



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinars

Jan. 17, 2025, 12 – 1 p.m.: Physical Health

Jan. 24, 2025, 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 – JAN. 17, 2025

PROVIDER TOUCHPOINT: BEHAVIORAL HEALTH, I/DD, TBI – JAN. 24, 2025

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### Provider Portal Weekend Maintenance

Due to system maintenance, the Authorizations section of Vaya's [Provider Portal](#) will be unavailable from 11 p.m. tomorrow, Jan. 17, through 7 a.m. Saturday, Jan. 18, 2025. Please do not attempt to submit or review authorizations until updates are complete.

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### Reminder: End Dates for Hurricane Helene and Tailored Plan

# Authorization Flexibilities

As a reminder, please note the following guidance regarding current [authorization flexibilities for Tailored Plan launch](#) and [Hurricane Helene](#):

- **Jan. 31, 2025:** Tailored Plan launch prior authorization flexibilities for physical health services end. Physical health service providers not impacted by Hurricane Helene must submit prior authorization requests for dates of service on or after Feb. 1, 2025.
- **Feb. 28, 2025:** Hurricane Helene prior authorization flexibilities for non-Innovations Waiver services end. Providers must submit prior authorization requests for non-Innovations Waiver services beginning March 1, 2025. For Innovations Waiver services, care managers and Innovations Waiver care coordinators must continue to follow published guidance for Hurricane Helene flexibilities (review prior Vaya [Provider Communications Bulletins](#) online).
- **June 30, 2025:** Hurricane Helene prior authorization flexibilities for Innovations Waiver services end. Providers must submit prior authorization requests for Innovations Waiver services beginning July 1.

For information about upcoming [Provider Portal](#) trainings, see the Learning and Participation Opportunities section below.

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## COVID-19 Mitigation Funding

Vaya has received funding for COVID-19 mitigation and is partnering with [NC MedAssist](#) to purchase testing supplies for providers. The following supplies are available *at no cost* to the provider:

- COVID-19 test kits
- Nitril gloves
- Disinfectant wipes
- N95 masks
- Face shields
- Yellow gowns
- Hand sanitizer dispensers and refills
- Soap dispensers and refills
- Paper towels
- Forehead thermometers
- Victory Electrostatic Sanitizing Sprayer and disinfectant concentrate
- Aerosolized disinfectant
- Multipurpose disinfectant tablets
- Air purifier (for small rooms)

[Place your order online](#) by June 30, 2025, using the password STOPCOVID. Providers will receive supplies directly.

If you have questions, email [vanita.shipp@vayahealth.com](mailto:vanita.shipp@vayahealth.com) or [jennifer.jennings@vayahealth.com](mailto:jennifer.jennings@vayahealth.com).

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

### Statewide Crisis Services Webpage Launches

The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDD SUS) has launched a [North Carolina Crisis Services](#) webpage to increase visibility of crisis care options. The site is also [available in Spanish](#). It includes easy-to-understand language to help connect people to services, a searchable map to find community crisis centers, and a ZIP code search for mobile crisis services.

Residents of Vaya's region can also visit our [Crisis Help](#) webpage for local options for help in a behavioral health crisis.

# LEARNING AND PARTICIPATION OPPORTUNITIES

## Vaya Provider Portal Trainings

Vaya will offer virtual trainings in January and February to help providers navigate our [Provider Portal](#). Registration is not required.

**Claims Submission and Management Training:** Learn how to create, edit, view, copy, upload, search, extract, attach, and submit claims. Select a date and time to join:

- [Jan. 27, 2025, 1-3 p.m.](#)
- [Jan. 29, 2025, 1-3 p.m.](#)
- [Feb. 3, 2025, 1-3 p.m.](#)
- [Feb. 5, 2025, 1-3 p.m.](#)
- [Feb. 10, 2025, 1-3 p.m.](#)
- [Feb. 12, 2025, 1-3 p.m.](#)
- [Feb. 17, 2025, 1-3 p.m.](#)
- [Feb. 19, 2025, 1-3 p.m.](#)

**Authorization Submission and Management Training:** Learn how to complete an authorization request, add a note, add an authorization attachment, complete discharge types, and save an authorization. Select a date and time to join:

- [Jan. 28, 2025, 10 a.m. – 12:30 p.m.](#)
- [Jan. 30, 2025, 1-3:30 p.m.](#)
- [Feb. 4, 2025, 10 a.m. – 12:30 p.m.](#)
- [Feb. 6, 2025, 1 – 3:30 p.m.](#)
- [Feb. 11, 2025, 10 a.m. – 12:30 p.m.](#)
- [Feb. 13, 2025, 1 – 3:30 p.m.](#)
- [Feb. 18, 2025, 10 a.m. – 12:30 p.m.](#)
- [Feb. 20, 2025, 1 – 3:30 p.m.](#)

For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com). Portal job aids and recordings of previous trainings are available on the [Resources](#) page of Vaya's Provider Central website.

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## Initial Local Certified Forensic Evaluator (LCFE) Training Course Application

### Feb. 21, 2025, 9 a.m. – 4 p.m.

Providers interested in becoming certified to complete forensic evaluations must attend an approved initial training. Initial trainings are offered twice per calendar year. To apply for consideration to attend, email the completed [LCFE Training Registration Form](#) in electronic MS Word format to [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com) by 5 p.m. Feb. 7, 2025.

Separate forms are required for each person who wishes to attend. For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

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## Tailored Care Management (TCM) Annual Refresher Online Training Year 2

NCDHHS has developed partnerships with North Carolina Area Health Education Centers (NC AHEC) to provide practice support, technical assistance, and continuing professional development to help TCM providers who have applied and passed the desk review. This online, self-guided bundle of 12 one-hour refresher courses is required to provide TCM services. Care managers, care manager extenders, and supervisors have a full year to complete this training following the end of their second full year of deployment (see the [TCM Provider Manual](#)

[Register online](#). For questions, contact the MAHEC Registration Team at 828-257-4475 or email [registration@mahec.net](mailto:registration@mahec.net).

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## Self Direction Coalition of North Carolina Conference March 13, 2025

The Self Direction Coalition of North Carolina will hold a conference to bring together families and NC Innovations Waiver participants who are participating in or interested in exploring self-direction of services. Attendees will learn how to best advocate for policies that support self-direction, promote equitable access to services, facilitate sustainability, and protect the rights of individuals to live independently and with dignity.

The event will take place at the Guilford Technical Community College Conference Center in Colfax. [Learn more](#).

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## Healing After Hurricane Helene: Opportunities for Connection and Learning

[Resources for Resilience](#), in partnership with Vaya, will offer free bimonthly Listening Circle Support for western North Carolina residents affected by the hurricane. Sessions will take place 12 – 1 p.m. on the first and third Wednesdays of the month from Feb. 5 through April 16, 2025. [Sign up online](#).

A second free bimonthly training, Reconnecting Through Hard Times, will take place 12 – 1 p.m. on the second and fourth Wednesdays of the month from Jan. 22 through April 23, 2025. This one-hour training offers simple, powerful strategies to help others after a crisis. Participants will gain an understanding of how hard times affect us all and learn what to do and say when it matters most. [Sign up online](#).

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## Applications Open: Injury-Free NC Academy on Harm Reduction as Transformative Practice

[Injury-Free NC](#), a collaboration between the North Carolina Division of Public Health, Injury and Violence Prevention Branch and the UNC Injury Prevention Research Center, will hold a 2025 Injury-Free NC Academy on Harm Reduction as Transformative Practice. The academy is geared toward community-based organizations, local health departments, coalitions, and individuals who are planning or have taken steps to establish an evidence-based, overdose prevention program or want to learn more about harm reduction principles and how to incorporate them into overdose prevention work.

Each academy lasts four days, two of which are in person. In 2025, academies will take place in May in Pembroke and in July in Winston-Salem. [Apply online](#) by Jan. 29, 2025. For more information, email [HarmReductionAcademy@unc.edu](mailto:HarmReductionAcademy@unc.edu).

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](https://providers.vayahealth.com)



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