



Welcome to Partners

Glossary of Terms

Partners Health Management
901 S. New Hope Road, Gastonia, NC 28054
www.partnersbhm.org

- BH:** **Behavioral Health** – Behavioral Health care includes services individuals who have mental health diagnoses or substance use disorder.
- CCA:** **Comprehensive Clinical Assessment** – A CCA is a face-to-face evaluation typically completed by a mental health professional to help develop an individual’s treatment plan.
- CCNC:** **Community Care of North Carolina** – CCNC is a public-private partnership designed to create regional networks of primary care clinicians, hospitals, pharmacy, and other community organizations to provide care based on the patient-centered medical home.
- CDW:** **Consumer Data Warehouse** - CDW is a web-based portal to NCDHHS Division of Division for Mental Health, Developmental Disabilities and Substance Abuse Services’ data repository.
- CFAC:** **Consumer and Family Advisory Committee** – CFAC is a self-governing committee made up of members and family members of individuals who receive mental health, intellectual/developmental disabilities and substance use disorder services. CFAC is serves in an advisory and advocacy role for each LME/MCO.
- CIT:** **Crisis Intervention Team** – CIT is a training program that provides law enforcement with the skills and knowledge necessary to de-escalate persons in crisis who may be have a mental health diagnosis, I/DD or SUD. The training emphasizes jail diversion and access to treatment versus jail time where appropriate.
- CRM:** **Community Resilience Model** – CRM is a community-based training focused on trauma.
- DHB:** **DHHS’ Division of Health Benefits** – DHB manages the North Carolina’s Medicaid and NC Health Choice health care programs, pharmacy benefits and behavioral health services.
- DHHS:** **NC Department of Health and Human Services** – NC DHHS manages the delivery of health- and human-related services for all North Carolinians, especially our most vulnerable citizens – children, elderly, disabled and low-income families.
- DMH/DD/SAS:** **NCDHHS Division for Mental Health, Developmental Disabilities and Substance Abuse Services** – The DMH/DD/SAS works to promote excellence in prevention, treatment and rehabilitation programs for North Carolinians with mental health diagnoses, intellectual and/or developmental disabilities, and substance use disorders.



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FAQ: **Frequently Asked Questions**

FQHC: **Federally Qualified Health Center** – FQHC’s are community-based health care providers that receive funds from the U.S. Department of Health and Human Services’ Health Resources and Services Administration (HRSA) to provide primary care services in underserved areas.

HIPAA: **Health Insurance Portability and Accountability Act** – HIPAA is a 1996 federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient’s consent or knowledge.

I/DD: **Intellectual and/or Developmental Disabilities** – An Intellectual disability is characterized by significant limitations both in intellectual functioning (reasoning, learning, problem solving) and in adaptive behavior, which covers a range of everyday social and practical skills. This disability originates before the age of 18.

A Developmental disability is defined as a severe, chronic disability attributed to a mental/cognitive or physical impairment or combination of mental and physical impairments diagnosed or that become obvious before the age of 22.

Innovations Waiver: **The North Carolina Innovations Waiver** – The Innovations Waiver is a federally approved 1915 C Medicaid Home and Community-Based Services Waiver (HCBS Waiver) designed to meet the needs of Individuals with Intellectual and/or Developmental Disabilities (I/DD) who prefer to receive long-term care services and supports in their home or community, rather than in an institutional setting.

IPRS: **Integrated Payment and Reporting System** – IPRS tracks, pays and reports on all claims submitted by providers for services rendered through the Division of MH/DD/SA and Medicaid systems.

“IPRS dollars” or “IPRS funding” refers to state funds used to support services for individuals who are uninsured or underinsured, as well as services not covered by Medicaid.

IRIS: **Incident Response Improvement System** – IRIS is a web-based incident information system for reporting and documenting responses to Level II and III incidents involving members receiving mental health, intellectual and/or developmental disabilities and/or substance use disorder services.



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- JCPC:** **Juvenile Crime Prevention Council** – The N.C. Department of Public Safety partners with Juvenile Crime Prevention Councils in each county to galvanize community leaders, locally and statewide, to reduce and prevent juvenile crime.
- LME/MCO:** **Local Management Entity/Managed Care Organizations** – North Carolina’s seven LME/MCOs are responsible for ensuring access to care for people who need intellectual/developmental disability, mental health and substance use disorder services. LME/MCOs manage all Medicaid funding, state funding and most local funding for Mental Health, Intellectual/Developmental Disabilities and Substance Use Disorder (MH/IDD/SUD) services in their covered areas.
- MAT:** **Medication-Assisted Treatment** – MAT is based on the use of medications in combination with counseling and behavioral therapies for the treatment of substance use disorders.
- MCM:** **Mobile Crisis Management** – MCM is a mobile intervention for an individual experiencing a behavioral health emergency.
- MOE:** **Maintenance of Effort** – These are county dollars earmarked for MH/IDD/SUD-related services and initiatives.
- MH:** **Mental Health** – MH includes our emotional, psychological and social well-being. It affects how we think, feel and act. It also helps determine how we handle stress, relate to others and make choices. A mental health disorder is a condition that affects a person’s thinking, feeling or mood. Such conditions may affect someone’s ability to relate to others and function each day.
- MHAB:** **Mental Health Advisory Board** – A task force that serves as a resource for determining early intervention efforts, assessing available mental health resources, and evaluating the criminal justice system and county jail for improvements in relation to their clients who suffer from mental illness.
- MHFA:** **Mental Health First Aid** – MHFA is a national training program that teaches skills to respond to the signs of mental health issues and substance use disorder.
- MH/IDD/SUD:** **Mental Health/Intellectual &/or Developmental Disabilities/Substance Use Disorder**



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- NC-TOPPS:** **North Carolina Treatment Outcomes and Program Performance System** – NC-TOPPS is a web-based program that gathers outcome and performance data on behalf of individuals receiving mental health and substance use disorder services in North Carolina’s public health care system. The NC-TOPPS system provides reliable information that is used to measure the impact of treatment and to improve service and manage quality throughout the service system.
- NCTracks:** **NCTracks** – The multi-payer Medicaid Management Information System for the NC Department of Health and Human Services system that consolidated several claims processing platforms into a single solution for multiple NC DHHS divisions.
- PHI:** **Protected Health Information** – PHI is any information about health status, provision of health care, or payment for health care that is created or collected by a Covered Entity (or a Business Associate of a Covered Entity), and can be linked to a specific individual.
- PRTF:** **Psychiatric Residential Treatment Facility** – PRTFs are facilities that provide non-acute inpatient care for individuals with mental health diagnoses or substance use disorder.
- QPR:** **Question, Persuade, and Refer** – QPR is a suicide prevention training.
- QRTF:** **Qualified Residential Treatment Facility** - A QRTF is a specific category of a non-foster family home placement setting.
- Standard Plan:** **Standard Plan** – Part of Medicaid Transformation. North Carolina will launch five Medicaid Managed Care **Standard Plans** on July 1, 2021. The Standard Plans will be available to most Medicaid recipients and managed by commercial health insurance providers. Standard Plan benefits will include physical health care services, behavioral health services for individuals with mild/moderate care needs, and pharmacy services.
- ShareFile:** **ShareFile** – A cloud-based file sharing service that enables users to easily and securely exchange documents while ensuring HIPPA compliance.
- SUD:** **Substance Use Disorder** – A substance use disorder is a pattern of symptoms resulting from the use of a substance that one continues to take, despite experiencing problems as a result.



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- Tailored Plan:** **Tailored Plan** – Part of Medicaid Transformation, North Carolina will launch five to seven **Tailored Plans** on July 1, 2022. Tailored Plans are specialized health plans that will be operated by the LME/MCOS and are designed for individuals who have intellectual and/or developmental disabilities, traumatic brain injuries, or who have complex mental health and/or substance use disorder needs. With a focus on whole-person integrated health care, the Tailored Plans will include benefits for physical health, behavioral health, I/DD and pharmacy services.
- TBI:** **Traumatic Brain Injury** – A traumatic brain injury is defined as an alteration in brain function, or other evidence of brain pathology, caused by an external force.
- TCLI:** **Transitions to Community Living Initiative** – TCLI provides eligible adults living with serious mental illnesses the opportunity to choose where they live, work and play in North Carolina. This initiative promotes recovery through providing long-term housing, community-based services, supported employment and community integration.
- TCLI Database:** **Transitions to Community Living Initiative Database** – The TCLI Database is a means for the LME/MCOs to track their own TCLI activity and is the main mechanism for the LME/MCO to report individual TCLI data to the state.
- TF-CBT:** **Trauma Focused-Cognitive Behavioral Therapy** – TF-CBT is an evidence-based treatment for children and adolescents who have been impacted by trauma.
- TFC:** **Therapeutic foster Care/Treatment Foster Care** – TFC is out-of-home care by foster parents who are specially trained to care for a wide variety of children and adolescents; usually those with significant emotional, behavioral, social or medical needs.
- TGH:** **Therapeutic Group Home** – Level II and Level III therapeutic group homes are residential mental health group homes licensed by the NC Division of Health Service Regulation (DHSR)
- UM:** **Utilization Management** – UM is a process that evaluates the efficiency, appropriateness and medical necessity of the treatments, services, procedures and facilities provided on a case-by-case basis to individuals receiving services.