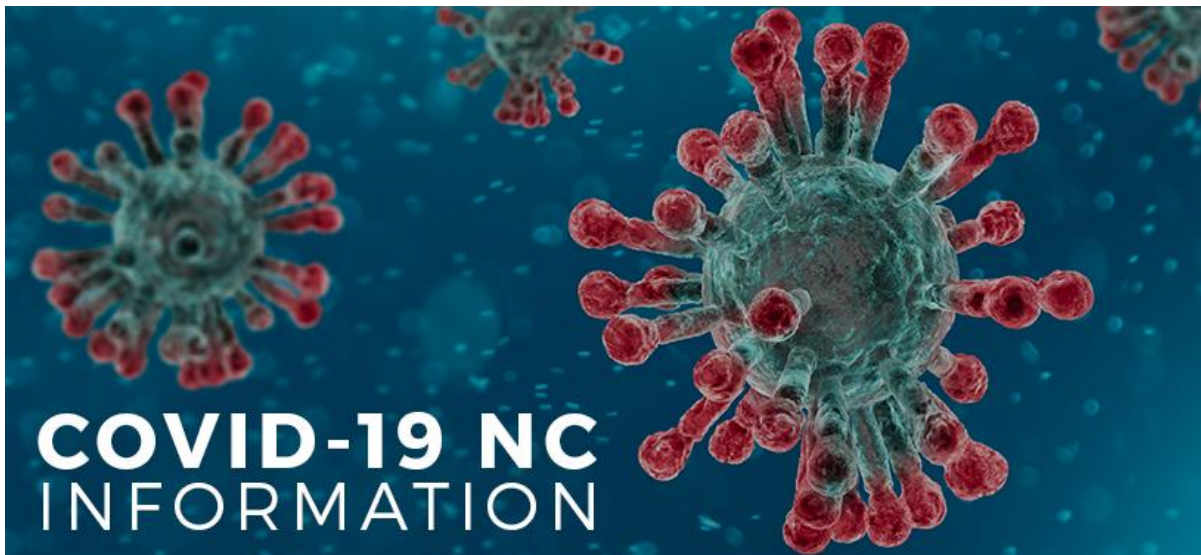


MARCH 14, 2020



VAYA ACCESS TO CARE LINE AVAILABLE, OPERATIONS CONTINUE DURING CORONAVIRUS RESPONSE

Vaya Health's 24/7 Access to Care Line remains available to western North Carolina residents experiencing a mental health or substance use crisis while we respond to the novel coronavirus. For specific physical health questions or concerns, individuals should continue to call their primary healthcare provider or public health department.

Anyone with a behavioral health crisis can call 1-800-849-6127, toll-free, day or night, for help from trained professionals. Call center staff are also available to provide information about local mental health, substance use and intellectual/developmental disability (IDD) services, as well as answer member questions.

On March 10, Gov. Roy Cooper issued an executive order declaring a state of emergency as part of the state's coronavirus (COVID-19) preparedness plan. DHHS has also issued a series of recommendations to slow the spread of the virus and reduce the overall number of infections.

Vaya has begun implementing our established Continuity of Operations Plan. In accordance with the plan, and per social distancing recommendations from the state and Centers for Disease Control and Prevention (CDC), we have started the process to transition the majority of staff to home-based work. Vaya operations continue, with staff performing all functions in accordance with DHHS guidance. Again, these changes do not affect the availability of the Access to Care Line.

For additional information for Vaya network providers, visit our [COVID-19 Provider Information](#) webpage.

Vaya recognizes the COVID-19 outbreak may be stressful for our members and local communities. The CDC has released information to help individuals and families identify strategies to cope with anxiety and overwhelming emotions during the outbreak. Another useful resource, ["Taking Care of Your Behavioral Health"](#) from the Substance Abuse and Mental Health Services Administration (SAMHSA), provides tips to help stay mentally well during social distancing or isolation.

Member health and safety is Vaya's top priority. The outbreak is an evolving situation, and we will continue to provide updates to members, providers and the general public. As always, we remain committed to supporting individuals and communities throughout our region.

STAY CONNECTED

