



PROMISE Training Items

- Introduction to the PROMISE program.
- Documentation policies.
- Billing (for Medicaid services by HP; for non-Medicaid services by DSAMH Fiscal Unit).
- PROMISE Manual (service descriptions, etc.).
- Recovery and resiliency.
- Person-centered planning and the importance of the Recovery Plan, prior authorizations.
- Appeals process.
- Conflict resolution.
- Critical incident reporting.
- The role of the PROMISE care manager.
- Member rights and protections.
- Cultural competency.
- HCBS program basics and assurances.