



## SEPT. 21, 2023 | COMMUNICATION BULLETIN 2023-24 ISSUE 13

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### ALL NETWORK PROVIDERS

#### Provider Touchpoint Sept. 29, 2023, 11 a.m.-12 p.m.

The Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya Health network providers. We encourage all network providers to attend. Registration is not required. The link to each webinar is published both the week prior to and the week of the event in the Provider Communication Bulletin.

**PROVIDER TOUCHPOINT - SEPT. 29, 2023**

#### CrushFTP Claims Submission Downtime Saturday, Sept. 30, 2023, 8 a.m.-4 p.m.

CrushFTP will be unavailable for claims submission for approximately eight hours on Sept. 30, 2023. Providers and clearinghouses will be unable to connect directly to CrushFTP during this time.

Providers may continue to submit claims via the Vaya [Provider Portal](#) during the CrushFTP downtime. Inbound claims files submitted through the portal will be viewable once the scheduled downtime ends.

### LEARNING AND PARTICIPATION OPPORTUNITIES

#### Applied Suicide Intervention Skills Training Oct. 17-18, 2023, 8 a.m.-5 p.m.

[LivingWorks'](#) Applied Suicide Intervention Skills Training (ASIST) is a two-day, in-person workshop featuring powerful videos, discussions, and simulations to teach you how to support someone experiencing a mental health or substance use concern or crisis. You will also learn how to help prevent suicide by recognizing the signs, providing skilled interventions, and developing a safety plan.

The workshop will be held at the Vaya's Lenoir office, 825 Wilkesboro Blvd. NE, Lenoir, NC 28645. To register, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

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## NC Association of People Supporting Employment First Fall Conference

### Oct. 11-13, 2023

The [NC Association of People Supporting Employment First](#) (NC APSE) provides leadership, training, technical support, and advocacy concerning the benefits of hiring employees living with disabilities in North Carolina. Registration is now open for the [NC APSE Fall Conference](#) in Blowing Rock.

[Review the conference agenda](#) and [register online](#). For more information, contact NC APSE at [ncapse@ncapse.org](mailto:ncapse@ncapse.org) or 919-413-7476.

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## Pathways to Permanency: Fostering NC Trauma and Development Guide Training

The [Pathways to Permanency project](#) coordinates efforts by Vaya, local Department of Social Services (DSS) offices, and mental health providers to ensure youth in foster care have access to quality behavioral health services.

Vaya and the Pathways to Permanency project will offer three webinars to review a new companion guide for the FosteringNC Trauma and Development series, a self-paced, online training. The guide helps facilitators equip caregivers and others with knowledge and tools to better understand and manage complex, trauma-related behaviors and emotions. Participants gain access to the guide after the training.

Webinars will include lessons learned from public and private agencies that piloted the guide with their resource families. [Register online](#) for one of the options below:

- Oct. 2, 2023, 9-9:45 a.m.
- Oct. 4, 2023, 10-10:45 a.m.
- Oct. 5, 2023, 1-1:45 p.m.

For more information, contact Child and Family Treatment Continuum Director Ashley Parks at [ashley.parks@vayahealth.com](mailto:ashley.parks@vayahealth.com) or 1-800-893-6246, ext. 6378. Learn more about additional [FosteringNC on-demand training courses](#).

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## Child Welfare 101 Training

Vaya will host a virtual Child Welfare 101 training co-facilitated with child welfare professionals from local DSS offices. Developed by the [Pathways to Permanency project](#), the training helps participants learn about and develop a shared understanding of the goals and key components of the state's child welfare system. Topics include coordination with county child welfare professionals and Vaya's embedded care managers, how to incorporate the Circle of Care (Child and Family Teams and System of Care philosophy), and resources for youth "aging out" of foster care.

To register, click the link below and select one option for each regional training you would like to attend:

Region 4 (Alamance, Caswell, Chatham, Franklin, Granville, Person, Stokes, Vance): [Oct. 10, 2023, 10-11:30 a.m.](#) or [Oct. 12, 2023, 2-3:30 p.m.](#)

Region 3 (Alleghany, Alexander, Ashe, Avery, Caldwell, McDowell, Rowan, Watauga, Wilkes): [Oct. 17, 2023, 10:30 a.m.-12 p.m.](#) or [Oct. 18, 2023, 2-3:30 p.m.](#)

Region 2 (Buncombe, Henderson, Madison, Mitchell, Polk, Transylvania, Yancey): [Oct. 24, 2023, 10-11:30 a.m.](#) or [Oct. 25, 2023, 1-2:30 p.m.](#)

Region 1 (Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain): [Oct. 31, 2023, 11:30 a.m. – 1 p.m.](#) or [Nov. 2, 2023, 1 -2:30 p.m.](#)

For more information, contact Child and Family Treatment Continuum Director Ashley Parks at [ashley.parks@vayahealth.com](mailto:ashley.parks@vayahealth.com) or 1-800-893-6246, ext. 6378.

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## The Behavioral Health Section-Carolina Annual Virtual Conference

### Oct. 25, 2023, 8 a.m.-5 p.m.

The Behavioral Health Section-Carolina (BHS-Carolina) is a professional support organization with members from the state's six LME/MCOs and provider organizations who work in medical records oversight and management, quality improvement, privacy and security, and other pieces of the state's public service delivery system. Members meet annually for education, training, and networking.

To attend, mail your completed [registration form](#) and payment to the address on the form by **Oct. 24, 2023**. For more information, contact Mary Holbrook at [mary.holbrook@vayahealth.com](mailto:mary.holbrook@vayahealth.com) or 1-800-893-6246, ext. 1193.

**Why did I receive this email?** Vaya Health requires all network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).

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