



PROVIDER COMMUNICATION BULLETIN

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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 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 - DEC. 6, 2024

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

NC Medicaid Updated Flexibilities for Hurricane Helene

NCDHHS updated the Hurricane Helene flexibilities after announcing the Public Health Emergency for Helene will end Dec. 25, 2024. Most flexibilities now expire Dec. 25, 2024, instead of Dec. 31, 2024. However, flexibilities tied to the 1915(c) waivers (CAP/C, CAP/DA, and NC Innovations Waiver) will remain in place until June 30, 2025.

For more information, contact your contract manager or email provider.info@vayahealth.com.

Tailored Care Management Temporary Rate Extension

NCDHHS will [extend the Tailored Care Management payment rate](#) of \$343.97 for NC Medicaid Managed Care and NC Medicaid Direct through June 30, 2025. The rate will change to \$294.86 beginning July 1, 2025.

For more information, email medicaid.tailoredcaregmt@dhhs.nc.gov.

Provider Portal Scheduled Downtime

Vaya's Provider Portal will be unavailable from 10 p.m. Saturday, Dec. 7, to 6 a.m. Sunday, Dec. 8, 2024, due to system maintenance. Please do not attempt to use the portal during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

1915(b)(3) Services to Sunset Dec. 31, 2024

Per NCDHHS, all b(3) services are scheduled to sunset Dec.31, 2024, and will no longer be available. Members receiving b(3) services have transitioned to 1915(i) services already or are in the process of moving over. The member's care manager or care coordinator must complete and submit the independent assessment to Carelon for eligibility determination before the member can begin accessing 1915(i) services.

For more information, contact your contract manager or email provider.info@vayahealth.com.

DWI Provider Training Opportunity

Vaya Health is seeking providers who offer Driving While Impaired (DWI) services and are interested in training staff to learn the E-508 system required by NCDHHS. Typically, these trainings are held in Raleigh or Winston-Salem; however, Coastal Horizons, which facilitates the training, has offered to host training sessions in the western part of the state. All training will be conducted on site and there are no virtual options.

If you are interested in being a trainer or need more information, email jennifer.jennings@vayahealth.com.

Julian F. Keith Alcohol and Drug Abuse Treatment Center Reopens

The Julian F. Keith Alcohol and Drug Abuse Treatment Center (JFK ADATC) facility reopened after completing needed repairs due to Hurricane Helene and is accepting referrals.

[Learn more here](#), call 1-828-257-6200, or email provider.info@vayahealth.com for more information.

FEMA Aid for Nonprofits Informational Webinar

Dec. 10, 2024, 1-2 p.m.

The Southwestern Council of Government (Eastern Band of Cherokee Indians and Cherokee, Clay, Graham, Haywood, Jackson, Macon, and Swain counties) is hosting a webinar about FEMA resources that is designed to help nonprofits navigate recovery and rebuilding efforts after a disaster. Attendees will learn about eligibility requirements, how to access FEMA resources, and tips to maximize support for your organization.

Register for the webinar [here](#). For more information, email becca@southwesterncommission.ccsend.com.

Leveraging Adult Peer Support Specialists to Strengthen the Workforce

Dec. 10, 2024 (all day)

The MH/DD/SUS division is partnering with the i2i Center for Integrative Health on Dec. 10, 2024, to host a day-long pre-conference at the Benton Convention Center in Winston-Salem, NC. Morning presentations and networking during lunch will be followed by a special afternoon session. [Learn more here](#).

This session will focus on strategies available to providers and payors when employing Certified Peer Support Specialists to enhance the workforce, increase community engagement, and improve recovery for those being served. Participants will engage in discussions with state, Tailored Plan, and Peer Center leaders on plans to increase funding, service availability, and innovative ways that peer support specialists are used to improve outcomes for service users.

The afternoon session is eligible for three General CEUs and Contact Hours, and while the i2i Center is hosting a larger conference later in the week, stand-alone [tickets are available](#) for this pre-conference for \$195. Approved contact hours will count toward the 20 additional hours required for the NC Certified Peer Support Specialist Program. ***Please note that online registration has ended, but you can register in person the day of the event.***

In addition, individuals with lived experience (including family members) are eligible for a 50% discount and may be eligible for a scholarship that covers all registration costs. Please contact Leah McCray for more information about the scholarship at leah@i2icenter.org.

Temple University Collaborative on Community Inclusion Trainings

The [Temple University Collaborative on Community Inclusion](#) will offer a two-series training funded by NCDHHS:

- Series 1, Social Isolation and Loneliness: [Register online](#) for the first session in this series, "Social Isolation and Loneliness and People with Serious Mental Illnesses," from 12-1 p.m., Dec. 10, 2024.
- Series 2, "Foundational Training on Community Inclusion," will begin in January 2025.

For more information, contact Tara Alley at 984-236-5053 or email tara.alley@dhhs.nc.gov.

Applied Suicide Intervention Skills Training (ASIST)

Feb. 4-5, 2025, 8 a.m. - 5 p.m.

[LivingWorks](#) Applied Suicide Intervention Skills Training (ASIST) is a two-day, in-person workshop featuring powerful videos, discussions, and simulations to teach you how to support someone experiencing a mental health or substance use concern or crisis. You will also learn how to help prevent suicide by recognizing the signs, providing skilled interventions, and developing a safety plan.

The free workshop will be held at Five County Mental Health Authority, 134 S Garnett Street, Henderson NC, 27536.

[Register online](#) by Jan. 17, 2025. Attendance is capped at 25 participants. [Learn more here](#) or email provider.training@vayahealth.com for more information.

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