



MARCH 28, 2021 | COMMUNICATION BULLETIN ISSUE 80

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IRIS Down Time Scheduled for Tuesday, June 1

IRIS will be unavailable on Tuesday, June 1, 2021, from 7 to 8 a.m. for an IT security update. If the system becomes available earlier, N.C. DHHS will post this information on the IRIS website and notify LME/MCOs.

IRIS reports are due within 72 hours from the time that the provider learns of a level 2 or 3 incident. Providers may obtain a hard copy of the report template from the [IRIS website](#) before Tuesday morning or print forms from the [DHHS website](#). Reports should be submitted to Vaya Health via fax at 828-398-4407 and to the DMH/DD/SAS Customer Service and Community Rights Team via fax at 919-733-4962 within 72 hours.

Providers will still need to enter the report into IRIS once the system is available. Reports to be filed with the DHSR Health Care Personnel Registry (HCPR) should be faxed to HCPR within 72 hours at 919-733-3207. Reports regarding deaths (suicide, homicide/violence, accident or restraint) in a licensed facility should be reported to DHSR Complaint Intake Unit via fax at 919-715-7724.

If you have questions, please email Vaya's Grievance Resolution & Incident Team at IncidentReport@vayahealth.com.