



PROVIDER COMMUNICATION BULLETIN

OCT. 17 2024 | PROVIDER COMMUNICATION BULLETIN 2024-25, ISSUE 32

IN THIS ISSUE: Provider Touchpoint: Hurricane Helene Recovery – All Network Providers | Visit Vaya Online for Hurricane Recovery Information | Provider Portal Scheduled Downtime | Today: Back Porch Chat for NC | Medicaid Managed Care Providers | United Way NC Disaster Relief Fund for Nonprofits | Application Period Open for Disaster SNAP Benefits | 12 Additional NC Counties Eligible for FEMA Individual Assistance | Temporary DHSR Waiver/Modification of Enforcement for Certain Facilities | Global Peer Support Celebration Day | Resources for Resilience: Daily Listening Circles | Helping Children Cope With the Trauma of Hurricane Helene | Provider Portal Authorization Trainings

ALL NETWORK PROVIDERS

Provider Touchpoint: Hurricane Helene Recovery – All Network Providers

Oct. 18, 2024, 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. Tomorrow's Provider Touchpoint webinar will include important information about Hurricane Helene disaster recovery, resources, and updates.

PROVIDER TOUCHPOINT WEBINAR: ALL NETWORK PROVIDERS – OCT. 18, 2024

The link to each webinar is published prior to the event in the [Provider Communication Bulletin](#). For recordings of past webinars and related resources, visit the [Provider Touchpoint](#) page of Vaya's Provider Central website.

Visit Vaya Online for Hurricane Recovery Information

Vaya continues to update our [Hurricane Helene Recovery](#) page with the latest information and resources for providers. We encourage you to bookmark the page and check back regularly.

Provider Portal Scheduled Downtime

Vaya's [Provider Portal](#) will be unavailable from 11 p.m. Saturday, Oct. 19, to 12 a.m. Sunday, Oct. 20, 2024, due to system maintenance. Please do not attempt to use the portal during this time.

Today: Back Porch Chat for NC Medicaid Managed Care Providers

Oct. 17, 2024, 4-5 p.m.

Get updates on hurricane response and recovery efforts from NC Medicaid and the NC Department of Public Safety. This webinar will cover temporary clinical policy flexibilities, disaster enrollment flexibilities, financial flexibilities, and the Healthy Opportunities Pilot.

[Register online](#). To join by phone, dial 312-626-6799; webinar ID: 861 6785 8950; participant ID 199561.

United Way NC Disaster Relief Fund for Nonprofits

The North Carolina Disaster Relief Fund will help provide for immediate unmet needs through reimbursements to nonprofits working with hurricane disaster survivors. Eligible groups include 501(c)(3) organizations with a valid charitable solicitation license assisting Hurricane Helene-impacted communities with immediate needs. [Learn more from the United Way of NC](#).

Application Period Open for Disaster SNAP Benefits

Residents in 25 counties and Eastern Band of Cherokee Indians households residing in the 28719 ZIP code who were impacted by Hurricane Helene can apply for help buying food through the Disaster Supplemental Nutrition Assistance Program (D-SNAP), which begins Oct. 18, 2024. D-SNAP is open to individuals and households not currently receiving Food and Nutrition Services benefits who were affected by the hurricane. [Learn more](#) and download a flyer in [English](#) and [Spanish](#).

12 Additional NC Counties Eligible for FEMA Individual Assistance

Homeowners and renters in Cabarrus, Cherokee, Forsyth, Graham, Iredell, Lee, Nash, Rowan, Stanly, Surry, Union, and Yadkin counties who had uninsured damage or losses caused by Hurricane Helene are now eligible to apply for Federal Emergency Management Agency (FEMA) disaster assistance. [Read more](#).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Temporary DHSR Waiver/Modification of Enforcement for Certain Facilities

The NC Division of Health Service Regulation (DHSR) is accepting requests for waivers or modifications for enforcement of behavioral health and I/DD facility regulatory requirements to protect individual health, safety, and welfare and help providers affected by Hurricane Helene. [Learn more](#).

Global Peer Support Celebration Day

Vaya is honoring the work of North Carolina's more than 5,300 certified peer support specialists today on Global Peer Support Celebration Day. As the state continues to recover from Hurricane Helene, Vaya and NCDHHS encourage residents to explore using the Connections App, which offers features including 24/7 peer support, to make recovery support available to anyone in the region at no cost. [Sign up online.](#)

LEARNING AND PARTICIPATION OPPORTUNITIES

Resources for Resilience: Daily Listening Circles

[Resources for Resilience](#) is providing free daily [Listening Circles](#) for all western North Carolina residents affected by Hurricane Helene. Listening Circles offer an opportunity for community members to connect, lean on one another, and highlight what is getting them through this difficult time.

Helping Children Cope With the Trauma of Hurricane Helene Oct. 21, 2024, 3-4:30 p.m.

Benchmarks' corporate partner, [Creating a Family](#), will host live webinars on helping children cope with the trauma of Hurricane Helene. The Oct. 21 webinar, "Understanding & Responding to Children After Disasters," is for professionals. [Register online.](#)

Provider Portal Authorization Trainings

Vaya will offer virtual trainings in October and November to help providers navigate the Authorizations section of our [Provider Portal](#). Registration is not required.

The following trainings will cover completing an authorization, adding a note, adding an authorization attachment, completing discharge types, and saving an authorization in the portal:

- Oct. 22, 2024, 10 a.m.-12:30 p.m. [Join online.](#)
- Oct. 24, 2024, 1-3:30 p.m. [Join online.](#)
- Oct. 29, 2024, 10 a.m.-12:30 p.m. [Join online.](#)
- Oct. 31, 2024, 1-3:30 p.m. [Join online.](#)
- Nov. 4, 2024, 1-3:30 p.m. [Join online.](#)

For more information, email provider.training@vayahealth.com. Provider Portal job aids and recordings of previous trainings are available on the [Resources](#) page of Vaya's Provider Central website.

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

providers.vayahealth.com





Try email marketing for free today!