



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinars

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

**Nov. 15, 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 – NOV. 8, 2024**

**PROVIDER TOUCHPOINT: PHYSICAL HEALTH – NOV. 15, 2024**

For recordings of past webinars and related resources, visit the [Provider Touchpoint](#) page of Vaya's Provider Central website.

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## Coming Soon: Real-time 270 Eligibility Inquiry Requests

Beginning Nov. 11, 2024, providers can request electronic data interchange (EDI) access when submitting real-time 270 eligibility inquiry requests to Vaya. Real-time 270 eligibility requests allow providers to inquire about benefits associated with a subscriber. Please note these inquiries can accommodate one member per request and are for Medicaid beneficiaries only.

To use this service, email [EDI@vayahealth.com](mailto:EDI@vayahealth.com). A member of our EDI Team will contact you to help complete the setup process.

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## Provider Portal Scheduled Downtime

Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Nov. 9, to 6 a.m. Sunday, Nov. 10, 2024, due to system maintenance. Please do not attempt to use the portal during this time.

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## Veterans Day Closing

In observance of Veterans Day, Vaya offices will be closed Monday, Nov. 11, 2024. Our Provider Support Service Line (1-866-990-9712), Member and Recipient Service Line (1-800-962-9003), and Pharmacy Service Line (1-800-540-6083) continue to operate from 7 a.m. to 6 p.m., Monday-Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 365 days a year.

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## NCDHHS Announces Investment to Expand Access to Behavioral Health Care in Primary Care Offices

NCDHHS [will invest \\$5 million](#) to help providers build capacity and implement the [Collaborative Care Model](#) in primary care offices across the state. Through this model, primary care providers work with an integrated behavioral health case manager and a psychiatric consultant to monitor and treat patients for mild to moderate behavioral health conditions.

[Collaborative Care](#) is covered by NC Medicaid, Medicare, and most commercial insurance plans in North Carolina, helping break down barriers separating the funding and delivery of physical and behavioral health services. Beginning Oct. 10, 2024, providers [can apply](#) for up to \$50,000 per site to help with hiring and start-up costs. Primary care practices are encouraged to apply and can find more information through Community Care of North Carolina's [Collaborative Care website](#).

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

### Amended Waiver/Modification of Enforcement of Mental Health Licensure and Certification Rules

NCDHHS is modifying enforcement of certain regulatory requirements in facilities affected by Hurricane Helene as outlined in the memo [Amended Waiver/Modification of Enforcement of Mental Health Licensure and Certification Rules](#) (Oct. 30, 2024).

The intent is to protect the health, safety, and welfare of clients and visitors and provide relief to mental health providers. Please note these waivers and modifications apply only to mental health facilities operating in counties affected by the hurricane and those that have admitted clients from affected counties.

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### DSP Recruitment and Retention Grants for EORs: Application Period Opens

The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDDSUS) is offering one-time grants to help Employers of Record (EORs) recruit and retain direct support professionals (DSPs). The application is open to all EORs in North Carolina who

employ DSPs through the NC Innovations Waiver's Individual and Family Directed Services option.

Allowable uses for grant funds include:

- Hiring/retention bonuses
- Child/dependent/senior care subsidies
- Transportation supports or subsidies
- Food supports or subsidies
- Continuing or advanced education opportunities
- Other employee assistance programs

[Applications](#) are due **Dec. 16, 2024**. Funding will be allocated to LME/MCOs for distribution to EORs with approved proposals.

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## DSP Recruitment and Retention Grants for Agency Providers: Application Period Extended

The Division of DMHDDSUS has extended the deadline for proposals from providers to fund interventions to recruit and retain DSPs as part of the [NCDHHS Direct Support Professional Workforce Plan](#). The plan outlines a comprehensive, multi-year effort to address the DSP workforce shortage through strategic recruitment, enhanced training, and improved worker retention. [Applications](#) are now due **Nov. 29, 2024**.

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Inclusion Connects Community Living Guide Webinar Nov. 13, 2024, 12-12:30 p.m.

[Inclusion Connects](#) has published a new [Community Living Guide](#) that connects people with I/DD to resources across North Carolina. Join the NC Division of Mental Health, Developmental Disabilities, and Substance Use Services for a walkthrough of the guide to learn about resources for housing, funding, and supports. [Register online](#).

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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).



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