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Relative as Direct Support Employee (RADSE) Update

As a result of the end of Appendix K Flexibilities on Feb. 29, 2024, Partners is requesting that all providers that have previously submitted Relative as Direct Support Employee (RADSE) requests for any hours over 40, resubmit requests so that Partners can update and validate its current files.

Employers of Record (EOR) and Managing Employers in the Agency with choice model can no longer deliver RADSE hours after Feb. 29, 2024.

NOTE: Some providers did not submit a RADSE request during the Appendix K flexibilities and only completed the forms for Appendix K. These providers must now complete the RADSE Notification Form for the initial 40 hours and a RADSE Application Form for any additional hours over 40, not to exceed 84 total hours, for approval by the Local Management Entity/Managed Care Organization (LME/MCO) or face a payback situation.

Providers are reminded that a RADSE delivering up to 40 hours must submit a RADSE Reporting (Verification) Form to the LME/MCO for our files to rdse@partnersbhm.org annually during the member's birth month.

Providers are reminded that a RADSE delivering over 40 hours must submit a RADSE Application Form for approval by the LME/MCO to rdse@partnersbhm.org annually during the member's birth month to be renewed. A RADSE can deliver only Community Living and Supports (CLS) and cannot deliver more than 84 hours a week and any hours over 40 must be approved by the LME/MCO or it may result in a payback.

Providers may now submit a RADSE Notification Form for parents of children under age 18 who meet the extraordinary care definition to deliver up to 40 hours of CLS weekly. Parents may provide an

additional 16 hours for a total of 56 hours of CLS weekly by completing the RADSE Application Form and submitting it for approval by the LME/MCO.

The RADSE Process can be found [here](#) on the Partners website.

Weekly State-Funded Services Waitlist Submission Requirement

Providers are required to maintain their own agency waiting lists to share with Partners to be added to the network's waiting list.

Providers are expected to notify Partners at least weekly about members that have been added to their provider State-Funds Services (SFS) waiting list. Providers can report their SFS provider waiting lists by completing and submitting the Provider Weekly Provider State-Funded Waitlist Submissions form.

The link can be located on the [Provider Knowledge Base](#) and is entitled [Provider Weekly State-Funded Service Waitlist Submissions Form](#) (Not a Funding Request).

For questions or more information, email statefundswaitlist@partnersbhm.org or contact State-Funded Waitlist Coordinator Lisa Drake at 828-325-4682.

Important NC-TOPPS Information

The importance of NC-TOPPS: The objective is to enhance the clinical assessment process and provide information for the consumer's treatment plan. NC-TOPPS provides reliable information to:

- Measure the impact of treatment
- Improve service and
- Manage quality throughout the public-managed behavioral health service system

General NC-TOPPS Interview information:

NC-TOPPS is based on face-to-face interaction between a consumer and a Qualified Profession (QP). Initial, Update and Episode Completion Interviews are designed to assist in assessing the effectiveness of treatment. The Initial Interview is designed to gather information on consumer demographics and pretreatment behaviors. This is required to be done face to face within the first or second treatment visit. Update Interviews (conducted at three, six, 12 months, and bi-annually thereafter) gather information on consumer status changes and treatment outcomes.

An episode completion interview must be submitted when a consumer has successfully completed treatment (QP should conduct an in-person interview with consumer just prior to the end of services), been discharged at program initiative, refused treatment, not received any services for 60 days (check

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“Did not return as scheduled within 60 days), changed to service not required for NC-TOPPS, moved out of area or changed to different LME/MCO, been incarcerated or institutionalized, died or other.

The Authorization for Use Disclosure and Exchange of Protected Health Information for NC-TOPPS form is used to authorize the transfer of a consumer’s NC-TOPPS history from the previous provider to the new provider. The date in the first blank is the initial interview date and the second blank is the word present or current date. The initial interview date can be obtained from the previous provider or the LME/MCO email address: NCTOPPSQUESTIONS@partnersbhm.org. You can also contact us to obtain a copy of our authorization form.

Superuser Information: Every provider agency is required to have a superuser. These individuals will have oversight/responsibilities for their provider agency. Superusers can track NC-TOPPS submissions and due dates for their provider agency, change a consumer’s QP, and manage user enrollment requests. Superusers have access to the same NC-TOPPS features as QPs-Interview Search and Updates Needed option, but they also have access to other features.

To become an approved superuser, you must already be an approved NC-TOPPS user for your agency. Contact NC-TOPPS Help Desk to request a Superuser Enrollment Form (nctopps@ncsu.edu). Always keep NC-TOPPS Help Desk and Partners’ NC-TOPPS Help Desk (NCTOPPSQUESTIONS@partnersbhm.org) in the loop when making any changes to your agency’s superuser.

NC-TOPPS Transfer Information

Important links:

[Partners’ Training Manual/Instruction Video/FAQ](#)
[NC-TOPPS guides](#)

Claims Information

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

[Alpha+ Portal University](#) is an available resource and guide for navigating Alpha+. If you need additional claims training, email ClaimsDepartment@PartnersBHM.org to schedule a time for training.

Explanation of Benefits requests for Coordination of Benefits Claims

As a reminder, Partners does request copies of the Explanation of Benefits for claims submitted indicating *Coordination of Benefits*. The request will originate via email from Partners Claims staff. Once requested, please submit the information via secured email prior to the date indicated in the emailed request. If a response is not received, the original claim payment will be recouped.

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Reminder: Taxonomy Code 193200000X and 193400000X – Taxonomy Code 193200000X and 193400000X should not be submitted on claims as the rendering taxonomy code. All claims submitted with this taxonomy code as the rendering code will be reverted.

Reminder: Please remember to include all diagnosis codes on claims. This allows Partners to measure member health, identify areas of risk and evaluate the quality of care.

January 2024: Medicaid—Number of Days to Process and Pay All Claims

Received Date to Paid Date:	9
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Top Five Medicaid Claim Denials—January 2024

Claim Denial	Provider Recommended Action Steps
Service is not authorized.	Verify Service Authorization for consumer. Contact Utilization Management.
Duplicate Claim.	Claim has previously been submitted and adjudicated. Do not refile.
Claim received after billing period.	Write off charges as non-billable. Do not rebill.
Billing Taxonomy submitted is not associated with the Billing NPI.	Rebill claim with correct taxonomy/NPI information.
No coverage available for Patient/Service/Provider combo.	Go to Patient -> Patient Search and search for the patient in question. Check the insurance to ensure the patient has effective insurance covering to date of service submitted on the claim. If this appears to be correct, contact the MCO for further assistance.

Member/Recipient Eligibility and Enrollment

Providers are encouraged to contact the Eligibility and Enrollment Department at EligibilityEnrollment@PartnersBHM.org for eligibility and enrollment related questions.

To request an enrollment, providers should go to [Alpha+ Home Page>Enrollments](#). University is an available resource for providers as a basic guide for navigating enrollments. For more information, go to [University>Provider Portal Handbook>Enrollments](#).

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If additional enrollment training is needed, email EligibilityEnrollment@PartnersBHM.org to schedule one-on-one training. Note that providers will need Microsoft Teams screen sharing capabilities for more provider specific and in-depth training.

Utilization Management Updates

Requests for Traumatic Brain Injury State Funding UPDATE

Partners Behavioral Health Management (Partners) manages an annual allocation for Traumatic Brain Injury (TBI) funding. To best serve consumers diagnosed with a TBI and deliver services efficiently and effectively, Partners has revised our procedure for requesting TBI funding and updated the required documentation.

Providers and organizations who wish to request funding must complete and submit the [Partners Traumatic Brain Injury Funding Request Application](#) to UMspecializedfunding@partnersbhm.org by **May 1 annually**. *Members who are receiving funding through the TBI allocation must **resubmit** the required documentation by May 1 annually.*

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

Please note: TBI funding is not an entitlement and therefore no appeal rights will accompany this decision. However, Partners' grievance procedure does apply.

If you have questions, contact either:

- Sara Wilson at swilson@partnersbhm.org
- Joy Miller-Kyle at jmiller-kyle@partnersbhm.org

REMINDER for I/DD State Funded Service Providers

Effective Feb. 1, 2024, the I/DD State-funded Services ONLY require prior authorization and medical necessity review for INITIAL requests to help ensure the recipient meets eligibility criteria as outlined in General Statute 122c (12a). For applicable initial service requests, providers must complete the submission to the State-funded Services Waitlist at <https://providers.partnersbhm.org/state-funded-services-waitlist-submissions/>. For all concurrent I/DD State Funded requests, a Notification Service Authorization Request is required. Notification Service Authorization Requests (SARs) do not require clinical documentation or justification of medical necessity criteria; however, Notification SARs are required for claims payment.

NEW State Funded Supported Employment Codes

Effective March 1, 2024, revisions have been made to the State Funded Supported Employment service definition and codes. The new service definition is posted [here](#):

Effective March 1, 2024, individuals NEW to the Supported Employment service should enroll in Supported Employment (Individual) and use the new NCTRACKS procedure code (YP642) and appropriate modifier code. The modifiers per phase are as follows:

- Pre-Employment Phase modifier – BD
- Employment Stabilization Phase modifier – BE
- Long Term Support Phase modifier - BF
- Career Planning/Reassessment modifier – BG

State Funded I/DD Supported Employment Effective March 1, 2024	
Service	Service Code
Supported Employment - Pre-Employment Phase	YP642 BD
Supported Employment - Pre-Employment Phase - Telehealth	YP642 BD GT
Supported Employment - Career Planning Assessment	YP642 BE
Supported Employment - Career Planning Assessment - Telehealth	YP642 BE GT
Supported Employment - Employment Stabilization Phase	YP642 BF

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Supported Employment - Employment Stabilization Phase - Telehealth	YP642 BF GT
Supported Employment - Long-Term Supported Employment Phase	YP642 BG
Supported Employment - Long-Term Supported Employment Phase - Telehealth	YP642 BG GT

Individuals CURRENTLY enrolled in Supported Employment Individual (YA390), Group (YP640) should transition to Supported Employment Individual (YP642) and the appropriate modifier code or another service by Apr. 30, 2024. Upon transitioning to the new service, the expectation is to utilize the new NC TRACKS procedure code (YP642). The current NC TRACKS procedure codes (YA390) and (YP640) will expire effective Apr. 30, 2024.

Termination of NCTracks Codes under the I/DD and TBI Benefit Plan on Apr. 30, 2024	
Name of Service	NCTracks Code
Supported Employment - Individual	YA390
Supported Employment - Group	YP640

Note: DMH/DD/SUS does not have a state-funded service requirement for current individuals accessing services to obtain updated psychological assessments to access the updated service definitions. However, LME/MCOs should retain documentation to support the individual meeting the applicable benefit plan and service criteria.

Providers will need to review the service definition and submit the [Provider Change Form](#) to have the appropriate codes added to their contract.

Supported Employment (I/DD or TBI) YP642

The service requirements for Supported Employment service are as follows:

- Supported Employment is an individualized service that provides assistance to individuals 16 years of age and older with developing skills to seek, obtain and maintain competitive, integrated employment or develop and operate a micro-enterprise based on the individual's preferences, strengths, and experiences.

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- Individuals must have completed the application process with NC Vocational Rehabilitation Services (VRS) and the Eligibility Decision outcome must be documented noting ineligibility or closure of their case with VRS prior to receiving state-funded Supported Employment.
- Supported Employment (SE) services occur in three phases:
 - Pre-Employment Phase
 - Employment Stabilization Phase
 - Long-Term Supported Employment Phase
- This service must occur at a Competitive Integrated Employment site located in community settings.
- Supported Employment (SE) services may be either temporary or long-term provided using one of the following employment models:
 - Job Placement and Coaching Services
 - Customized Employment
 - Other evidence-based models supported by Office of Disability Employment Policy
- This service requires a NC-SNAP, Supports Intensity Scale (SIS), TBI Assessment, or Employment Evaluation completed by Vocational Rehabilitation.
- The Career Development and Planning Assessment, which is attached to the Individual Support Plan (ISP), or person-centered plan (PCP) is expected to be completed during the Preemployment Phase, but may occur during any phase to ensure the individual meet employment goals. Career Development Plans are required throughout all phases of service delivery.
- This service requires that individuals providing supervision of this service have completed competency-based training in an evidenced-based supported employment model endorsed and/or supported by the Office of Disability Employment Policy (ODEP) and/or NC DHHS. Additionally, Qualified Professionals with experience providing employment services shall have completed certification requirements of either Association of Community Rehabilitation Educators (ACRE), including ACRE with a focus on Customized Employment OR Association of People Supporting Employment First (APSE) (i.e., Certified Employment Support Professional (CESP)). **Upon implementation of this service, supervisors must have initiated the process to meet the aforementioned requirements within 1 year of the Supported Employment (SE) service definition implementation date.**
- Supported Employment services do not occur in licensed community facilities, inclusive of day programs.
- Family members or legally responsible person(s) of the individual are not eligible to provide this service to the individual.

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- Individuals receiving this service may not be a Home and Community Based Services (HCBS) Waiver members/beneficiaries or individuals eligible for or receiving Medicaid funded employment services (i.e., Supported Employment in Innovations Waiver & TBI Waiver, 1915(i) and 1915(b)(3) inclusive of Medicaid ICF-IID In Lieu of Services (ILOS) with employment component).
- It may be necessary to revise an individual's Individual Support Plan (ISP) or Person Centered Plan (PCP) to ensure they align with the expectations in the service definition.
- The service includes transportation to and from the individual's residence, designated facility, or approved program and to and from the job site. The provider agency's payment for transportation from the individual's residence and the individual's job site is authorized service time.

PCP Guidance

Effective Nov. 1, 2023, providers are required to use the new Person-Centered Plan (PCP) Guidance Document. An updated template is provided by the N.C. Department of Health and Human Services (NCDHHS) as part of the updated PCP Guidance Document.

Providers may use the new updated template or their own. It is imperative that all required elements outlined in the PCP Guidance Document are contained in the PCP document and easy to identify. Providers may use their own template if it contains all components of the new Person-Centered Plan (PCP) document, including assessment of life domains.

[Click here](#) for more information.

If you have questions for UM, email UMQuestions@partnersbhm.org.

Authorization Rationale and Recommendations in ProAuth

Authorization details including the approval Rationale and recommendations can be viewed in ProAuth.

To view these, highlight the Authorization from the ProAuth Dashboard and click the VIEW AUTH DETAILS button to the right of the screen.

Under Line Item Details click the arrow (>) to view all Line items. Highlight the Line Item and you will see another arrow (>) to click to view the Decision Date/Time and Reason. The Reason reflects the Rationale for the decision and any recommendations from Utilization Management.

This authorization information can be saved or printed by hitting the Print button at the top right of the screen or by doing Print Screen from your dashboard.

If you have questions related to ProAuth, email Proauth@partnersbhm.org.

State News and Updates

NCDHHS Resources:

- **Joint Communication Bulletins**, which are issued by the N.C. Department of Health and Human Services, can be found [here](#).
- **Medicaid Bulletins**: All bulletin articles are available [here](#). Providers are encouraged to frequently review this information.
- **Medicaid Pharmacy Newsletters** are available [here](#).
- **NCTracks**: Providers are encouraged to review NCTracks communications. To subscribe to NCTracks communications, [click here](#).

Training Resource and Collaborative (TRAC)

TRAC offers a centralized cross-functional selection of required training, collaboratives and events. [Click here](#) to view what is coming up in the next few months.

Tailored Plan On-Demand Provider Trainings

The N.C. Department of Health and Human Services (NCDHHS) requires the listed trainings be available for providers. This applies to Tailored Plan, Medicaid Direct and State-funded providers. Registering is easy. You will be prompted to enter simple registration information. The on-demand training will then be available immediately or when your schedule allows. **Note:** Training Reciprocity Among Tailored Plans. NCDHHS is allowing the six LME/MCOs reciprocity for some Tailored Plan-required trainings.

CLAS Standards

On-Demand ([Register](#))

The Office of Minority Health has established culturally and linguistically appropriate services (CLAS) Standards to address health equity, promote cultural competence, and to improve health outcomes. This training will review the fifteen CLAS standards and identify resources and training materials available to providers at no cost on the website, thinkculturalhealth.hhs.gov. CE's are not available for this training.

Due Process

On-Demand ([Register](#))

This on-demand webinar covers the following (but not limited to) four dispute types: Medicaid appeals, non-Medicaid appeals, Provider disputes, and Grievances. CE's are not available for this training.

EPSDT

On-Demand ([Register](#))

In the EPSDT training, you will learn: What is EPSDT; Partners EPSDT requirements; Periodicity Schedule; Diagnostic and Treatment Components; Medical Necessity Review; Service Coordination (Vaccines for Children, Into the Mouths of Babes, and Developmental Delay and Referral to NC Infant-Toddler Program); and EPSDT components, diagnosis codes, modifiers, referrals, tracking, follow-up and outreach. CEs are not available for this training.

Fraud, Waste and Abuse

On-Demand ([Register](#))

This webinar covers (but is not limited to) the following: Regulatory Compliance Program, Types of Health Care Industry Oversight, Partners Program Integrity Department, Program Integrity Department Function Highlights, What are Fraud, Waste and Abuse (FWA), Potential Areas or examples of FWA and the Impact of FWA on health care. CEs are not available for this training.

Into the Mouths of Babes (IMB)

On-Demand ([Register](#))

The IMB program trains medical providers on how to provide preventative oral health services to Medicaid-insured children from tooth eruption to age 3 ½ (42 months). The goals of the program include preventing and reducing early childhood tooth decay and increasing referral of high-risk children to a dental home. This training is required before being permitted to receive reimbursement for IMB services. CEs are not available for this training.

Partners Hand Washing and Personal Protective Equipment (PPE)

On-Demand ([Register](#))

Participants will gain an understanding of infection control using PPE and frequent handwashing. CEs are not available for this training.

Partners Infection Control: Home Care Settings

On-Demand ([Register](#))

Participants will gain an understanding of infection control in the home care setting, which includes learning ways infections are transmitted, standard precautions and how to teach members about infection control procedures. CEs are not available for this training.

Partners Infection Control: Community Care Settings

On-Demand ([Register](#))

Participants will gain an understanding of infection control in the community care setting, which includes learning ways infections are transmitted, standard precautions and how to teach members about infection control procedures. CEs are not available for this training.

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Prevention and Population Health Management

On-Demand ([Register](#))

Partners takes a population-based approach to improve the overall health of Medicaid members and State-funded recipients and collaborates with community partners on targeted initiatives. In this training, you will learn about: Partners Prevention and Population Health Core Philosophies, Program Goals, Partners Prevention and Population Health Approach, Provider Level Interventions and Partners Prevention and Population Health Programs Overview of Provider Expectations. CEs are not available for this training.

Provider Training-Live Virtual and/or Pre-recorded

ProAuth Demonstration, June 2023

On Demand ([Register](#))

This on-demand video is designed to offer providers an overview of the features of Partners' ProAuth system to enter and manage authorizations. Be sure to download the attached pdf for Submitting Prior Auth Requests once you log into the webinar. CEs are not available for this training.

Community Support Team (CST) Service Definition Training

On Demand ([Register](#))

Community Support Team (CST) is a behavioral health support service designed to help people experiencing severe mental illness develop recovery and resiliency-oriented skills. This webinar meets the requirement of three hours of CST Service Definition Training. Registrants will view a previously recorded training that includes two 10-minute breaks. To receive a training certificate, registrants will need to view the full webinar and pass a 10-question quiz with a score of 80% or greater. Three contact hours are available for this training.

Employer of Record (EOR) Webinar

On Demand ([Register](#))

This webinar provides an overview of Employer of Record (EOR) areas of importance including, monitoring processes, post payment reviews, documentation, staff qualifications, monitoring results, and Quality Management Monitoring Unit contact information. CEs are not available for this training.

Health Disparities: A Tribal Perspective

On-Demand ([Register](#))

Addressing Health Disparities Among Marginalized Populations: A Tribal Perspective On-Demand Webinar will review predominant health disparities among tribal members, describe the factors that create health disparities, describe the role that Medicaid Transformation can provide in addressing health disparities, review the Indian Health services eligibility, and review the concepts of cultural humility in supporting tribal communities. CEs are not available for this training.

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CBT Learning Community

Feb. 21, 2024, 2 p.m.-3:30 p.m. ([Register](#))

March 20, 2024, 2 p.m.-3:30 p.m. ([Register](#))

Join like-minded providers in a learning community to explore skills, concepts, case studies and expand your own techniques. This learning community will you learn practical ways to use evidence-based practices in your day-to-day work with members.

What do we do in this learning community: self-care, reduce burnout, professional growth, connection to a community, explore evidence-based practices, gain a sense of mastery, invest in your own emotional bank account, improve in quality of care delivered and learn and practice skills that are reimbursable.

1.5 contact hours will be provided, and participation in this learning community meets continuing education requirements of certain service definitions. You must have audio/video access and be visible on camera during the session. Driving is not permitted during Partners trainings/events. If you need accommodations to participate in the session, please email Training@PartnersBHM.org.

Partners Provider Council

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

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

Motivational Interviewing Training

March 5 and 6, 2023, 9 a.m.- 4:30 p.m. ([Register](#))

Join Partners' Training Resource and Collaborative for this two-day training that will cover the fundamentals of Motivational Interviewing (MI). This training will be facilitated by MINT trainer, Peter Rives, and meets NC service definition requirements.

This is a virtual live event which will be held on Tuesday and Wednesday, March 5 and 6 from 9 a.m.- 4:30 p.m. You must attend both full sessions to receive credit. No partial credit will be given. CEs will not be given without visibility on camera. Driving is not permitted during Partners trainings. If you need accommodations to attend this training, please email Training@PartnersBHM.org.

CBT Foundations

March 12 and 14, 2024, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger.

Cognitive Behavioral Therapy (CBT) is an evidenced-based practice focusing on challenging and changing unhelpful cognitive distortions and behavior, improving emotional regulation and the development of personal coping strategies that target resolving current problems.

This virtual live training will take place on Tuesday and Thursday, March 12 and 14, 2024, from 9 a.m.- 12:15 p.m., utilizing the same training link on both days. Participants will have to be present with

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audio and visual capabilities and must be visible on camera for both sessions to receive credit. No Partial credit will be given. NCSAPPB approved for up to 6 hours. If you need accommodation to participate in the training, please email Training@PartnersBHM.org.

Partners Provider Forum – Quarterly

March 13, 2024, 1 p.m.-3 p.m. ([Register](#))

Partners quarterly updates and vital information is shared with providers. Please click on the register button to register for this virtual live event.

LTCS Collaborative

March 14, 2024, 10 a.m.-11:30 a.m. ([Register](#))

The LTCS Collaborative is a monthly meeting that is held the second Thursday of each month to discuss operationalizing Partners' Medicaid In-Lieu of Service – Long Term Community Supports (LTCS). The Collaborative will discuss barriers to accessing the service for potentially eligible members and ensuring continuity and quality of the service the member receives.

Autism Services Learning Collaborative

March 19, 2024, 3:30pm-4:30pm ([Register](#))

Join Utilization Management to discuss service updates and relevant information. If you need accommodation to participate in the session, please email training@partnersbhm.org.

Temple University: Introduction to Assessing Community Participation

Tuesday, Mar 26, 2024, 2pm-3:30pm ([Register](#))

Presenter, Mark Salzer, PhD

Join Partners as we host session one of the Spring 2024 Temple University Training Series on Community Inclusion. This session will introduce attendees to a tool, the Temple University Community Participation Measure (TUCPM), a free tool that can be used to assess the extent to which people are participating in various areas and understand what is important to them and whether they are doing it "enough," "not enough," or "too much." Attendees will gain experience completing the measure themselves and learn about its development and how it has been used to learn about the lives of people with serious mental illnesses and, more recently, adults with autism. The session is intended for those who will be working directly with individuals on their community participation. Participants can earn 1.5 contact hours of continuing education credits. If you need accommodations to participate in this training, email training@partnersbhm.org.

Trainings are provided by the Temple University Collaborative on Community Inclusion with funding from the N.C. Department of Health and Human Services (NCDHHS) to support the Transitions to Community Living Initiative (TCLI). The contents of these presentations do not necessarily represent the perspectives or policies of NC DMH/DD/SAS.

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Dialectical Behavior Therapy (DBT) For Complex Cases

April 9 and 11, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger, LCAS, LCMHC

Dialectical Behavioral Therapy is an evidence-based practice geared toward complex cases involving multiple mental health diagnoses that are difficult to treat and understand. Learn foundational principles of DBT to better understand client needs and the impact of stigma, recognize problems and identify treatment targets; learn ways to use mindfulness practices to address mental health challenges and increase emotion regulation; and gain a better understanding of the importance of validation, relationship transactions and emotion. DBT was designed for persons who engage in self-harm or have repeated suicidal ideations/behaviors.

This training will take place over two days, April 9 and 11, 2024, from 9 a.m. to 12:15 p.m. using the same training link both days. Participants must be on camera with audio capabilities for both sessions to receive credit. No Partial credit will be given. NCSAPPB approved for up to 6 hours. If you need accommodation to participate, email training@partnersbhm.org.

Provider DEI Collaborative – Quarterly

April 11, 2024, 2 p.m.-3 p.m. ([Register](#))

The purpose of this quarterly collaborative facilitated by Vickie Smith is to bring awareness and increase conversations related to the topics of diversity, equity and inclusion related to our provider network.

Providers, we would like your participation in this collaborative! Your perspective is vital for health equity initiatives for the members we serve.

The goal of the DEI Provider Collaborative is to ensure that providers have access to the needed resources to serve members through the lens of ensuring diversity, equity, and inclusion. Another goal of the DEI Provider Collaborative is fostering better outcomes and improving quality of life for members. To achieve these goals, we must know and understand the different populations we serve.

As we transition to whole person integrated care of our members, it is important that we create actionable strategies to address members' behavioral, physical and pharmacy care. Consistent provider engagement in these discussions is critical to members' overall quality of care.

Please register here or on the Partners TRAC page at PartnersTraining.org, and let's get to work!

Community Training

All Trainings are Virtual via Zoom and are two hours unless otherwise specified. Participants may not be admitted to the training if joining more than 15 minutes after training begins. Effective Aug. 1, 2023, participants who request a certificate will need to be on-camera during the training.

For more information contact: Amber Matthews, amatthews@partnersbhm.org.

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Maternal Mental Health

Feb. 16, 2024, 10 a.m.-noon ([Register](#))

March 14, 2024, 2 p.m.-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 determinates of health while gaining insights that contribute to creating a nurturing environment for mothers.

Introduction to Trauma and Resilience, Part 1

Feb. 19, 2024, 2 p.m.-4 p.m. ([Register](#))

March 21, 2024, 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 and how to address the effects as well as how to develop resilience.

Trauma Informed Care

Feb. 20, 2024, 2 p.m.-4 p.m. (Part 2, [Register](#))

March 22, 2024, 10 a.m.-noon (Part 2, [Register](#))

A look at how our behavior affects others with trauma history. What are some simple changes we can make using what we know about trauma?

Eating Behaviors and Impact on Mental Health

Feb. 22, 2024, 10 a.m.-noon ([Register](#))

March 26, 2024, 2 p.m.-4 p.m. ([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.

Stress Management

Feb. 22, 2024, 2 p.m.-4 p.m. ([Register](#))

March 5, 2024, 10 a.m.-noon ([Register](#))

We're all stressed! Many of us are balancing jobs, school, family, finances and more. Let's get together and talk about ways we can manage our stress and have a little fun.

Mental Health 101

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

March 25, 2024, 2 p.m.-4 p.m. ([Register](#))

In this two-hour training, learn about some of the more common behavioral health disorders. The class includes information about treatment and what to do in a crisis.

Feb. 16, 2024

Question Persuade Refer (QPR) Suicide Prevention

Feb. 27, 2024, 10 a.m.-noon ([Register](#))

March 12, 2024, 2 p.m.-4 p.m. ([Register](#))

This evidence-based training teaches the skills to intervene in a suicide crisis. *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.

Non-Suicidal Self Injury

Feb. 27, 2024, 2 p.m.-4 p.m. ([Register](#))

March 14, 2024, 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.

Partners Community Café

Feb. 28, 2024, 10 a.m.-11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month. The topic for February's Community Café is poverty.

Understanding Grief

Feb. 28, 2024, 2 p.m.-4 p.m. ([Register](#))

March 18, 2024, 2 p.m.-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.

Darkness to Light

Feb. 29, 2024, 10 a.m.-1 p.m. ([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.*

Domestic Violence: How to Help

March 6, 2024, 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.

Human Trafficking: Keeping Our Children Safe

March 8, 2024, 10 a.m.-noon ([Register](#))

Many children may be spending more time online than usual. Learn about trafficking around the world and some ideas about how to keep our children safe. This training addresses sexting briefly.

Feb. 16, 2024

Partners Member Café

March 12, 1 p.m.-2 p.m. ([Register](#))

Partners Member Café is held the second Tuesday of each month. Please note we are not able to record this session; your attendance is required to learn about these two benefit programs. We look forward to seeing you!

Community Resilience Model®)

March 19, 2 p.m.-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.

Active Listening/De-escalation

March 28, 2024, 10 a.m.-noon ([Register](#))

If you have ever been in a high stress situation where you did not know what to say or how to help, this is the training for you. Active Listening/De-escalation focuses on active listening skills, empathy and habits to keep yourself and other people safe.

Additional Events and Training

Hickory Brain Injury Support Group

Feb. 27, 2024, 6 p.m.-7:15 p.m.

Connect with survivors, families, and professionals. Meetings offer help, hope, and education, so you can live a happy and successful life after brain injury. This group meets on the fourth Tuesday of most months from 6 to 7:15 p.m. in the Community Room at First United Methodist Church, 311 3rd Ave NE, Hickory NC 28601. Times and locations sometimes vary. Meetings may occur online if there is a COVID-19 surge.

For more information, contact Travis Glass at 828-781-0778 or Travis@CrossroadsCounseling.org. Also check facebook.com/HickoryBISG. Each meeting will be followed by 15 to 30 minutes of mindfulness awareness education and practice.

Disability Support Professional Training: Mount Eagle College and University is now offering Disability Support Professionals (DSPs) the opportunity to earn national certification in their field through an accredited curriculum instructed by individuals with lived experience. To learn more about the program, please email mjames@mouteag.com or visit <https://mouteag.com/contact/> to submit a contact form.

Provider Communication Bulletin #149

Feb. 16, 2024

Partners Community Collaboratives: Partners sponsors a monthly community collaborative in each of the counties in the service region.

Community Collaborative groups consist of representatives from local government agencies, community organizations, and service providers, as well as individuals, families and advocates who work together in a specific community to identify and solve problems for children, adolescents, adults and families struggling with mental health and substance use.

Together, group members:

- Identify gaps in services
- Partner with agencies and families
- Develop helpful resources
- Assist providers and families with issues related to services
- Ensure access to quality services

Currently, all collaboratives are meeting virtually. If you are interested in learning more about a group or attending, please email [Partners Community Engagement](#).

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

- | | | |
|-----------------------------|------------------------------|--------------------------|
| – Burke | – Forsyth | – Stanly |
| – Cabarrus | – Gaston | – Surry |
| – Catawba | – Iredell | – Union |
| – Cleveland | – Lincoln | – Yadkin |
| – Davie | – Rutherford | |