychological flexibility and using the ACT Matrix to help clients value-driven action. This training is NCSAPPB approved for six hours.
- **Becoming an Ally for LGBTQ Clients**
Gain knowledge and strategies to effectively support LGBTQIA2S+ individuals and promote affirming environments.
- **Connecting Community Support Team and Permanent Supportive Housing (CST-PSH) Training**
Learn the CST-PSH evidence-based model for tenancy support services. This training fulfills NC Service Definition requirements for 15 hours.
- **Dialectical Behavior Therapy (DBT) for Complex Cases**
Understand and apply DBT techniques to treat complex mental health cases. Approved for 6 NCSAPPB hours.
- **HIV & Ethics**
Stay updated on HIV diagnosis and treatment trends while exploring ethical decision-making and social determinants of health. Approved for 6 NCSAPPB hours (three HIV, three Ethics).
- **Illness Management and Recovery (IMR)**
Develop skills to support recovery and manage mental illness using evidence-based strategies. Approved for six NCSAPPB hours.
- **Mindfulness and Recovery Training**
Discover mindfulness techniques for stress management and recovery in mental health and substance use. Approved for six NCSAPPB hours.
- **Motivational Interviewing Training**
Learn the fundamentals of Motivational Interviewing (MI) to support client behavior change. This 13-hour training meets NC Service Definition requirements.
- **NCSNAP Training**
For forms, schedules, and instructions, email Training@PartnersBHM.org.
- **Person Centered Thinking (PCT) 3-Day Training**
Engage in interactive exercises and discussions to support people with disabilities. Approved for 12 contact hours.
- **Trauma Informed Care and Seeking Safety**
Learn principles of trauma-informed care and the Seeking Safety program for addressing trauma and substance use. Approved for six NCSAPPB hours.
- **Trauma Informed Interventions for People Who Support I/DD Members**
Explore trauma's impact on individuals with IDD and learn trauma-informed strategies.

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- **Treating SUD During the Modern Opioid Epidemic**
Examine the opioid epidemic's scope and explore evidence-based treatments, including medication and CBT. Approved for six NCSAPPB hours.
- **Twelve Step Facilitation Training**
Review TSF principles, treatment models, and recovery pathways for substance use disorders. Approved for six NCSAPPB hours.

Tailored Plan Provider On-Demand Trainings

The North Carolina Department of Health and Human Services (NCDHHS) requires the listed training courses to 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 training courses.

All on-demand training courses can be accessed through PartnersTraining.org.

- **CLAS Standards (35:55)**
Reviews culturally and linguistically appropriate services (CLAS) standards for health equity and cultural competence. No CE credits available.
- **Due Process (33:07)**
Covers four dispute types: Medicaid appeals, non-Medicaid appeals, Provider disputes, and Grievances. No CE credits available.
- **EPSDT (18:26)**
Explores EPSDT requirements, periodicity schedules, diagnostic/treatment components, and service coordination. No CE credits available.
- **Fraud, Waste, and Abuse (20:47)**
Overview of compliance, regulatory programs, and the impact of fraud, waste, and abuse on healthcare. No CE credits available.
- **Into the Mouths of Babies (4:10)**
Focuses on oral health services for Medicaid-insured children. Required for reimbursement eligibility. No CE credits available.
- **Hand Washing & PPE (12:40)**
Infection control training emphasizing handwashing and personal protective equipment (PPE). No CE credits available.
- **Infection Control: Community Care Settings (8:53)**
Focus on infection transmission, precautions, and member education in community care. No CE credits available.
- **Infection Control: Home Care Settings (9:55)**
Highlights infection control procedures in home care settings. No CE credits available.

- **Prevention & Population Health Management (18:52)**
Discusses Partners' health improvement approach, program goals and provider expectations. No CE credits available.
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Provider On-Demand Trainings

- **1915(i) State Plan Amendment Training (1:09:45)**
Overview of 1915(i) services. Includes Q&A.
 - **Client-Specific Training Webinar (June 2024)**
Topic-specific training for providers.
 - **Crisis Response Training (3 hours)**
Comprehensive guide to crisis intervention strategies. Contact hours available.
 - **Critical Incident Reporting (CIRT/IRIS) (15:20)**
Training on incident reporting procedures.
 - **Community Support Team (CST) Service Definition (3 hours)**
Behavioral health support for severe mental illness. Meets CST Service Definition requirements. Three contact hours available.
 - **Employer of Record Webinar (27:37)**
Covers EOR monitoring, documentation, and quality management. No CE credits available.
 - **Enhanced Rate Request Webinar (25:58)**
Step-by-step ERR form completion and cost finding instructions. No CE credits available.
 - **Health Disparities: A Tribal Perspective (29:12)**
Explores health disparities among tribal populations and Medicaid's role. No CE credits available.
 - **Plan of Correction Webinar 2024 (10:16)**
Training on crafting effective plans of correction.
 - **Tobacco-Free Recovery (4:45)**
Encourages tobacco-free practices for better health outcomes.
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ProviderCONNECT Trainings

- **User Navigation Guide Video**
Introduction to ProviderCONNECT portal features.
- **LA Non-Utilizer Report Video**
Guides administrators on maintaining user accounts.
- **Secure Messages Video**
Instructions on secure communication via ProviderCONNECT.

- **Document Manager Video**
Guide to using the Document Manager for file sharing and management.
 - **SysAid2 Service Ticket Overview Video (8 minutes)**
Overview of the service ticket system.
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Physical Health Provider Trainings

- **June 2024 Tailored Plan EVV Info Session (11:32)**
Covers Electronic Visit Verification requirements. Includes FAQ.
- **May 2024 Physical Health Providers Update (40:36)**
Updates on tailored plans and care management. Includes FAQ.
- **March 2024 Physical Health Providers Update (56:31)**
Collaboration strategies between providers and Partners Health Management.

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 contact: Amber Matthews, AMatthews@PartnersBHM.org.

Trauma Part 1: Introduction To Trauma and Resilience

April 1, 2025 | 10 a.m. – noon ([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 the effects and develop resilience.

Human Trafficking: Keeping Our Children Safe

April 2, 2025 | 2 – 4 p.m. ([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 some ideas about how to keep our children safe. This training addresses sexting briefly.

Domestic Violence: How to Help

April 3, 2025 | 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.

Understanding Grief

April 4, 2025 | 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.

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Partners Member Café

April 8, 2025 | 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 the resources and services you need and who to call. We look forward to seeing you!

Trauma Part 2: Trauma Informed Care

April 9, 2025 | 10 a.m. – noon ([Register](#))

We will look at how our behavior affects others who have a history of trauma. Learn about the elements of trauma informed care. *A childcare specific version is available on request.*

Diabetes 101

April 9, 2025 | 10 a.m. – noon ([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.

Substance Use Disorder: Overview, Recovery, and Resources

April 14, 2025 | 2 – 4 p.m. ([Register](#))

This training provides an overview of substance use disorder, including its effects on mental and physical health, while identifying specific substances and their impacts. Participants will gain valuable insights into recognizing substance-related challenges and accessing helpful resources. Join us to explore practical strategies for supporting individuals impacted by substance use disorder.

Active Listening/De-Escalation

April 22, 2025 | 10 a.m. – noon ([Register](#))

This training focuses on active listening skills, empathy, and habits to keep yourself and other people safe. There will be a discussion about how our own experiences impact our ability to assist others in high-stress situations.

Maternal Mental Health

April 22, 2025 | 2 – 4 p.m. ([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.

Partners Community Café

April 23, 2025 | 10 – 11 a.m. ([Register](#))

April is Sexual Assault Awareness Month and Child Abuse Prevention Month. Café speakers will discuss services for adults and children who have survived sexual assault. We will also learn about the disproportionate sexual assault among Native Americans and Alaska Natives.

Stress Management

April 23, 2025 | 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.

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Non-Suicidal Self-Injury

April 24, 2025 | 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.

Community Resiliency Model (CRM)[®]

April 24, 2025 | 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

April 25, 2025 | 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

April 28, 2025 | 2 – 4 p.m. ([Register](#))

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

Question, Persuade, Refer (QPR) Suicide Prevention

April 29, 2025 | 2 – 4 p.m. ([Register](#))

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

In-Person Trainings

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

Apr. 15-16, 2025, 9 a.m. – 4 p.m. ([Register](#))

This System of Care training will be virtual. 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.