



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinars

Oct. 25, 2024, 11 a.m.-12 p.m.: Behavioral Health, I/DD, TBI

Nov. 1, 2024, 11 a.m.-12 p.m.: Physical Health

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.

**PROVIDER TOUCHPOINT: BEHAVIORAL HEALTH, I/DD, TBI - OCT. 25, 2024**

**PROVIDER TOUCHPOINT: PHYSICAL HEALTH - NOV. 1, 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.

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## Provider Portal Scheduled Downtime

Due to a database update, Vaya's [Provider Portal](#) will be unavailable from 8-10 p.m. today, Oct. 24, 2024. Please do not attempt to use the portal during this time.

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# Small Business Hurricane Recovery Resources

## SBTDC Develops Business Recovery Portal

North Carolina SBTDC now offers a [Business Recovery Portal](#) with resources for small businesses damaged by Hurricane Helene, including one-on-one business counseling and links to organizations offering loans and other funding, tax assistance, unemployment insurance guidance, and key agencies. The portal was developed in partnership with the NC Business Recovery Collaborative.

## NC Rural Center Hurricane Update

NC Rural Center updates focus on elements of the Hurricane Helene recovery most closely tied to rural economic development, including small business, health care, and infrastructure. Visit the center's [Hurricane Helene Recovery Resources and Ways to Help](#) page to learn more, including ways to volunteer or donate.

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## Hurricane Response Grant Opportunities

### Community Foundation of WNC Emergency and Disaster Response Fund

The Community Foundation of Western North Carolina is offering Emergency and Disaster Response Fund grants of up to \$25,000 for eligible organizations providing emergency relief to those affected by Hurricane Helene in its 18-county service area. Grants are intended to cover costs of providing emergency relief services. [Review program guidelines](#) and [apply online](#).

### Golden LEAF Helene Response Grants

The Golden LEAF Foundation is offering grants for projects supporting immediate relief for individuals and families impacted by Hurricane Helene in western North Carolina, including home repair, unmet needs, and transitions out of housing programs supported by the Federal Emergency Management Agency (FEMA). Governmental entities and 501(c)(3) charitable nonprofits are eligible to apply. Funds may not be used to support businesses. [Learn more](#) and [apply online](#).

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## NC MedAssist: New Products for Western NC Relief

The [Diaper Bank of North Carolina](#) is making multiple products available through the [NC MedAssist WNC Relief OTC Request Form](#), including baby diapers, wipes, formula, bottles, menstrual pads, tampons, adult incontinence supplies, and adult liquid nutrition. There is no limit on the number of orders that can be placed.

The Diaper Bank has offered to ship adult incontinence and children's diapers to anyone in need in western North Carolina. [Learn more](#) about NC MedAssist efforts, including the Free Pharmacy Program for uninsured individuals.

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## NCDHHS Opens Family Resource Center in Asheville

NCDHHS has opened a [Family Resource Center](#) in Asheville to help connect families who lost a loved one during Hurricane Helene with bereavement and family support. On-site staff will provide grief and bereavement services, connection to FEMA Funeral Assistance for burial and cremation support, assistance with the provision and replacement of vital records such as birth and death certificates, and help navigating insurance processes. To learn more or schedule an appointment, call [211](#).

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## Free Mental Health Support for Teens in North Carolina

NCDHHS is partnering with Alliance Health and Somethings to offer mental health support via text and video to teens impacted by Hurricane Helene. [Somethings](#) is a mental health platform that connects teens and young adults with certified peer support specialist mentors and can provide referrals to licensed therapists. [Learn more](#).

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## NCDHHS Hurricane Helene Recovery Toolkit

[The NCDHHS Hurricane Helene Recovery Communications Toolkit](#) includes information for communities affected by the storm. Access the kit for flyers, social media images, and videos. Simplified versions and full versions of flyers are available in English and Spanish.

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## Vaya Hurricane Recovery Information for Providers

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

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## Reminder: NC-PAL Psychiatry Access Line for Providers

NC-PAL's Psychiatry Access Line (919-681-2909) offers free, non-emergency behavioral health consultations and education for providers serving pediatric or perinatal patients. To learn more, visit the [NC-PAL website](#) or download the [Phone Line Hand Card](#). NC-PAL is a collaboration among NCDHHS and the Duke University and UNC Chapel Hill Schools of Medicine.

## PHYSICAL HEALTH PROVIDERS

### EviCore Training Schedule

Vaya partners with [EviCore healthcare](#) for utilization management of certain specialty physical health services, including radiology, cardiology, and physical, occupational, and speech therapy (PT/OT/ST). To learn more, join an online training session:

- **Vaya Radiology and Cardiology Provider Orientation:** Offered at 11 a.m. Nov. 6, 10 a.m. Nov. 13, 11 a.m. Dec. 3, and 10 a.m. Dec. 9, 2024, and 10 a.m. Jan. 7 and 1 p.m. Jan. 16, 2025
- **Vaya PT/OT/ST Provider Orientation:** Offered at 2 p.m. Nov. 14, Nov. 21, Dec. 12, and Dec. 19, 2024, and 10 a.m. Jan. 10 and Jan. 17, 2025

Sessions last about one hour. Registration is required. To register, visit <http://EviCore.webex.com> and select "WebEx Training" on the left. Select the "Upcoming" tab and choose the session you wish to attend. Registrants will receive an email with the phone and meeting numbers, conference password, and link to the web portion of the session.

If you are unable to participate, you can obtain a copy of the presentation and other important documents on EviCore's [Vaya Health Provider Resources](#) page. For help using the EviCore web portal, email [portal.support@EviCore.com](mailto:portal.support@EviCore.com) or call 1-800-646-0418 (Option 2).

For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

### Julian F. Keith ADATC Closure Update

Due to Hurricane Helene, the Julian F. Keith ADATC campus in Black Mountain will remain closed until further notice. However, a temporary, 24-bed detox/withdrawal management unit will open at Broughton Hospital starting this week. Providers may make referrals for “detox only” using the typical procedures and contacts (phone: 828-257-6230/fax: 1-828-257-6231).

Please note the unit is not able to accept residential referrals. Individuals needing residential treatment may be referred to Walter B. Jones ADATC (phone: 252-707-5009/fax: 252-707-5279). For more information, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## Attention IPS-SE Providers: NC CORE Code Changes Postponed

NCDHHS has postponed implementation of Phase 2 of the NC CORE code changes (adding Milestones 3A, 3B, 3C, 5A, 5B, and 5C) until Nov. 15, 2024. To review the initial notification, please see [Provider Communication Bulletin 2024-25, Issue 20 \(Sept. 23, 2024\)](#). For more information, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## NC Medicaid Provider Playbook Fact Sheet: FAQs for 1915(i) Services

NC Medicaid has released a fact sheet on [Processes and Frequently Asked Questions for 1915\(i\) Services](#). This resource includes health plan-specific information on 1915(i) processes for Tailored Care Management and 1915(i) services providers.

## LEARNING AND PARTICIPATION OPPORTUNITIES

### 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. 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](mailto:provider.training@vayahealth.com). Provider job aids and recordings of previous trainings are available on the [Resources](#) page of Vaya’s Provider Central website.

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## Child and Family Team (CFT) Training: A Cross System Training from the Family’s Perspective (CFT 1 Revised) Dec. 2-3, 2024, 9 a.m.-4 p.m.

This free, virtual course provides 11 contact hours of training related to System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family’s perspective; and teaches strategies and facilitation skills to support youth and families.

To receive credit for the training, participants must attend both full days and have their cameras

on with audio capability. Preference will be given to members/recipients and providers in the Vaya region. Only three individuals from each provider organization may register.

Get more information and [register online](#) by Nov. 25, 2024. Attendance is capped at 28 participants. Registrants will receive a link to the training a few days before the event. If you have questions, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

**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](https://providers.vayahealth.com)



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