NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Public Health

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, the Public Health Nursing Institute for Continuing Excellence, and the Local health Department Health Services Analysis Unit, 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: 1 hour
Venue: In-person, 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: In-person, 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: In-person, 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: In-person, 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: In-person, Live virtual option

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: In-person, 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 consideration of 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 (DCFW), the Division of Public Health (DPH), and local health departments (LHDs) across the state serving 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

Description: Provided for participants to gain knowledge of the Evaluation and Management (E/M) section of the AMA CPT Codebook, including annual updates, 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

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

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: Lead Nurse Supervisors
Nursing Contact hours: 2 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: 2 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 NCDHHS 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 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 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 AFSU Monitoring and OCPHN Clinical Record Reviews: What to Expect and How to Prepare

Description: The purpose of this training is to provide details and understanding of the administrative monitoring and clinical record review. At the end of this presentation, the local health department staff will understand what to anticipate when the review team arrives.
Intended Audience: Finance Officers, Billing Staff, Lead Nurse Administrators and Nursing Supervisors
Estimated time to complete: 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

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

V. Local Health Department Health Services Analysis (LHD-HSA)

Within LTAT, the LHD-HSA securely collects and reports encounter-level data as required by state and federal requirements. LHD-HSA staff offer training and technical assistance on the technical aspects of data collection for LHD-HSA.

Understanding Error Reports

Description: This training provides an overview of LHD-HSA error reports and how to use them to identify and resolve data submission issues. Participants will learn how records are validated, common reasons records are rejected, and the recommended process for researching and correcting errors. The session will also explain the relationship between Patient Master (PM), Service Record (SR), and supplemental records (P1–P8), and how errors in one record can impact others.
Intended Audience: Data Manager, Data Entry Staff, Clinical Staff, and Supervisors and Program Coordinators (optional)
Estimated time to complete: 1 hour
Venue: Virtual

Reviewing Quarterly & Annual Reports

Description: This training helps participants better understand how LHD-HSA quarterly and annual reports are generated and interpreted. Topics include Patient Service Reports, Principal Payor Source by Program Reports, required reporting fields, Program Types, and how submitted data impacts report output. Participants will learn how to identify discrepancies, validate report results, and utilize available tools to research and verify reported information.
Intended Audience: Data Managers, Program Managers, Supervisors, and Health Directors
Estimated time to complete: 1 hour
Venue: Virtual

In Development LHD-HSA Training

Crush Secure File Transfer Protocol (SFTP) Server: Adding Users & Updating Accounts

Description: This session provides instruction on managing county access to the Crush SFTP Server. Participants will learn how to request new user accounts, update existing user information, reset passwords, manage account permissions, and maintain access continuity during staff turnover. Best practices for account management and security requirements will also be discussed.
Intended Audience: Crush SFTP Account Administrators and Data Managers
Estimated time to complete: 45 minutes
Venue: Virtual

Best Practices for Data Quality & Successful File Submission

Description: This training focuses on improving data quality and ensuring successful LHD-HSA file submissions. Participants will learn best practices for data entry, validation, record creation, file generation, and submission procedures. The session will review common data quality issues, methods for preventing errors, and strategies for maintaining complete and accurate reporting throughout the reporting cycle.

Intended Audience: Data Managers, Clinical Staff, Clerical Staff, and Supervisors (optional)
Estimated time to complete: 1 hour
Venue: Virtual

2027 Record Layout Changes and Updates

Description: Provides an overview of upcoming changes to the 2027 LHD-HSA record layouts and reporting requirements. Participants will learn about new, modified, and retired data elements, updates to validation rules, and any changes that may impact data collection, file generation, and submission processes. This training helps counties prepare for implementation and supports a smooth transition to the updated reporting requirements.
Intended Audience: Data Managers, Clinical Staff, Clerical Staff, and Supervisors (Attendance is strongly encouraged for counties and vendors responsible for maintaining electronic health record systems, data extraction processes, or LHD-HSA file submissions).
Estimated time to complete: 1 hour
Venue: Virtual

LHD-HSA Consultation/ Technical Assistance

All sessions are instructor-led and include opportunities for questions and discussion. Additional one-on-one technical assistance and customized county-specific training are available upon request or questions about LHD-HSA training, technical assistance, or consultation, please reach out to **Julie.Walker@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 AFSU Consultant or Janelli Campuzano, LCS Ops Manager, AFSU 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

LHD-HSA: Please reach out to User Support Specialist – Julie.Walker@dhhs.nc.gov