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Tobacco Free Campus Policy Requirement

Effective July 1, 2025, the North Carolina Department of Health and Human Services (NCDHHS) is requiring all Medicaid and State-funded providers to implement tobacco-free campus policies. You can review the full NCDHHS bulletin [here](#).

As part of the Living Tobacco Free Initiative, Partners is committed to supporting contracted providers with this transition. We have compiled a comprehensive collection of recommended resources, tools, trainings and helpful links, all available on our [Living Tobacco Free Initiative webpage](#).

The Partners Recovery Initiatives team is available to assist you through this process. Contact us at RecoveryInitiatives@PartnersBHM.org.

Authorization Tips for CGM Devices

To help avoid delays in access and reduce administrative work caused by denials and appeals, Partners Health Management is providing key reminders for completing **prior authorization (PA) and reauthorizations for Continuous Glucose Monitoring (CGM) devices**, including **Dexcom** and **FreeStyle Libre** systems.

There are three distinct authorization phases for CGM devices:

- Initial Authorization—valid for 6 months
- First Reauthorization—valid for 12 months
- Subsequent Reauthorizations—valid for 12 months

Each phase has specific documentation requirements related to:

- Patient diagnosis
- Use of an external insulin pump

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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- Face-to-face evaluations
- Evidence of glycemic control

For more detailed guidance, including age-specific coverage and documentation requirements, view the [Continuous Glucose Monitoring \(CGM\) Devices: Prior Authorization and Reauthorization Guidelines](#).

For questions, contact the Partners Pharmacy Team at PharmacyTeam@PartnersBHM.org. *Encrypt any emails that contain Protected Health Information (PHI).*

Population Health Tailored Plan Trainings

The Provider Tailored Plan On-Demand Webinars available in this section are trainings that Partners is required to offer all providers. These webinars support compliance with state-mandated requirements.

EPSDT Training

The [Early and Periodic Screening, Diagnostic and Treatment \(EPSDT\)](#) training covers:

- EPSDT overview and requirements specific to Partners
- Periodicity Schedule
- Diagnostic and Treatment components
- Medical Necessity Review
- Coordination with programs like Vaccines for Children, Into the Mouths of Babes (IMB) and NC Infant-Toddler Program
- Coding (diagnosis, modifiers), referral, tracking, follow-up and outreach

Into the Mouths of Babes (IMB) Program

The IMB Program trains medical providers to deliver preventative oral health services to Medicaid-insured children from **tooth eruption to age 3 ½ (42 months)**.

Program goals include:

- Preventing and reducing early childhood tooth decay
- Increasing referrals of high-risk children to a dental home

IMB training is required before providers can receive reimbursement for IMB services.

Cervical Cancer Screenings

Partners is working to increase education and access to cervical cancer screenings. Eligible members will receive postcards encouraging them to schedule screenings or contact their providers for more information. Learn more about [Cervical Cancer Screenings](#).

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Opioid & Benzodiazepine

Partners is actively raising awareness about risks of concurrent opioid and benzodiazepine use, which can significantly increase the risk of overdose. Providers are encouraged to:

- Use the NC Controlled Substances Reporting System (NC CRS)
- Prescribe Naloxone (Narcan(R)) and educate members on its use
- Use screening tools to assess opioid use issues

If a substance use disorder is identified, local behavioral health services are available. Call PartnersACCESS at 1-888-235-HOPE (4673), Monday through Saturday, 7 a.m. to 6 p.m. to help connect patients to care.

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:

- **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.
- **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.
- 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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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.

Recent Provider Alerts

- May 1, 2025: [ProviderCONNECT User Registration Errors](#)
- April 29, 2025: [Deadlines for Fiscal Year-End](#)
- April 25, 2025: [IRIS System Maintenance Scheduled for Monday, April 28, 2025](#)

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.

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- **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.
- **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](#) 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: All 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.
- **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.
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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.

- **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.

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.

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- **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.

Maternal Mental Health

June 3, 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.

Nutritional Impact on Mental Health

June 5, 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.

Risk and Resilience: Buffering Toxic Stress

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

Learn about early childhood stress and trauma and how it can result in negative outcomes in areas of learning, behavior and health throughout the lifespan. We discuss interventions to buffer the impact of toxic stress. Learn how to help younger children calm their limbic systems. We will discuss helping older children heal the cortical brain and develop active coping skills including impulse control and problem solving.

Partners Member Café

June 10, 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

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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 1: Introduction To Trauma and Resilience

June 12, 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.

Domestic Violence: How to Help

June 16, 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.

Human Trafficking: Keeping Our Children Safe

June 17, 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.

Mental Health 101

June 18, 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.

Active Listening/De-Escalation

June 19, 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.

Substance Use Disorder: Overview, Recovery and Resources

June 19, 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.

Understanding Grief

June 20, 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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Question, Persuade, Refer (QPR) Suicide Prevention

June 24, 2025 | 10 a.m. - noon ([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.

Diabetes 101

June 24, 2025 | 2-4 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.

Partners Community Café

June 25, 2025 | 10 – 11 a.m. ([Register](#))

Join us on June 25, 2025, for Community Café in recognition of Brain Health Awareness month. We will discuss the importance of prioritizing cognitive wellness, increase understanding of Alzheimer's disease, and share helpful tools for brain health. Additionally, we will highlight the vital role of caregivers, offering support and resources.

Community Resiliency Model (CRM)[®]

June 25, 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.

Trauma Part 2: Trauma Informed Care

June 26, 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.*

Stress Management

June 26, 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.

Non-Suicidal Self-Injury

June 27, 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.

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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.