



TRAIN-UP!

Training and Readiness for Advancing Impact, Networking, Upskilling, and Professionalism

The Local Technical Assistance and Training (LTAT) Branch, part of the Division of Public Health's Local and Community Support Section, consists of units dedicated to providing training, consultation, and technical assistance to local health departments. LTAT's consultation units, the Administrative and Financial Support Unit, the Office of the Chief Public Health Nurse, and the Public Health Nursing Institute for Continuing Excellence, strive to provide high-quality support based on evidence-based and best practice guidance.

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I. Administrative and Financial Support Unit (AFSU)

The primary purpose of the Administrative and Financial Consultant Unit is to provide administrative and financial training, technical assistance, and consultation to support local health department personnel in all matters related to budget preparation, billing and collections, expenditure reporting, and management of state and federal funds.

AFSU Training

Intro to ICD-10 & CPT- The Basics Training

Description: Provides a basic understanding of the proper use of ICD-10, Current Procedural Terminology (CPT), and Healthcare Common Procedure Coding System (HCPCS) manuals. By the end of the training, the audience should be able to correctly utilize this information to search for codes related to medical billing and coding. The audience will need coding manuals during the training. Please note this training is not program-related, nor will it provide claims billing guidance.

Intended Audience: Staff new to coding and billing

Estimated Time to Complete: 1.5 hours

Venue: In-person, live virtual option

Aid to County Orientation for Health Directors and Managers

Description: Orientation and high-level overview of the Aid to County (ATC) system. This presentation introduces the why, when, where, and what of the ATC.

Intended Audience: Health Directors and Managers

Estimated Time to Complete: 45 minutes- 1 hour

Venue: Live virtual option

LHD Billing for 340B Drugs and Devices

Description: Provides a basic understanding of 340B drugs and devices and billing NC Medicaid the acquisition cost. This training also provides a basic process for communicating price changes to staff for proper billing.

Intended Audience: Billing, Purchasing Agent, and Clinical staff

Estimated time to complete: 30 minutes

Venue: Live virtual option

Overview of Administrative Staff Essentials

Description: Provides an overview of rules and regulations for LHDs and mandated services. Other areas covered include reminders for administrative front-line staff, administrative monitoring, eligibility, and general billing.

Intended Audience: Clerical, billing and eligibility (Administrative staff)

Estimated time to complete: 1 hour

Venue: Live virtual option

Aid to County – In-Depth Look

Description: Orientation and in-depth look at Aid to County expenditure reporting to include amendments and corrections. This training will allow the audience to understand how the budget and Agreement Addenda (AA) drive the reporting in ATC and what information is needed to complete the report.

Intended Audience: Finance Officers and Data Entry Staff for ATC Expenditure Reports

Estimated Time to Complete: 1 Hour

Venue: In-person, live virtual option

Local Health Department Finance Principles

Description: Provides an in-depth overview of rules and regulations for the local health department's functionality. The audience will be familiar with the NC Administrative Code (NCAC), NC General Statutes (NCGS), Consolidated Agreement (CA), Agreement Addenda, and responsibilities of the State and local health departments.

Intended Audience: Billing and Clinical Supervisors, Finance Officers

Estimated time to complete: 1 hour

Venue: Live virtual option

Local Health Department Billing Principles

Description: Provides a comprehensive overview of financial and operational best practices for local health departments, focusing on establishing appropriate service fees, determining client eligibility, and effectively managing revenue, billing, and collections to support efficient and accessible public health service delivery.

Intended Audience: Clerical, Billing, and Finance Officers

Estimated time to complete: 45 minutes

Venue: Live virtual option

***In Development* AFSU Training**

Financial Planning and Budget for Local Health Departments

Description: Comprehensive training to effectively plan and manage LHD budgets, ensuring alignment with state regulations and public health objectives.

Intended Audience: Finance Officers

Estimated time to complete: 1 hour

Venue: Live virtual option

AFSU Consultation/ Technical Assistance

- Providing (current and lived) expertise and experience in coding and billing clinical visits including all components from walking in the door to the LHD being reimbursed (at least for Medicaid patients)
- Providing expertise with the interpretation of NCAC and CA stipulations and AA funding stipulations

- Interpreting and cross-referencing Title V and Title X with NCAC and CA stipulations, and AA funding stipulations
- Experience with and access to Division of Public Health and Division of Child and Family Well-Being program staff to collaborate, resulting in considering multiple viewpoints and expertise to weigh in (nurses, finance, and administrative)
- Ability to adapt training/TA/consultation to the specific LHD's needs because all Financial Consultants (FCs) have first-hand experience with 86 health departments and the 86+ different ways they operate.

For questions about AFSU training, technical assistance, or consultation, please contact your [Regional AFSU Consultant](#) or Janelli.Campuzano@dhhs.nc.gov.

II. Office of the Chief Public Health Nurse

The Office of the Chief Public Health Nurse (OCPHN) provides subject matter expert consultation in clinical and public health (PH) nursing systems and operations, technical assistance, guidance, and training to the NC Department of Health and Human Services, the Division of Child and Family Well-Being (DCFV), the Division of Public Health (DPH), and local health departments (LHDs) across the state in all 100 counties.

OCPHN Regional Nurse Consultants provide expert consultation, training, technical assistance, and resources related to nursing administration, public health nursing practice, policies/procedures/standing orders, and clinical coding integrity.

OCPHN Training

Evaluation and Management Guidelines (2025 Updates)

Description: Provided for participants to gain knowledge of the updates and changes to the 2025 Evaluation and Management (E/M) section of the AMA CPT Codebook and gain a basic understanding of Medical Decision Making (MDM), use of the MDM grid, and Time-based Coding for a visit.

Intended Audience: Local health department providers and staff.

Estimated time to complete: 2 hours

Venue: In-person, live virtual option

Orientation for New LHD Lead Nurse Administrators (January 2025)

Description: Orientation and comprehensive education for new lead nurse administrators to provide baseline knowledge regarding foundational public health leadership resources to support their role and responsibilities as a new nurse leader. This training is held as needed in person and requires independent work.

Intended Audience: Director of Nursing or Lead Nurse Administrators

Nursing Contact hours: 7.25 hours

Venue: In-person, live virtual option

Orientation for New LHD Nurse Supervisors (January 2025)

Description: Orientation and comprehensive education for new lead nurse supervisors to provide baseline knowledge regarding foundational public health leadership resources to support their role and responsibilities as a new nurse leader.

Intended Audience: Director of Nursing or Lead Nurse Administrators

Nursing Contact hours: 2.0 hours

Venue: In-person, live virtual option

Developing Effective Preceptorship Skills for Public Health Nurses

Description: Provides knowledge to develop public health preceptor skills to promote quality nursing care and increase staff retention. The essential qualities of a nurse preceptor will be defined, and participants will gain an understanding of how relationship-building through preceptorship in a teaching environment can improve retention in the public health team.

Intended Audience: All public health and LHD clinic nurses

Estimated time to complete: 2 hours

Venue: In-person, live virtual option

Leadership is a Behavior: Tools for Management and Leadership

Description: In this course, you will gain knowledge about tools for management and leadership and leave feeling empowered to practice leadership.

Intended Audience: Nursing supervisors and staff with direct reports.

Estimated time to complete: 90 minutes

Venue: In-person, live virtual option

Guidelines for Accurate Documentation for Public Health Nurses

Description: The purpose of this training is to understand what documentation is needed for Evaluation & Management (E/M) visits, the importance of proper documentation as it relates to ensuring payment, and why documentation is essential for correct coding and billing CPT codes.

Intended Audience: Public health nurses and ERRNs

Estimated time to complete: 1.5 to 2.0 hours

Venue: In-person, live virtual option

Standing Orders: Guidelines for Development and Use

Description: In this training, participants will understand the purpose and use of standing orders (SO), the required, individual components of SOs and how to develop an SO.

Intended Audience: Public health nurses

Estimated time to complete: 1 hour

Venue: In-person, live virtual option, recorded webinar

LTAT Command Center and Public Health Nursing Preparedness and Response for Lead Nurse Administrators and Nursing Supervisors

Description: Provides education and resources for lead nurse administrators to strengthen local preparedness and response systems and describes the support provided by the Local Technical Assistance and Training Branch Command Center in partnership with NC Public Health Preparedness and Response.

Intended Audience: Lead Nurse Administrators and Nursing Supervisors

Estimated time to complete: 1 hour

Venue: In-person, live virtual option, recorded webinar

LTAT Command Center and Public Health Nursing Preparedness and Response for Public Health Nurses working in LHDs

Description: Provides education and resources to prepare public health nurses to work in general population shelters and describes the support provided by the Local Technical Assistance and Training Branch Command Center in partnership with NC Public Health Preparedness and Response.

Intended Audience: Public Health Nurses working in LHDs

Estimated time to complete: 1 hour

Venue: In-person, live virtual option, recorded webinar

LTAT Command Center and Public Health Nursing Preparedness and Response for State Public Health Nurse Consultants

Description: Provides education and resources to prepare DHHS Public Health Nurse Consultants for disaster response roles and describes the support provided by the Local Technical Assistance and Training Branch Command Center in partnership with NC Public Health Preparedness and Response.

Intended Audience: State Public Health Nurse Consultants

Estimated time to complete: 1 hour

Venue: In-person, live virtual option

OCPHN Consultation / Technical Assistance

- Evaluation and Management (E/M) Guidance: Provide expertise and experience on the 2025 Evaluation and Management (E/M) section of the AMA CPT Codebook and gain basic knowledge of Medical Decision Making (MDM), use of the MDM grid, and Time-based Coding for a visit.
- Work with LHDs to ensure appropriate CPT codes have been billed and are supported by appropriate documentation. This is done through training and Clinical Record Reviews done once every three years.
- Nursing practice experts that support quality nursing standards of practice, policy and procedure development, quality clinical documentation, clinical efficiency, and community health initiatives.
- Provide supportive services and nursing expertise through the LTAT Branch Command Center during statewide emergency response events requiring general population shelters. The OCPHN nurse consultants serve as liaisons for communication and logistics between LHDs/local emergency management and state emergency management services.

For questions about OCPHN training, technical assistance, or consultation, please contact your [Regional OCPHN Nurse Consultant](#) or Jenifer.Simone@dhhs.nc.gov.

III. AFSU/OCPHN Joint Training

The LTAT Branch finance and nurse consultants provide joint training that supports the local health department continuum of clinical service provision.

Encounters, Superbills, and Supporting Documentation

Description: This presentation encourages open communication between billing staff, nursing staff and providers. This collaborative training between the OCPHN and AFSU consultants provides best practices for documentation and amendments in the medical record.

Intended Audience: Providers, Nurses and Billing Staff

Estimated time to complete: 1 hour

Venue: In-person, live virtual option

Understanding LTAT/OCPHN Joint Monitoring: What to Expect and How to Prepare

Description: The purpose of this training is to provide details and understanding of the joint administrative monitoring and clinical record review. At the end of this presentation, the local health department staff will understand what to anticipate when the joint monitoring team arrives.

Intended Audience: Finance Officers, Billing Staff, Lead Nurse Administrators and Nursing Supervisors

Estimated time to complete: 30-45 minutes

Venue: In-person, live virtual option

IV. Public Health Nursing Institute for Continuing Excellence

Within the OCPHN, the Public Health Nursing Institute for Continuing Excellence (PHNICE) facilitates and provides education, training, and capacity building for the public health nursing workforce.

North Carolina Credentialed Public Health Nurse Program

North Carolina Credentialed Public Health Nurse (NCCPHN) Course

Description: Provides access to current evidence-based fundamental public health and public health nursing information and supports our commitment to ensuring a strong and inclusive public health workforce. The course is required for all LHD RNs functioning in PHN roles. For more information, please visit the [NCCPHN Program](#) webpage.

Intended Audience: RNs from LHDs, DPH & DCFW

Estimated time to complete: 15 hours/ five weeks

Venue: Virtual, self-paced

In Development PHNICE Training

Continued Competency Recommendations for the CPHN (title under revision)

Description: Provides an overview of the continued competency recommendations for current CPHNs, using tools available from the NCBON.

Intended Audience: Current CPHNs

Estimated time to complete: TBD

Venue: Virtual webinar

PHNICE Consultation/ Technical Assistance

- Support for all questions associated with the NCCPHN course and program

For questions about PHNICE training, technical assistance, or consultation, please reach out to Lindsay.Novacek@dhhs.nc.gov

Contacts

If you have additional questions regarding the Local Technical Assistance and Training Branch services, please contact:

AFSU Regional Finance Consultants: Please contact your [Regional AFSSU Consultant](#) or Janelli Campuzano, LCS Ops Manager, AFSSU Supervisor - Janelli.Campuzano@dhhs.nc.gov

OCPHN Regional Nurse Consultant Unit: Please contact your [Regional OCPHN Nurse Consultant](#) or Jenifer Simone, ADON - Jenifer.Simone@dhhs.nc.gov

PHNICE: Please reach out to Director of Nursing CE - Lindsay.Novacek@dhhs.nc.gov