



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinars

Nov. 15, 2024, 11 a.m.-12 p.m.: Physical Health

Nov. 22, 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. For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

PROVIDER TOUCHPOINT: PHYSICAL HEALTH – NOV. 15, 2024

PROVIDER TOUCHPOINT: BEHAVIORAL HEALTH, I/DD, TBI – NOV. 22, 2024

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## Hurricane Recovery Information for Providers

Visit our [Hurricane Helene Recovery](#) webpage for information and resources for providers, including financial assistance opportunities and how to request or supply donations.

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## Provider Advisory Council Monthly Meeting

Nov. 20, 2024, 10 a.m.-12 p.m.

The Vaya Provider Advisory Council (PAC) serves as an advisory body on issues affecting network providers. The PAC operates pursuant to a set of bylaws and is a self-governing

committee.

All Vaya providers are encouraged to participate in monthly PAC meetings. To receive PAC communications or for more information about upcoming meetings, email [ProviderAdvisoryCouncil@vayahealth.com](mailto:ProviderAdvisoryCouncil@vayahealth.com).

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

### IRIS and Incident Reporting Updates

Please review [important NCDHHS updates](#) about the NC Incident Response Improvement System (IRIS), incident reporting, and related requirements. If you have questions, email the Grievance Resolution and Incident Team (GRIT) at [IncidentReport@vayahealth.com](mailto:IncidentReport@vayahealth.com).

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### Urgent Network Need: Providers to Complete Multidisciplinary Evaluations

Vaya has an immediate need for providers to complete Multidisciplinary Evaluations throughout our region. Eligible providers must be enrolled in the Vaya network prior to service provision. Multidisciplinary teams must include a licensed psychologist (LP) or licensed psychological associate (LPA) who can complete the psychological portion of the evaluation, if ordered. Evaluations may be completed via telehealth if deemed appropriate.

Multidisciplinary Evaluations are ordered through county clerks of court to determine an individual's need for guardianship. The clerk of court initiates the referral, which Vaya sends to the provider. Review [N.C.G.S. § 35A](#) to learn more about the guardianship process.

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

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### I/DD Resource Hurricane Helene Story Workbook Available

The NC Division of Mental Health, Developmental disabilities, and Substance Use Services (MHDDSUS) has released a workbook to explain Hurricane Helene to people with I/DD. The Hurricane Helene I/DD Resource Workbook is written in plain language, uses visuals to support understanding, and includes a story, activities, and information for care partners. Download a copy in [English](#) or [Spanish](#).

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Lunch and Learn: American Indian Heritage Awareness – 50 Years of Tribal Unity Nov. 19, 2024, 12-1 p.m.

The Division of MHDDSUS will hold a webinar in observation of American Indian Heritage Awareness Month, which celebrates the history, heritage, and contributions of American Indian tribes. [Register online](#).

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### Chart the Journey: Ways to Use the New NC Person-Centered Planning Resource Toolkit Website

**Nov. 20, 2024, 1:30-2:30 p.m.**

Join NCDHHS for the official launch of the North Carolina Person-Centered Planning Resource Toolkit website. Participants will learn about the site's development, featured curated resources, and tips to navigate resources to support implementation of a variety of person-centered practices. [Learn more](#) and [register online](#).

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## **NC Medicaid Ombudsman Monthly Webinar**

**Nov. 20, 2024, 2-3 p.m.**

The NC Medicaid Ombudsman hosts a monthly webinar about Medicaid Managed Care and related topics for beneficiaries, providers, and stakeholders. Presenters solicit feedback from attendees about their experiences and answer questions. [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](#).

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Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

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