



PROVIDER COMMUNICATION BULLETIN

NOV. 27, 2024 | PROVIDER COMMUNICATION BULLETIN 2024-25, ISSUE 39

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinars

Dec. 6, 2024, 12-1 p.m.: Physical Health

Dec. 13, 2024, 11 a.m.-12 pm.: 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 – DEC. 6, 2024

PROVIDER TOUCHPOINT: BEHAVIORAL HEALTH, I/DD, TBI – DEC. 13, 2024

Thanksgiving Holiday Closing

In observance of Thanksgiving, Vaya offices will be closed Thursday-Friday, Nov. 28-29, 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) will 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.

Hurricane Recovery Information

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

Updated Standard Rate Schedules Available

Vaya has updated Standard Rate Schedules for the following service types on the [Rate and Checkwrite Schedules](#) page of our Provider Central website:

- Tailored Plan/NC Medicaid Direct Behavioral Health, I/DD, and TBI Services (Non-Clinician)
- Medicaid 1915(c) (Innovations Waiver) Services
- Non-Medicaid Services (Non-Clinician)

Please remember to make necessary changes to provider billing systems, including in the HHAeXchange system for all electronic visit verification (EVV) services, and to bill charges at or above the posted rates to receive the full unit reimbursement. If you have questions, please contact provider.info@vayahealth.com.

Contracting Opportunities: Parent-Child Interaction Therapy and Trauma-Focused CBT

Vaya is seeking providers with an interest in offering the following services:

Parent-Child Interaction Therapy (PCIT)

Vaya has received funding through the NC Division of Child and Family Welfare (DCFV) to expand PCIT in the following counties: Alamance, Alleghany, Ashe, Avery, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Haywood, Henderson, Jackson, Macon, Madison, Mitchell, Person, Polk, Rockingham, Rowan, Stokes, Swain, Transylvania, Watauga, Wilkes, and Yancey. We will be working to increase the number of rostered clinicians in our region with a focus on these counties, which currently have no rostered PCIT clinician.

PCIT is a short-term, specialized behavior management program designed for families with children ages 2-7 experiencing behavioral and/or emotional difficulties. PCIT emphasizes strengthening positive caregiver-child relationships while teaching caregivers how to appropriately manage the child's problematic behavior. Families receive weekly sessions with a therapist where the therapist works with the child and caregiver(s) together to improve overall behavior and reduce parenting stress.

PCIT training is provided through the [North Carolina Child Treatment Program](#). Interested providers must be able to attend a PCIT training cohort prior to June 30, 2026.

Trauma-Focused Cognitive Behavioral Therapy (CBT)

Vaya is seeking providers interested in delivering Trauma-Focused CBT in the following counties: Alleghany, Ashe, Avery, Caswell, Cherokee, Clay, Franklin, Granville, Madison, Polk, Stokes, Swain, and Yancey.

TF-CBT is an evidence-based intervention for youth ages 3-18 and their non-offending caregiver. Research shows TF-CBT can successfully resolve a broad array of emotional and behavioral symptoms associated with single, multiple, and complex traumatic experiences.

TF-CBT training is provided through the [North Carolina Child Treatment Program](#). Interested providers must be able to complete a TF-CBT Learning Collaborative prior to June 30, 2026.

For more information on either opportunity, email Ashley Parks, Child and Family Treatment Continuum Director, at ashley.parks@vayahealth.com.

Grants to Increase Access to Mental Health Supports

Statewide

The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSSUS) has announced the latest recipients of grant funding to expand access to mental health services, support families and caregivers, and promote peer-led recovery. [Read more.](#)

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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