



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinars

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

Nov 8, 2024, 11 a.m.-12 p.m.: Behavioral Health, I/DD, TBI

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: PHYSICAL HEALTH – NOV. 1, 2024

PROVIDER TOUCHPOINT: BEHAVIORAL HEALTH, I/DD, TBI – NOV. 8, 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.

Provider Portal Scheduled Downtime

Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Nov. 2, to 6 a.m. Sunday, Nov. 3, 2024, due to system maintenance. Please do not attempt to use the portal during this time.

Healthy Opportunities Pilot Referrals Resume

The [Healthy Opportunities Pilot](#) (HOP) has resumed accepting service referrals in pilot counties in the Vaya region. Referrals were temporarily paused to support the network of western North Carolina human service organizations (HSOs) in the immediate aftermath of Hurricane Helene.

Please note HOP is not considered an emergency service. Members who need assistance with housing navigation or home or auto repairs due to the storm should first be referred to the Federal Emergency Management Agency (FEMA). Additionally, HSOs in western North Carolina continue to rebuild and re-establish normal operating processes, which may cause a delay in service delivery.

HOP services are available to members of Vaya's Behavioral Health and I/DD Tailored Plan and NC Medicaid Direct PIHP who are eligible for Tailored Care Management and live in a county participating in the pilot. For more information, visit Vaya's member [HOP webpage](#). If you know of a Vaya member who would benefit from HOP services, make a referral by contacting the member's care manager or calling our Member and Recipient Service Line at 1-800-962-9003.

NCDHHS to Expand Hope4NC Initiative

NCDHHS has announced \$2.9 million in federal funding to help increase crisis counseling services for people impacted by Hurricane Helene.

The funding is part of the U.S. Substance Abuse and Mental Health Services Administration's (SAMHSA's) [Crisis Counseling Assistance and Training Program](#), which addresses behavioral health needs of disaster survivors. North Carolina will use the funds to expand the state's Hope4NC initiative to recruit, hire, and train crisis counselors, behavioral health therapists, and certified peer support specialists in the 25 counties [declared major disaster areas](#) following the storm.

Currently, first responders and volunteers experiencing stress or a mental health crisis can call the 24/7 [Hope4NC Helpline](#) at 1-855-587-3463. The additional funding will expand the crisis response workforce to increase access to more people affected by the hurricane. [Learn more.](#)

NCDHHS Provides Free Well Kits to Communities Impacted by Hurricane

NCDHHS is making well disinfection and well water collection kits available at no cost to communities impacted by Hurricane Helene. Local health departments in western North Carolina will distribute kits for households with private wells that were flooded or damaged by the storm. [Read more.](#)

Free Legal Services for WNC Residents

[Pisgah Legal Services](#) and [Operation Gateway](#) are offering western North Carolina residents the opportunity to speak with a local lawyer for hurricane-related information and advice. [The event](#) will take place from 12-6 p.m. today and Friday at the Arthur R. Edington Education and Career Center, 133 Livingston St., Asheville, NC 28801.

Pisgah Legal Services staff will present to take applications for more extensive assistance, and FEMA representatives also will be on site to help with applications.

Vaya Hurricane Recovery Information for Providers

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

Vaya Member Website Now Available in Spanish

Vaya's website for members, stakeholders, and the general public is now available in Spanish. Visit vayahealth.com and select "ES" in the upper right-hand corner.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

HCBS Retainer Payments for Hurricane-Impacted Direct Care Workers

NCDHHS has announced Home- and Community-Based Services (HCBS) providers may be eligible to receive retainer payments for employed direct care workers (DCWs) who are unable to deliver HCBS services under an active, approved service plan to one or more Medicaid beneficiaries due to the impact of Hurricane Helene. [Read more.](#)

Enhanced Unlicensed AFL Review Process

The Vaya Quality Management (QM) Department has streamlined the Unlicensed Alternative Family Living (AFL) process to promote efficiency and consistency. Unlicensed AFL Providers should implement changes by Nov. 30, 2024. Effective immediately, please email all Unlicensed AFL-related communication to AFL.info@vayahealth.com. [Read more.](#)

OTP Clinical Coverage Policy Posted for Public Comment

NCDHHS has posted draft Opioid Treatment Program Clinical Coverage Policy 8A-9 on its [Proposed Medicaid Policies](#) page for public comment. Providers are encouraged to review the policy and submit any questions and/or feedback no later than Nov. 23, 2024, to medicaid.public.comment@dhhs.nc.gov. If you have questions, contact your provider network contract manager or email provider.info@vayahealth.com.

New Certified Peer Support Specialist Resources

The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDDSUS) has launched a new [Certified Peer Support Specialist](#) (CPSS) webpage. The page features information about how to become a CPSS and apply for a certification scholarship, how community members can connect with a CPSS, hiring resources for providers (including credential verification), and CPSS workforce opportunities.

DSP Recruitment and Retention Grants for EORs Nov. 7, 2024, 2-3 p.m.

The Division of MHDDSSUS will hold a webinar about Direct Support Professional (DSP) Recruitment and Retention Grants for Employers of Record. [Register online.](#)

Funding Opportunities from the National Association of County and City Health Officials

The National Association of County and City Health Officials is offering the following funding opportunities:

- [Request for Proposal: Expanding Community-Based Suicide Prevention Project](#). This two-pronged project aims to strengthen the capacity of local health departments and their community partners to reduce suicides among disproportionately affected populations. [Register](#) for an optional informational webinar at 2 p.m. Nov. 7.
- [Request for Proposal: Substance Use Prevention, Adverse Childhood Experiences Reduction, and Capacity-Building Project](#). In partnership with the Centers for Disease Control and Prevention (CDC), this planning grant includes training and funding for organizations working with families impacted by substance use or involved with systems such as child protective services, juvenile or adult justice system, social services, or programs addressing basic needs.

Proposals are due at 5 p.m. Nov. 22, 2024. For more information, email IVP@naccho.org.

LEARNING AND PARTICIPATION OPPORTUNITIES

Invisible Wounds of Service: PTSD, TBI, and Moral Injury (Webinar)

Nov. 5, 2024, 2-3:30 p.m.

SAMHSA will host a webinar on critical issues of posttraumatic stress disorder (PTSD), TBI, and moral injury as they relate to service members, veterans, and their families. This session aims to foster a deeper understanding of these conditions and will include presentations and a Q&A opportunity. [Register online.](#)

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



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