



# PROVIDER COMMUNICATION BULLETIN

JAN. 24, 2025 | PROVIDER COMMUNICATION BULLETIN 2024-25, ISSUE 50

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

### IRIS Scheduled Downtime Monday

The [NC Incident Response Improvement System \(IRIS\) website](#) will be unavailable from 12 to 12:15 p.m., Monday, Jan. 27, 2025, for a server upgrade. If the system becomes available earlier, the NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDDSUS) will post an update on the IRIS website.

As a reminder, IRIS reports are due within 72 hours from the time the provider learns of an incident. Providers may obtain a hard copy of the report from the IRIS website before the Monday downtime or print forms from the [NCDHHS IRIS Forms webpage](#). Submit reports via fax to Vaya Health at 828-398-4407 and to the Division of MHDDSUS Customer Service and Community Rights Team at 984-777-9264 according to the specified timeframes and procedures.

Providers will still need to enter the report into IRIS once the system is available.

Additional, providers should fax reports for the NC Division of Health Service Regulation (DHSR) Health Care Personnel Registry within specified timeframes at 919-733-3207 and reports of deaths in a licensed facility to the DHSR Complaint Intake Unit at 919-715-7724. For assistance, email Vaya's Grievance Resolution and Incident Team at [IncidentReport@vayahealth.com](mailto:IncidentReport@vayahealth.com) or visit the [Incident Reporting](#) page of Vaya's Provider Central website.

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