

In This Bulletin:

- **Partners Health Management Updates**
- **Providers Needed for Court-Ordered Evaluations**
- **TBI Funding Applications Deadline Extended**
- **Tobacco-Free Campus Deadline Extended**
- **Peer Support Services: Supporting Patient Engagement**
- **Insomnia Management Prescribing Guidance**
- **Process for Successful Pharmacy Requests**
- **CBT Learning Community: Now a Monthly Training Series**
- **IRIS Incident Reporting Reminders**
- **Claims Information**
- **Recent Provider Alerts**
- **Training Resource and Collaborative (TRAC)**
- **Community Training**

Partners Health Management Updates

Partners Offices Closed July 4, 2025

Partners Health Management offices will be closed on Friday, July 4, 2025, in observance of the Fourth of July holiday. Our Behavioral Health Crisis Line remains available at 1-833-353-2093 to support members anytime – day or night – 24/7/365.

Partners' Newly Renovated Forsyth County Office

Partners joined Forsyth County on June 13, 2025, to celebrate the expansion of the Forsyth County Health and Human Services Campus in Winston-Salem, N.C. The event included a guided tour of the new Highland Avenue Center at 650 Highland Ave., where Partners' newly renovated office is located. This centralized, walkable campus improves access to essential services for the community. The Highland Avenue Center also includes a new 16-bed adult facility-based crisis center operated by Daymark located next door. While the Partners office is not a walk-in location, Partners staff will use the space to schedule appointments with members and for community trainings and meetings.

Providers Needed for Court-Ordered Evaluations

Partners is seeking providers who are able and willing to complete court-ordered evaluations in Surry County. These evaluations include Multidisciplinary Evaluations (MDEs) and other forensic screening services for individuals across all disability groups, including those involved in incompetency and adult guardianship cases.

Provider Communication Bulletin #165

June 19, 2025

An MDE is a comprehensive assessment ordered by the clerk of court to help determine an individual's competency during guardianship proceedings. It includes evaluations from medical, psychological and social work professionals, and may also involve experts in education, psychiatry and vocational rehabilitation. These evaluations assess a person's cognitive and functional abilities and must be completed by qualified providers.

Providers are needed immediately in Surry County and throughout Partners' 15-county service area.

To learn more or to become a Court Ordered Evaluations provider, contact Michelle Russell, Court Ordered Evaluations Coordinator at 980-745-3497 or email CourtOrderedEvaluations@PartnersBHM.org.

TBI Funding Applications Deadline Extended

The application deadline for FY25–26 Traumatic Brain Injury (TBI) funding has been extended beyond the original date of May 1, 2025, due to remaining available funds. Applications will now be reviewed on a rolling basis, as long as funding remains.

To apply, and for a complete list of required documents, see [Provider Communication Bulletin #162](#) and complete the [Partners TBI Funding Request Application](#).

Tobacco-Free Campus Deadline Extended

The N.C Department of Health and Human Services (NCDHHS) has extended the implementation deadline for tobacco-related policy requirements to Jan. 1, 2027. This delay applies to the following provider types:

- Standard Plans
- Behavioral Health and Intellectual/Developmental Disabilities Tailored Plans
- Children and Families Specialty Plan (CFSP)
- Management Entity/Managed Care Organization (LME/MCO)
- Billing for tobacco cessation
- Access to [QuitlineNC](#) for Tailored Plan members

Need Assistance?

Partners' Recovery Initiatives Team is available to support your agency in adopting and implementing a tobacco-free policy. Contact RecoveryInitiatives@PartnersBHM.org for more information.

Peer Support Services: Supporting Patient Engagement

Peer Support Services (PSS), as outlined in [North Carolina Clinical Coverage Policy \(CCP\) 8G](#), are evidence-based, community-focused recovery services provided by Certified Peer Support Specialists (CPSS). These services are available to Medicaid-eligible adults with a mental health or substance use disorder diagnosis.

PSS is more than a peer-to-peer support program. It offers structured, scheduled services that promote recovery, self-determination, self-advocacy, self-care, wellness and community living skills. Services may be delivered one-on-one or in group settings.

One-on-one services are particularly valuable because they:

- Build on the mutual relationship between the CPSS and the individual
- Support the member in achieving self-identified goals
- Encourage ongoing engagement in treatment

To ensure PSS is meaningful and compliant, providers and their teams should:

- Talk with members about other treatments they are receiving
- Document those conversations
- Take appropriate action based on what is learned

PSS must not duplicate other Medicaid-covered services, such as:

- PSS provided by another agency
- Assertive Community Treatment (ACTT)
- Community Support Team (CST) services

If it is determined that a member is already receiving duplicative services, PSS must be paused until that service ends. Claims for PSS delivered during this overlap may be subject to recoupment for overpayment.

For full details on service requirements, visit the [Clinical Coverage Policy 8G: Peer Support Services](#).

Insomnia Management Prescribing Guidance

Recent prescribing trends show behavioral health (BH) medications are increasingly being used off-label at lower doses for sleep disorders.

Using BH medications for insomnia outside of their approved indications can increase risks without improving outcomes. Partners' Pharmacy and Medical Teams have put together guidance to support safe, up-to-date, evidence-based care and align with NC Medicaid clinical policy. Providers are encouraged to prioritize non-pharmacologic interventions before prescribing medications for insomnia.

View the [Clinical Considerations for Insomnia Management](#).

For questions about prior authorizations (PAs) or Medicaid pharmacy policy, contact the Partners Pharmacy Department at PharmacyTeam@PartnersBHM.org.

Process for Successful Pharmacy Requests

Partners' Pharmacy team has noticed increased errors and delays in pharmacy prior authorization (PA) requests due to incomplete forms or incorrect assumptions about drug coverage status. This reminder provides key information to help ensure your submissions align with the NC Medicaid Preferred Drug List (PDL) and clinical criteria requirements, improving approval outcomes and reducing care delays for members.

NC Medicaid Pharmacy Program and PDL

The NC Medicaid Pharmacy Program ensures access to necessary prescription drugs through careful selection and management of a Preferred Drug List (PDL). Drugs listed as "preferred" are often available at a lower cost due to state-negotiated rebates. However, providers must stay updated on coverage changes and requirements.

More details on the program: [Outpatient Pharmacy Services](#)

Preferred Drug List (PDL) Basics

- Always use the latest PDL version directly from NC Medicaid: [Download PDL \(Revised April 30, 2025\)](#)
- Drug availability may change. If a manufacturer withdraws from the Medicaid Drug Rebate Program, drugs will be removed from the PDL
 - Example: Nucynta® ER Tablet and Xtampza® ER Capsule were removed effective Jan. 1, 2025
- The PDL is reviewed quarterly or as needed by the PDL Review Panel. [More on the PDL Panel](#)

PDL Key Points

- The PDL uses preferred/non-preferred categories, not tiered copays
- Trial-and-failure (T/F) of two preferred drugs is typically required unless:
 - Only one preferred option exists
 - A medical exemption is indicated in red text on the PDL
- Some drug classes are not included in the PDL. These are considered preferred but still require documentation.
 - Example: First-generation antipsychotics (e.g., haloperidol, chlorpromazine) are preferred, but require [A+KIDS: Antipsychotics-Keeping it Documented for Safety](#) form for members 17 and under and [ASAP: Adult Safety with Anti-Psychotic Prescribing](#) form for members 18 and over
- If "Clinical criteria apply" is listed in red on the PDL, providers must submit the [Standard Drug Request Form](#)—even if the drug is preferred
- New-to-market drugs are typically listed as "to be reviewed" and are non-preferred until evaluated
- Quantity limits apply for certain drugs (e.g., sedative-hypnotics = maximum of 15/month). Requests above limits require PA

Prior Authorization (PA) Basics

Use these resources to ensure correct and complete PA submissions for Partners members:

- [Clinical Coverage Criteria](#)
- [PA Forms for Partners Members](#)

Provider Communication Bulletin #165

June 19, 2025

PA Key Points

- For **non-preferred drugs**, you **must** submit:
 - [Standard Drug Request Form](#)
 - Documentation of T/F for two preferred drugs or clinical justification
 - Example: Mounjaro in the screenshot below:

GLP-1 Receptor Agonists and Combinations indicated for the treatment of Diabetes	
Clinical criteria apply to all drugs in this class	
Preferred	Non-Preferred
Byetta® Pen	Bydureon® BCise™
Trialcity® Pen	liraglutide pen (generic for Victoza®)
Victoza® Pen	Rybelsus® Tablet
Ozempic® Pen	Soliqua® Pen
	Xultophy® Pen
	Mounjaro® Pen

- Complete every field on the form. Incomplete or skipped questions lead to automatic denials and care delays.
- Double-check drug status on the PDL before submitting forms. Errors in identifying preferred vs. non-preferred status may result in denials.

For full details and additional guidance, review Partners' [Provider Communication Bulletin #162 \(March 20, 2025\)](#).

CBT Learning Community: Now a Monthly Training Series

Beginning July 2025, the Cognitive Behavioral Therapy (CBT) Learning Community is evolving into a structured monthly training series. Still held live and virtually on the third Wednesday of each month, these 90-minute sessions will now focus on rotating evidence-based topics designed to deepen your CBT knowledge and strengthen practical skills.

Each session offers an engaging review of core concepts, clinical applications and strategies for improving care, reducing burnout and enhancing professional growth. This new format is designed for busy providers seeking targeting, skill-based learning with real-world relevance.

Upcoming training topics and dates:

- July 16, 2025: Core Principles of Dialectical Behavioral Therapy (DBT)
- Aug. 20, 2025: Core Principles Acceptance and Commitment Therapy (ACT)
- Sept. 17, 2025: Core Principles of Trauma Informed Care and Seeking Safety
- Oct. 15, 2025: Core Principles of Mindfulness
- Nov. 19, 2025: Motivational Interviewing (MI) for Substance Use Behaviors
- Dec. 17, 2025: MI for Holistic Health and Well-being
- Jan. 21, 2026: Core Principles of DBT
- Feb. 18, 2026: Core Principles ACT
- Mar. 18, 2026: Core Principles of Trauma Informed Care and Seeking Safety
- Apr. 15, 2026: Core Principles of Mindfulness

June 19, 2025

- May 20, 2026: MI to Address Substance Use
- June 17, 2026: MI for Holistic Health and Well-Being

For training descriptions and registration, visit Provider Training at PartnersTraining.org.

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.

[Read the full requirements and access trainings here.](#)

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

June 19, 2025

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

- June 10, 2025: [Medicare Crossover Claims](#)
- June 9, 2025: [Changes to the Healthy Opportunities Pilot due to Changes in Funding Availability](#)
- May 19, 2025: [Changes to Planned Restrictive Intervention Process](#)
- May 16, 2025: [QM Update: Training for 1915\(i\) Home and Community Based Services Final Rule](#)

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.](#)

June 19, 2025

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.
- **CBT Learning Community**
Join us for live, virtual 90-minute trainings on the third Wednesday of each month, now featuring rotating topics that strengthen Cognitive Behavioral Therapy (CBT) skills, support self-care and improve quality of care. Training topics include Core Principles of Dialectical Behavioral Therapy (DBT), Core Principles Acceptance and Commitment Therapy (ACT), Core Principles of Trauma Informed Care and Seeking Safety, Core Principles of Mindfulness, Motivational Interviewing (MI) for Substance Use Behaviors and MI for Holistic Health and Well-being. These practical, evidence-based sessions are ideal for busy professionals.
- **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.

June 19, 2025

- **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.
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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.
- **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.

- **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.
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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.

Provider Communication Bulletin #165

June 19, 2025

- **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.

Partners Member Café

July 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!

Maternal Mental Health

July 8, 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.

Trauma Part 1: Introduction to Trauma and Resilience

July 10, 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.

Mental Health 101

July 11, 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.

Understanding Grief

July 14, 2025 | 2-4 p.m. ([Register](#))

Are you experiencing grief, or do you know someone who is grieving? In this training, you will learn about the various causes, phases and other information related to the grieving process.

Active Listening/De-Escalation

July 15, 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.

Substance Use Disorder: Overview, Recovery and Resources

July 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.

Trauma Part 2: Trauma Informed Care

July 18, 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.*

Question, Persuade, Refer (QPR) Suicide Prevention

July 21, 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.

June 19, 2025

Partners Community Café

July 23, 2025 | 10-11 a.m. ([Register](#))

Join us on July 23, 2025, for Community Café in recognition of Social Wellness Month. We will explore the importance of building and maintaining strong social connections, discuss how relationships impact overall health and share strategies for fostering meaningful connections. This session will also provide resources to support social well-being and create a sense of belonging.

Domestic Violence: How to Help

July 23, 2025 | 1-4 p.m. ([Register](#))

Join us for an updated domestic violence training. We will discuss issues including coercion, gaslighting, stalking, and lethality. Learn how to spot some subtle warning signs of domestic violence. We will discuss specific skills to help someone in a violent situation and keep everyone safe. **This is a three-hour class.**

Diabetes 101

July 24, 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.

Non-Suicidal Self-Injury

July 25, 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)[®]

July 28, 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

July 30, 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.

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](#))

Provider Communication Bulletin #165

June 19, 2025

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.