

In This Bulletin:

- **RFP: Facility-Based Crisis Services for Children and Adolescents**
- **Providers Needed for Court-Ordered Evaluations**
- **Update on PCP Selection and Member Assignment**
- **Supportive Housing Training Series**
- **IRIS Incident Reporting Reminders**
- **Claims Information**
- **QM Updates**
- **UM Updates**
- **Recent Provider Alerts**
- **Training Resource and Collaborative (TRAC)**
- **Community Training**

RFP: Facility-Based Crisis Services for Children and Adolescents

RFI #0425-001 | Issued by Partners Health Management

Partners Health Management is seeking qualified providers to expand their crisis services through the development of a **Facility-Based Crisis (FBC) treatment program** for youth. The new program will be centrally located in Gastonia, NC, and will serve children and adolescents for Partners' 15-county region.

Purpose of the RFP

RFP #0425-001 establishes a secure, 24/7 residential treatment option for children and adolescents in behavioral health crises. Partners is collaborating with an architect to design a best-practice stabilization facility that aligns with the unique needs of this population.

Scope of Services

Facility-Based Crisis Services provide an alternative to hospitalization for eligible individuals with escalated behaviors due to mental health, intellectual or development disabilities or substance use disorders.

Key Services Components

- 24/7/365 operation in a physically secure setting
- Psychiatrist-led supervision and multidisciplinary care team
- Short-term, intensive, medically supervised treatment
- Crisis assessment, stabilization and hospital diversion
- Facility capacity of 16 beds or fewer

Provider Communication Bulletin #163

April 21, 2025

Special Focus: Children with Complex Needs

Special consideration will be given to providers who can serve youth ages **5-17** with:

- An intellectual/developmental disability and a mental health diagnosis.
- A high risk of losing or being unable to return to community-based placements.

Proposals must include a clear plan to support these youth and their families.

Key Dates and Submission Information

- **Mandatory Bidders' Conference**
May 9, 2025 | 10:00 a.m.
[Click here to join the virtual session](#)
- **Proposal Submission Deadline:**
June 6, 2025 | 5:00 p.m.
Submit proposals and questions to PNDevelopment@partnersbhm.org

View the RFP online: <https://providers.partnersbhm.org/request-for-services/>

Please note: Issuance of an RFI or RFP does not guarantee a financial award, nor does it indicate commitment on the part of the issuer to pursue further contractual relationship.

Providers Needed for Court-Ordered Evaluations

Partners continues to coordinate **court-ordered forensic screening and evaluation services**, including **Multidisciplinary Evaluations (MDEs)**, for individuals across all disability groups and incompetency and adult guardianship cases.

Multidisciplinary Evaluation 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 the Partners 15-county service area.**

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.

Update on PCP Selection and Member Assignment

If a contracted Primary Care Provider (PCP) is not accepting new members due to a full panel or contractual limitations—and there is no documentation confirming that the member is already established with that provider—Partners requires verification from the PCP to proceed with the assignment.

PCPs may now use the [Provider Initiated PCP Change/Member Retention Form](#) to either verify that a member is established or to accept a member as a new patient.

Alternatively, providers may continue to submit verification via a letter on official office letterhead. The letter must include the member's name, date of birth, Medicaid ID and a statement confirming that the member is either an established patient or is being accepted as a new patient.

We also accept claims history as verification, preferably showing up to six months of primary care visits, to confirm the member's established status.

All documentation must come directly from the PCP and can be submitted by:

- **Email:** PCP@partnersbhm.org
- **Fax:** 704-884-2736 (Attention: Member PCP Choice)

Supportive Housing Training Series

Partners Health Management's Housing team will present a series of virtual training courses for providers, internal staff and our community partners who want to learn more about helping households find, **obtain and maintain housing**.

The training series will be offered from 11:30 a.m. to 12:30 p.m. on the fourth Thursday of each month from Feb. 27, 2025, through June 26, 2025.

Here are the topics and dates:

- **April 24, 2025: Tenancy Supports**
- **May 22, 2025: Reasonable Accommodations and Modifications**
- **June 26, 2025: Coordinated Entry**

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.

Provider Communication Bulletin #163

April 21, 2025

- **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
 - 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.

Provider Communication Bulletin #163

April 21, 2025

- 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

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.

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.

QM Updates

Back-Up Staffing Reporting Requirements Have Resumed

As communicated in [Partners Provider Communication Bulletin #160](#), Partners temporarily waived back-up staffing reporting requirements through December 31, 2024, to support recovery efforts following Hurricane Helene. This waiver ended on January 1, 2025, and all back-up staffing reporting requirements have resumed.

Providers are required to submit back-up staffing attestations or incident reports **twice per month**.

Partners monitors compliance with contractual, state, and federal requirements. Providers that do not meet reporting expectations will be placed on a **Plan of Correction (POC)** issued by the Quality Management (QM) Monitoring Unit.

POC Requirements:

- Identify the area of noncompliance.
- Describe how each issue will be corrected.
- Provide a timeline for completion (generally within 60 days)
- Name the person responsible for ensuring the plan is followed.

Providers will be notified in writing if a POC is required and must submit their response within 15 calendar days of receiving the request. Partners will notify providers of the outcome within 15 calendar days of receiving the completed plan.

Helpful Links:

- [Back-Up Staffing Guidelines](#)
- [Failure to Provide Back-Up Staffing Reporting Form](#)
- [Attestation of No Back-Up Staffing Incidents Form](#)

Important Reminders:

- Use “Trained Staff Unavailable” when applicable instead of “Other.”
- If “Other” is selected, provide a description in the comments.
- Enter the member’s Alpha+ ID, not their Medicaid ID.
- If back-up staffing was offered but declined, select “Back-Up Staffing Declined.”
- Service breaks are not back-up staffing incidents and should only be documented in the member’s clinical record.

For questions and more information, visit partnersbhm.org/back-up-staffing or email BackupStaffing@PartnersBHM.org.

April 21, 2025

Monitoring Updates for Individual and Family Directed Services (IFDS)

Clinical Coverage Policy 8P requires that Partners annually review Employers of Record (EORs) and monitor Community Navigator agencies, Financial Supports Agencies and Agency with Choice providers at least once every three years.

While annual EOR reviews are currently being conducted, three-year reviews of other IFDS providers have not been in place previously. Beginning **June 2025**, Partners will begin monitoring these providers using new tools developed by the Quality Management Monitoring Unit.

Reminders:

- EOR reviews are conducted annually, around the member's **birth month**.
- If a review is delayed, it will still occur during the birth month.
- Partners is working to realign any off-schedule reviews to ensure proper timing moving forward.

For questions, email: QMMS@PartnersBHM.org.

UM Updates

Discharge Notification Form Use

Partners is issuing updated guidance regarding the use of the [Discharge Notification Form](#) by providers and Tailored Care Managers (TCMs), when applicable. This form applies to Behavioral Health (BH), Non-Innovations Intellectual/Developmental Disabilities (I/DD) and Traumatic Brain Injury (TBI) services.

Providers are encouraged to complete the form in the following situations:

- **When a member is discharged from one of the following services:**
 - Inpatient/Hospital
 - Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IID)
 - Residential Levels 1–4
 - Psychiatric Residential Treatment Facility (PRTF)
 - Diversion and Assessment Program (DAP)
 - Research-Based Behavioral Health Treatment (RB-BHT)
- **When an existing service authorization needs to be end-dated or adjusted, including:**
 - The member is transitioning to a new service, and no new service authorization request will be submitted.
 - Services are being terminated due to relocation, changes in Medicaid eligibility, or similar circumstances.
 - The member has voluntarily withdrawn from services.

Instructions for completing the form remain unchanged. To ensure accurate records and timely communication, please make sure the form is filled out completely.

Provider Communication Bulletin #163

April 21, 2025

Implementation Date: Begin using the form by **May 19, 2025**. Early submission before this date is also accepted.

Family Centered Treatment (FCT) In-Lieu of Service (ILOS) Update – Effective June 14, 2025

As part of a service alignment initiative, Partners has updated the **Family Centered Treatment (FCT) In-Lieu of Service (ILOS)** definition to be consistent with other LME/MCOs. These changes are effective **June 14, 2025**.

What's Changing:

- A **6-month passthrough** period will now be included for the service.
- A **Notification Service Authorization Request (SAR)** must be submitted within one week of service initiation to cover the passthrough period.
- **Concurrent authorizations** will be issued for **60 days**.
- A **code crosswalk** has been provided below to reflect the new standardized structure:

Current FCT Name and Code	Standardized FCT Name and Code effective 6/14/2025
H2022 U5 U1 (Core)	H2022 U5 U1 (Core)
H2022 U5 U2 (3 months)	H2022 U5 U2 (Encounter)
H2022 U5 U3 (6 months)	H2022 U5 U3 (3 Month Outcome) (authorization not required)
H2022 U5 U4 (Encounter)	H2022 U5 U4 (6 Month Outcome) (authorization not required)

Additional Information:

The updated service definition is available on the [Partners Provider Knowledge Base – Service Definitions](#).

Reminder: PA Not Required for IPS-SE Services – 1915(b)(3) to 1915(i) Transition Completed

As of October 1, 2024, prior authorization (PA) is no longer required for 1915(i) and 1915(b)(3) Medicaid NC CORE Individual Placement and Support – Supported Employment (IPS-SE) services. Behavioral Health providers no longer need to submit medical necessity determinations for these services.

The 1915(b)(3) services under the NC Medicaid Direct Benefit Plan were fully phased out by December 31, 2024. Members were expected to transition to 1915(i) services or another appropriate service by November 30, 2024. Providers had to complete a 1915(i) Independent Assessment before requesting new or concurrent 1915(b)(3) services for NC Medicaid Direct members.

State-funded NC CORE IPS-SE still does not require PA and benefit limits remain unchanged. Members receiving services under I/DD or TBI continue to receive H2023U4 1915(i) Supported Employment and must follow existing PA and documentation requirements.

Provider Communication Bulletin #163

April 21, 2025

For details on documentation, milestone billing, claim submission (including new REF*P4 segment reporting) and a full service code chart, view the full [provider alert here](#).

Questions? Contact:

- Tailored Care Management: TailoredCareManagement@PartnersBHM.org
- Utilization Management: UMQuestions@PartnersBHM.org
- Claims: ClaimsDepartment@PartnersBHM.org

Recent Provider Alerts

- April 16, 2025: [DHSR Fax Service Interruption – April 23, 2025](#)
- April 14, 2025: [Update: State-funded NC Core Individual Placement and Support – Supported Employment Notification SAR for 1915\(i\) Individual and Transitional Support EVV Service](#)

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.](#)

Live Virtual Provider Trainings

To view the currently available training courses and register, visit the [TRAC Provider Training](#) webpage. 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 LGBTQ+ 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.

April 21, 2025

- **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.
- **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.

Live Virtual Provider Collaboratives and Meetings

To view the currently available training courses and register, visit the [TRAC Provider Training](https://www.tracprovidertraining.org) webpage. 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.
- **I/DD Breakout Meeting (Bi-Monthly)**
This bi-monthly meeting provides updates for contracted Intellectual/Developmental Disabilities (I/DD) providers and is a subgroup of the Partners Provider Council. All I/DD providers are welcome to attend. To submit questions or topics for discussion, please contact your Provider Council representative.
Note: AI notetaking or recording is not permitted. Meeting presentations are shared with attendees and through the Provider Council after each session. To register, visit [Partners' Training Resource and Collaborative](#).
- **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.

On-Demand Behavioral Health Provider Training

- **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.

Provider Communication Bulletin #163

April 21, 2025

- **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.
- **Peer Support Services (PSS) Service Definition Webinar (42:29)**
- **Person Centered Plan (PCP) Documentation Training Apr 2025 (51:20)**
- **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.

On-Demand Physical Health Provider Training

- **Partners-CCH Physical Health Office Hours April 2025 (1:08:35)**
- **Partners-CCH Physical Health Office Hours March 2025 (1:07:24)**
- **Partners-CCH Physical Health Office Hours September 2024 (24:34)**
Handout available at registration
- **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.

ProviderCONNECT On-Demand Trainings

- **ProAuth Demonstration Video April 2024**
The new system requires providers to log in to ProviderCONNECT to submit authorization requests. Since launch, Partners has identified some common questions among providers on how to access or use the system.
- **User Navigation Guide Video**
Introduction to ProviderCONNECT portal features.
- **LA Non-Utilizer Report Video**
Guides administrators on maintaining user accounts.

April 21, 2025

- **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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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.

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.

Human Trafficking: Keeping Our Children Safe

May 1, 2025 | 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 some ideas about how to keep our children safe. This training addresses sexting briefly.

Trauma Part 1: Introduction To Trauma and Resilience

May 1, 2025 | 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 the effects and develop resilience.

Domestic Violence: How to Help

May 2, 2025 | 10 a.m. - noon ([Register](#))

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

Darkness to Light

May 7, 2025 | 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.*

Nutritional Impact on Mental Health

May 8, 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.

Trauma Part 2: Trauma Informed Care

May 12, 2025 | 2-4 p.m. ([Register](#))

Provider Communication Bulletin #163

April 21, 2025

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.*

Partners Member Café

May 13, 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!

Stress Management

May 13, 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.

Community Resiliency Model (CRM)[®]

May 15, 2025 | 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.

Substance Use Disorder: Overview, Recovery, and Resources

May 16, 2025 | 10 a.m. - noon ([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.

Non-Suicidal Self-Injury

May 19, 2025 | 2-4 p.m. ([Register](#))

Learn about Non-Suicidal Self-Injury, what causes people to injure themselves, warning indicators and what we can do when we encounter someone who self-injures.

Maternal Mental Health

May 20, 2025 | 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.

Question, Persuade, Refer (QPR) Suicide Prevention

May 20, 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.

April 21, 2025

Understanding Grief

May 21, 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.

Diabetes 101

May 22, 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.

Active Listening/De-Escalation

May 27, 2025 | 2-4 p.m. ([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.

Partners Community Café

May 28, 2025 | 10 – 11 a.m. ([Register](#))

The May Community Café topic is Body and Brain: The Physical and Mental Health Connection.

Mental Health 101

May 30, 2025 | 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. This training also includes information about treatment and what to do in a crisis.

In-Person Trainings

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

Partners Health Management, 200 Elkin Business Park Dr, Elkin, NC 28621

July 9-10, 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.