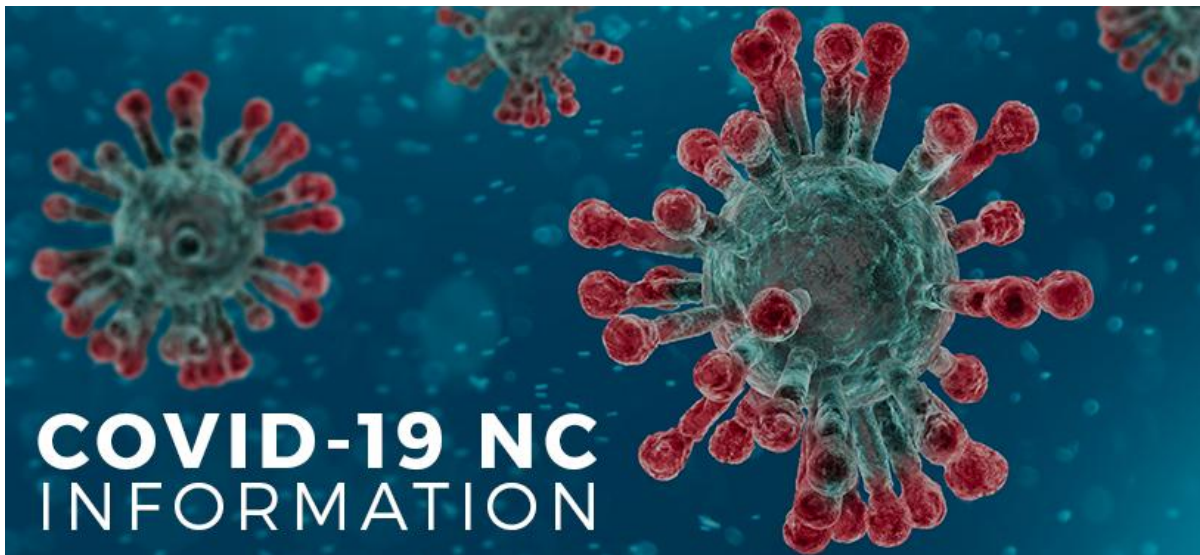


APRIL 9, 2020



## BRIDGING CULTURE AND HEALTH IN THE MIDST OF COVID-19

**Today, Thursday, April 9, 2020, 4 p.m.**

Listen in this afternoon for a call-in radio hour and community conversation on “**Bridging Culture and Health in the Midst of COVID-19**” on WRES-LP, FM 100.7. Topics include what to do when you are sick, how to connect to local resources, how to build community resilience and a breakdown of what the Stay Home-Stay Safe mandate means as we head into this holiday weekend.



# LET'S TALK

- REAL
- DIRECT
- LOCAL

about **COVID-19**

**Join on WRES-LP 100.7 or Facebook Live @ WRES LP  
4 PM, Thursday, April 9**

Tune in to hear about resources, keeping our community strong, and the real on COVID-19 in our community. Call in to talk with:

- Dionne Greenlee-Jones
- Dr. Dwight Mullen
- Felicia Hipp, RN
- Gene Bell
- Lakesha McDay
- Libby Kyles
- Sherriff Quentin Miller
- Rev. Alfred Blount, Pastor
- Rod Conley @Kings & Queens Hair Studio



## APPENDIX K EXCEPTIONS/FLEXIBILITIES REPORTING FORM FOR INNOVATIONS WAIVER PROVIDERS AND EMPLOYERS OF RECORD

On April 6, 2020, the federal Centers for Medicare & Medicaid Services approved the Appendix K Emergency Preparedness and Response Waiver Request submitted by N.C. DHHS on March 13, 2020, in response to the COVID-19 state of emergency. Appendix K requested certain flexibilities and exceptions with respect to North Carolina's 1915(c) Home and Community Based Services waivers, including the N.C. Innovations Waiver managed by Vaya Health.

Any Innovations Waiver service provider or Employer of Record who chooses to utilize any Appendix K exceptions and/or flexibilities to current Waiver requirements must complete the **Vaya Health COVID-19 Appendix K Reporting Form** and submit to the assigned Vaya care manager. The form must be completed separately for each applicable member.

If you have questions about a member's assigned care manager, contact Vaya's Member Services Department at 1-800-849-6127.

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## NEW MENTAL HEALTH SUPPORTS FOR ALL NORTH CAROLINIANS, INCLUDING HEALTHCARE WORKERS AND THEIR FAMILIES

DHHS is now offering two new mental health resources to support North Carolinians throughout the [COVID-19](#) crisis:

- The **Hope4NC Helpline** (1-855-587-3463) connects North Carolinians to additional mental health and resilience supports that help them cope and build resilience during times of crisis. As part of the state's recent hurricane recovery efforts, it served over 4,400 people in the most impacted counties, and now it is being made available to everyone in North Carolina's 100 counties during the COVID-19 crisis. This initiative is in partnership with all seven of the state's [LME/MCOs](#) and REAL Crisis Intervention Inc. in Greenville. Hope4NC is now available 24 hours per day, seven days a week, to speak to a live person.
- The **Hope4Healers Helpline** (919-226-2002) is a new initiative in partnership with the N.C. Psychological Foundation. It provides mental health and resilience supports for healthcare professionals, emergency medical specialists, first responders and other staff who work in healthcare settings, and their families, throughout the state who are experiencing stress from being on the front lines of the state's COVID-19 response. Hope4Healers is available 24 hours per day, seven days a week, to provide support. Callers will be contacted quickly by a licensed mental health professional for follow-up.

Read more in an [April 8 news release from DHHS](#).

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### Q&A WEBINAR FOR VAYA HEALTH PROVIDERS

**DATE/TIME CHANGE: Thursday, April 9, 2020, 3 – 3:45 p.m.**

Registration is not required. There is no limit to the number of attendees who can join. Please note this will be a live broadcast. All attendees will be muted throughout the broadcast. Attendees will be able to submit questions for the presenters through the Q&A feature.

Q&A WEBINAR FOR VAYA PROVIDERS

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### Q&A WEBINAR FOR VAYA INNOVATIONS PROVIDERS

**Thursday, April 9, 2020, 4 – 5 p.m.**

Registration is not required. There is no limit to the number of attendees who can join. Please note this will be a live broadcast. All attendees will be muted throughout the broadcast. Attendees will be able to submit questions for the presenters through the Q&A feature.

Q&A WEBINAR FOR VAYA INNOVATIONS PROVIDERS

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## CARES ACT MATRIX – COVID-19 FEDERAL LAW SUMMARY FOR HEALTH AND HUMAN SERVICES IMPACTS

During the April 3 Q&A webinar for Vaya network providers, Benchmarks President and CEO Karen McLeod referenced the helpful CARES Act Matrix created by the General Assembly's Fiscal Research Division for the state Legislature. For your convenience, we have added the document to our COVID-19 provider webpage.

Read more: [COVID-19 Federal Law Summary for Health and Human Services Impacts](#)

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## N.C. INNOVATIONS, TBI WAIVERS AND COVID-19: AN OVERVIEW OF FLEXIBILITIES FOR PROVIDERS

The slides from the April 7 webinar and call presented by the NC Medicaid and DMH/DD/SAS IDD Team are available [here](#).

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STAY CONNECTED

