

# Provider Touchpoint for Behavioral Health and I/DD Network Providers

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Friday, January 24, 2025



VAYAHEALTH

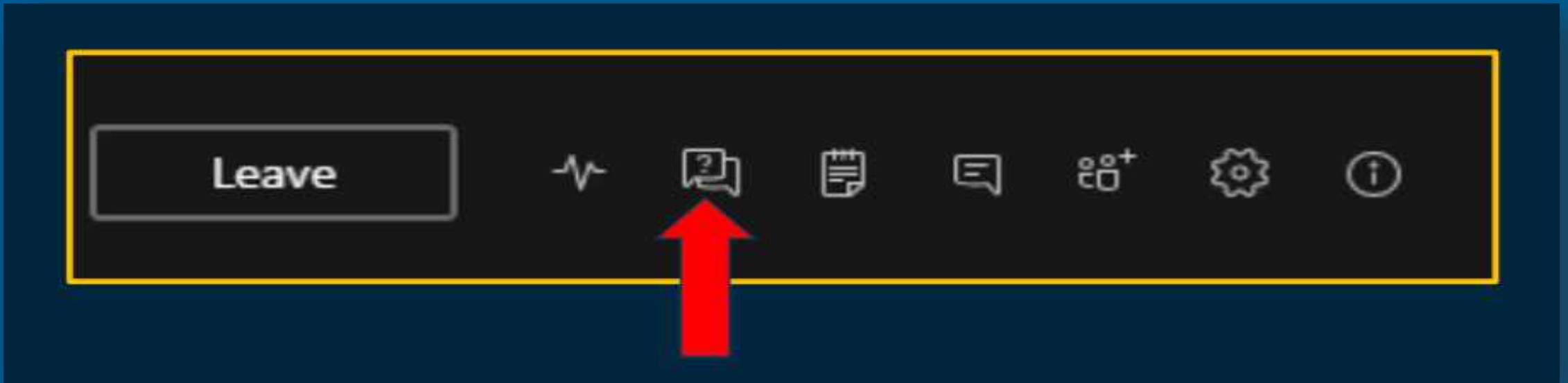
# How does the Q&A work?

- You may ask questions at any time during the broadcast through the Q&A feature.
- Questions can be seen by all attendees after they are published by the moderators and will be addressed during the Q&A session of this webinar.
- If multiple similar questions are received, the Q&A moderators may combine the questions into one before posting or post the questions with the most detail.

# How does the Q&A work?

- When asking a question, please include as much detail as possible so that our subject matter experts (SMEs) on the webinar can answer your question accurately.
  - **PLEASE NOTE:** Attendees are seeing this webinar on a 20 second delay. By the time your question is posted, we have likely moved on to another topic. The SMEs may not understand your question without context.
- If you need to ask a question that is specific to your agency or the services you provide, please contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

- The moderated Q&A is available in the controls bar on your screen.
- Look for the bubble with the question mark.
- The Q&A feature will close at **11:50 a.m.** to allow us to respond to all questions before the end of the webinar.



# Where can I find ...

Provider Touchpoint recordings and  
resources:

[Provider Central](#) > [Resources](#) >  
[Provider Touchpoint](#)

Provider Communication Bulletin sign-  
up and archive:

[Provider Central](#) > [Resources](#) >  
[Communication Bulletins](#)

# Today's Vaya Participants

**Ashley Parks**, Child & Family Treatment Continuum Director

**Colleen Finnegan**, Claims Specialist

**David Boyd**, BH Provider Network Director

**Donald Reuss**, VP of BH & IDD Network Operations (**Host**)

**Dr. Melissa Hamm**, BH/IDD/TBI UM Clinical Director

**George Ingram**, VP of PH Provider Network Operations & Value Based Contracting

**Jennifer Jennings**, SU Network Development Director

**Jenny Carson**, BH & IDD Provider Network Contract Manager

**Kate Glance**, Regulatory Reporting Director

**Lesley Jones**, Justice Systems Network Development Mgr.

**Utilization Management, Claims, and Care Management Teams**

# Today's Production Team

**Justine Tullos**, Administrative Support Professional (Q&A Moderator)

**Monica Thomas**, Administrative Support Professional (Producer)

**Olivia Wilson**, Provider Educator (Co-producer Trainee)

**Shamika Howard**, Provider Educator (Co-producer)

“

**WELCOME**  
**Vaya Health Providers**

”

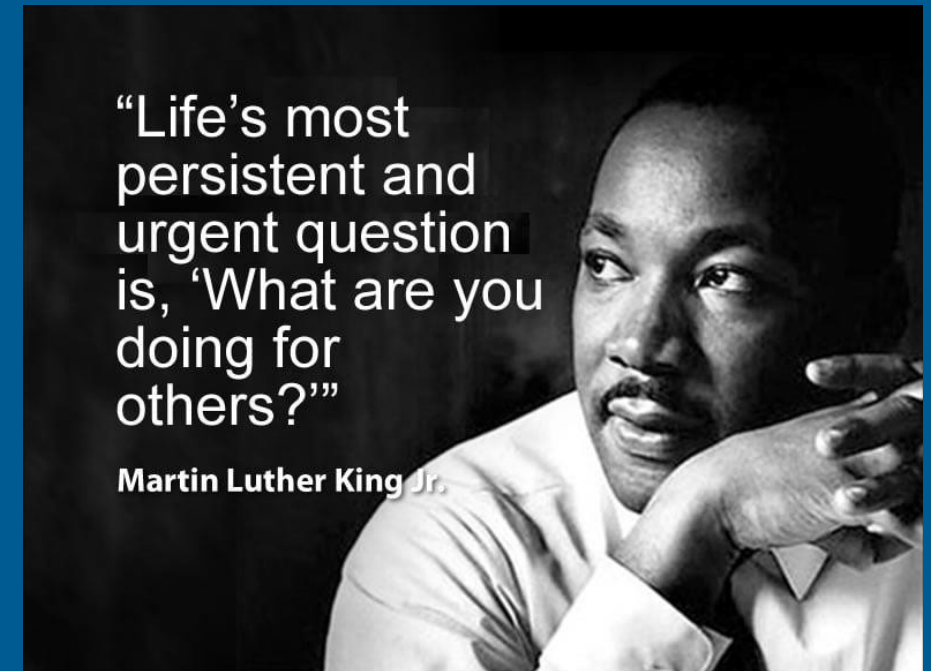


# Dr. Martin Luther King - Honor the Dream

## Ways to Celebrate:

- Volunteer your time to service others
- Support Black Owned Businesses
- Attend an MLK event
- Teach kids about Dr. King
- Join a march
- Educate yourself about Civil Rights history
- Participate in a local clean-up event
- Take a virtual Civil rights tour

[The Civil Rights Movement | Virtual Learning Journey](#)



# Substance Use Disorder Treatment Month

January 2025 marks the first national Substance Use Disorder Treatment Month.

By raising awareness of treatment, including medications to treat substance use disorders, the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) seeks to eliminate stigma, encourage individuals in recovery, and promote best practices.



[Learn more and get the social media toolkit.](#)

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# Guest Presentation

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**Patrick Gilligan,**  
Founder & CEO | [Somethings](#)

## We're on a mission to improve the lives of 1 million teens



**Patrick Gilligan**  
CEO



**Nicole Lederman, LCSW**  
Clinical Operations



**Dr. Andrey Ostrovsky**  
Advisor  
Former CMO of Medicaid



**Nicolas Podesta**  
Product



**Dr. Nick Nissen**  
Medical Director  
Child Psychiatrist



### Advisors



**Neil Carpenter**  
LifeBridge, Redesign Health



**Adina Seifer**  
Advisor at Headstream



**Dr. Jerry Isikoff Ph.D**  
Ph.D. Clinical Psychology  
CEO IWI Family Health



**Dr. Jenny Williams, Ph.D**  
Ph.D., MA LMFT

**Think about all the teens that you work with. What percentage of teens deal with consistent sadness or hopelessness?**

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**SOMETHINGS**

**Think about all the teens that you work with. What percentage of teens deal with consistent sadness or hopelessness?**

**38%**

SomeThings © 2024

**SOMETHINGS**

**What percentage of teens had suicidal ideation  
within the last year?**

Somethings © 2024

**SOMETHINGS**

**What percentage of teens had suicidal ideation  
within the last year?**

**20%**

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**SOMETHINGS**



**How many actually attempted suicide?**

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**SOMETHINGS**

**How many actually attempted suicide?**

**~10%**

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**SOMETHINGS**



**Kaya - 14**

**"I want someone to talk to who gets it and has had anxiety to talk to... and who knows what it's like to be a teen today."**

SomeThings © 2024

**SOMETHINGS**

## Teens wanted three things

I want someone who's young and actually gets it



I don't want to have to wait until next Tuesday to talk to someone



© Somethings © 2024

**SOMETHINGS**

## Teens wanted three things

- ✓ They wanted someone younger and more relatable

I want someone who's young and actually gets it



I don't want to have to wait until next Tuesday to talk to someone



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SOMETHINGS

## Teens wanted three things

- ✓ They wanted someone younger and more relatable
- ✓ They wanted to be able to text and have flexibility in how they communicated

I want someone who's young and actually gets it



I don't want to have to wait until next Tuesday to talk to someone



SomeThings © 2024

**SOMETHINGS**

## Teens wanted three things

- ✓ They wanted someone younger and more relatable
- ✓ They wanted to be able to text and have flexibility in how they communicated
- ✓ They wanted to talk in the moment, not wait until next Tuesday

SomeThings © 2024

I want someone who's young and actually gets it



I don't want to have to wait until next Tuesday to talk to someone



SOMETHINGS

**Could we create an experience based on  
academic research and clinical evidence that  
provides this experience to teens?**

SomeThings © 2024

**SOMETHINGS**



## What is Somethings?

Somethings is a tele-behavioral health platform that connects teens with 20-28 year old Certified Peer Specialist Mentors.

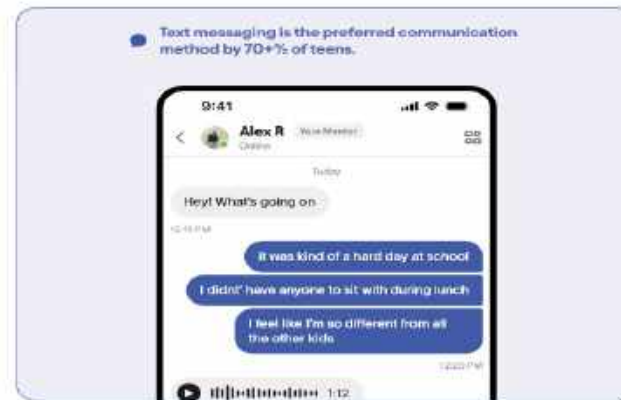
- No Waitlist
- Culturally Competent
- Available Anytime After School Mon-Fri and Sun



## How does Somethings work?

### Feature 1

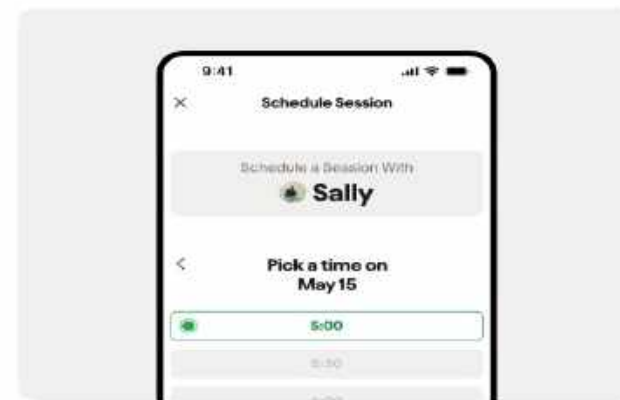
**Matched with a Mentor with a similar experience**



Somethings © 2024

### Feature 2

**Text and Video Call "Office Hours" Sessions Mon-Fri and Sun**



SOMETHINGS

## Who are our Mentors?

- ✓ Recovered from significant mental health challenges.
- ✓ Highly vetted, trained, and certified as Peer Specialists.
- ✓ All mentors are supervised by Licensed Clinicians weekly.

© Somethings 11/2024



**SOMETHINGS**



have partnered to provide

# Free Mental Health Support For Teens in North Carolina

impacted by Hurricane Helene 

In partnership with  
**Alliance**  
Health



Get started now

## The Research Behind Peer Support



### Improve overall treatment outcomes

- ✓ Improved attendance to clinical sessions
- ✓ Higher engagement with treatment
- ✓ Better long term adherence to treatment plan

"Having a transition age peer specialists that provide four or more services was associated with lower use of inpatient services"

Ojeda, V., Jones, N. et al (2020)

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SOMETHINGS

## The Research Behind Peer Support



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Ojeda, V., Jones, N. et al (2020)



### Reduce likelihood of readmission to acute care

- ✓ Speed to care in under 2 days
- ✓ Increased attendance at required 7 day follow up
- ✓ Continuous clinical oversight

A peer support driven intervention reduced readmission to acute care by 42% compared to a control group.

Sledge, W., et al. (2011)

SomeThings.io 2024

SOMETHINGS



# Clinical Research

Shalaby, R. A. H., Spurvey, P., Knox, M., Rathwell, R., Vuong, W., Suroid, S., Urichuk, L., Snaterse, M., Greenshaw, A. J., Li, X., & Agyapong, V. I. O. (2022). Clinical Outcomes in Routine Evaluation Measures for Patients Discharged from Acute Psychiatric Care: Four-Arm Peer and Text Messaging Support Controlled Observational Study. *International Journal of Environmental Research and Public Health*, 19(7), 3798. <https://doi.org/10.3390/ijerph19073798> 01

Shalaby, R. A. H., & Agyapong, V. I. O. (2020). Peer Support in Mental Health: Literature Review. *JMIR Mental Health*, 7(6), e15572. <https://doi.org/10.2196/15572> 02

Smit, D., Miguel, C., Vrijzen, J. N., Groeneweg, B., Spijker, J., & Cuijpers, P. (2022). The effectiveness of peer support for individuals with mental illness: Systematic review and meta-analysis. *Psychological Medicine*, 53(11), 5332-5341. <https://doi.org/10.1017/S0033291722002422> 03

Lyles, C., & Sarkar, U. (2021). Real-world insights from launching remote peer-to-peer mentoring in a safety net healthcare delivery setting. *Journal of American Medical Informatics Association*, 28(2), 365-370. Retrieved from <https://pdfs.semanticscholar.org/9e2c/687e3fda703a28dcb6f88ad0deefb8ef7856.pdf> 04

Sledge, W., & et al. (2011). Effectiveness of Peer Support in Reducing Readmissions of Persons With Multiple Psychiatric Hospitalizations. *Psychiatric Services*, 62(5), 541-544. [https://doi.org/10.1176/ps.62.5.pss6205\\_0541](https://doi.org/10.1176/ps.62.5.pss6205_0541) 05

Johnson, Lamb, et. al. (2018). Peer-supported self-management for people discharged from a mental health crisis team: a randomised controlled trial. *The Lancet*. [https://www.thelancet.com/journals/lancet/article/PIIS0140-6736\(18\)31470-3/fulltext](https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(18)31470-3/fulltext) 06

## What does Somethings do?

### ● Proactive Support

Help teens proactively develop the wellness skills to avoid major mental health challenges.

### ● Enhance Treatment

Enhance treatment outcomes major mental health challenges continue making progress, no matter where they are.

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## Who is Somethings for?

Some things can enhance the care for teens with...

- ✓ **Suicidal Ideation & Self Harm**
- ✓ **Outpatient Needs (Anxiety, Depression, ED, etc)**
- ✓ **Bridge for Post-discharge from Acute Care**
- ✓ **Loneliness**
- ✓ **Life Skills/Future Planning/More**

Some things © 2024

## Who is Somethings not right for?



Teens in a residential program where they would not have access to a smartphone



Teens with active psychosis



Teens with an intellectual disability that would prevent them from engaging with an app on their phone

**SOMETHINGS**



**Kaya - 14**

**Navigating social anxiety and academic challenges**

Has a 1x per week therapist

Texts Mentor in between sessions 4 days per week after school.

Mentor encourages engagement with clinical treatment  
and helps Kaya practice wellness skills.



**Kaya - 14**

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**Alex - 16**

**Dealing with suicidal ideation for the first time**

Refuses to see Clinician

Texts Mentor later in the evening between 8-10pm when things flare up.

**Mentors use crisis training to help navigate to resources and encourage teen to seek clinical support.**

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**SOMETHINGS**



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**Jordan - 15**

**Recently discharged from an emergency room**

Waiting to get in to intensive home treatment

3x Video calls per week

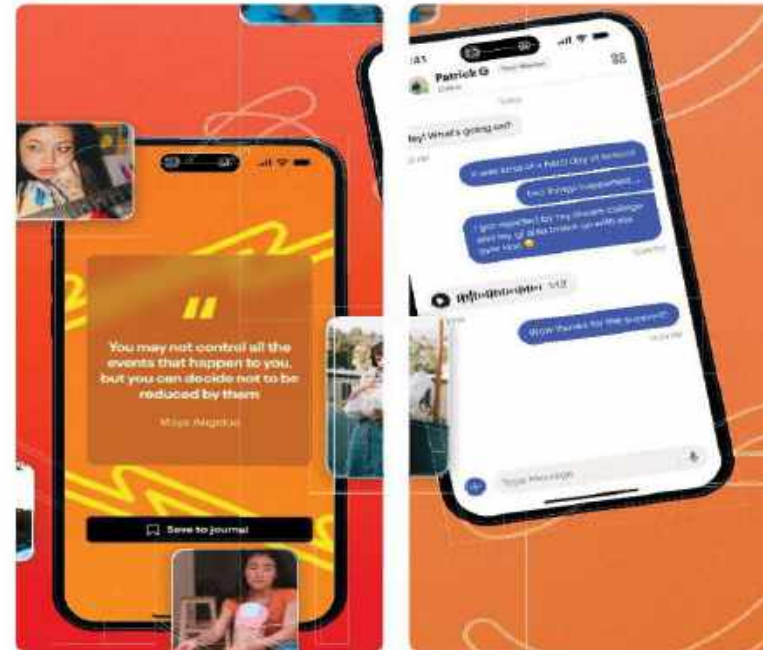
**Mentors helps bridge the time while on waitlist and help Jordan feel hope that treatment will help them recover.**

## Why Somethings?

- **Relatable support from someone who gets it**
- **Available 20 hours per week**
- **Texting and Video Calling**

\*\*All communications are monitored for safety and quality through our HIPPA compliant app

Somethings © 2024



**SOMETHINGS**

## Testimonials

Teen

I know I'm struggling but the way you care and provide has helped me so much and I really love you for that and I just wanted to remind you of how awesome you are, I really don't know what I'd do without you. 💜

— Ali, 17



Parent

After severe depression disorder hit, my mentor is helping get my daughter back and that makes a mama happy.

— Tracey



Parent

My son is happier, doing great at school, communicating more effectively, and his friendships are deepening thanks to his mentor!

— Jessica

Allied Physicians Group (180 Pediatricians)

APG expresses a need to refer adolescent patients who require behavioral health services to Somethings.

— Marc Lashley

Chair of Mental Health

Tribeca Pediatrics (120 Pediatricians)

Tribeca Pediatrics acknowledges a need for more robust behavioral health resources for their adolescents clients (and) expresses their interest to utilize Somethings.

— Leslie Pennypacker

Executive Director



Alliance Health

Alliance has been looking for more innovative ways to help engage youth in care, especially after they experience a crisis episode.

The combination of technology and youth focused peer support offered a novel approach to this challenge.

**Alliance was impressed by Somethings deep understanding of our population and their passion to improve care and support for youth with behavioral health needs.**

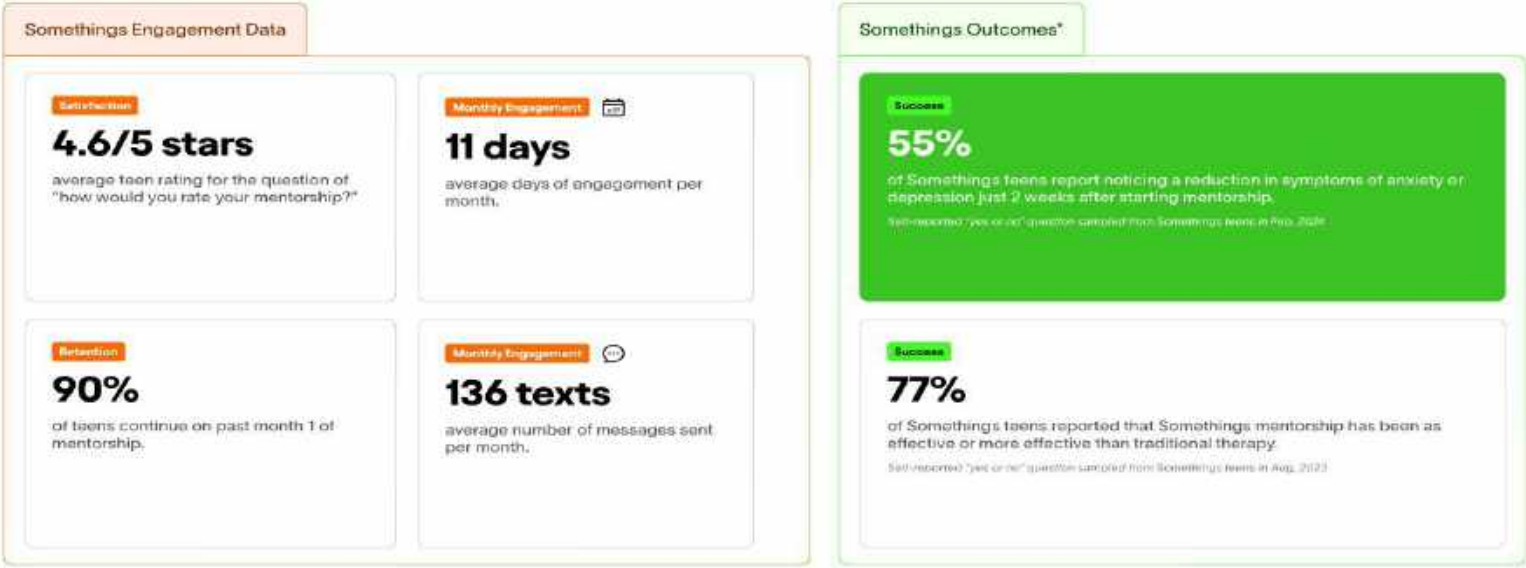
Alliance Health is a regional Medicaid Plan in North Carolina.

Teen

thanks man, you don't realize how much that means, just that one paragraph means the world to me. idk where i'd be without this:

— David, 15

# Mentorship can drive real outcomes



To make a referral, go to  
**www.somethings.com**

and click the “Get Started” button

have questions?  
patrick@somethings.com

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# On Your Radar

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# Current Network Needs

SERVICE	REGION
Psychological/Psychiatric Services: I/DD Testing	All counties
Therapeutic Foster Care	All counties
<b>Adolescent Substance Use Services</b>	<b>All counties</b>
<b>Emergency Respite (child and adolescent)</b>	<b>All counties</b>
<b>Emergency Respite (adult I/DD overnight)</b>	<b>All counties</b>
Financial Support Agency	All counties

# Current Network Needs

SERVICE	REGION
Forensic Evaluators	All counties
Psychosocial Rehabilitation (PSR)	Rural counties
Research Based – Behavioral Health Treatment	Rural counties
Child Residential Treatment Services	All counties
Partial Hospitalization Programs	All counties

# Clarification: Tailored Care Management Care Planning Expectations

- [Tailored Care Management](#) is a free benefit available to qualifying Vaya members who may need special medical and social support.
- Care managers work with members to identify their strengths, understand their needs, and build a personalized care plan.
- Vaya [Provider Communication Bulletin 2024-25, Issue 41 \(Dec. 12, 2024\)](#) included guidance on Tailored Care Management (TCM) and care planning expectations.
- Specifically, this guidance describes plan-based TCM practices by Vaya and is meant to clarify what providers can expect from Vaya's care management staff regarding the care plan.

# Clarification: Tailored Care Management Care Planning Expectations

- This requirement is based on NCDHHS guidance that members must have a monthly contact with Vaya care management staff, which must be reflected on the member's care plan accordingly to encompass the strengths and barriers identified during that contact.
- If you have questions, contact the member's care manager or email [ccadministration@vayahealth.com](mailto:ccadministration@vayahealth.com).



# Provider Follow-up Question Dec. 13, 2024

*“Since the hurricane, care managers have been sending plans without having care team meetings, how long will this continue?”*

- **Response from Care Management Directors:**

- Innovations and 1915i CMs are required to hold a care team meeting with the involved member and providers prior to sending the plan out.
- MHSU Care Management is not required to have a team meeting or send care plans prior to finalization due to the fact there is often not yet an engaged provider on the team. A goal would be developed during the initial care plan meeting with the member that reflects the need to identify a local provider (e.g. Member will engage in OPT).
- When polled, managers did not see a trend in CMs not holding care team meetings so we feel the above question was more of a 1 off situation or specific to a care manager so if that provider wanted to give details, we will be happy to address those needs appropriately.

# NC Suicide Prevention Action Plan Evaluation Survey

- DMH/DD/SUS is requesting feedback on the use and effectiveness of the [2022-2025 NC Suicide Prevention Action Plan](#).
- [Submit a survey](#) through Jan. 31, 2025.



# Statewide Crisis Services Webpage Launches

- The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDDDSUS) 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.

# 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.

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

- 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.

# End Date for Hurricane Helene Stabilization Payment Requests

- The last day to request provider stabilization payments from Vaya due to Hurricane Helene is Jan. 31, 2025.
- Visit our [Hurricane Helene Recovery](#) provider webpage for details and access to the request form. If you have questions, please email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# Covid 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
- Hand sanitizer dispensers and refills
- Soap dispensers and refills
- Paper Towels
- Multipurpose disinfectant tablets etc...



# Covid Mitigation Funding

- [Place Your Order Here](#) 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).



# UNC Health Pardee to Establish Inpatient Adolescent BH Facility

- [UNC Health Pardee](#) plans to invest \$30 million to establish a 33-bed inpatient adolescent behavioral health facility in partnership with NCDHHS, Vaya, and the UNC School of Medicine.
- The project will require renovating 40,000 square feet of hospital space and is expected to open in January 2026 in Hendersonville.
- The renovated space will support adolescents ages 12 to 17 and offer a safe, nurturing environment that includes spaces for therapy, recreation, and education. [Learn more](#).

# NC Medicaid Health Disparities Report

- NCDHHS has released the [2022 NC Medicaid Annual Health Disparities Report](#) and a [Summary of Results](#), which outline health disparities among beneficiaries statewide.
- The results showed the highest counts of identified disparities among beneficiaries in the substance use domain, as well as individuals who have a disability and those with Long-Term Services and Support needs.
- This report will serve as a tool to identify areas of need and track and eliminate health disparities over time. For more information, email [Medicaid.Quality@dhhs.nc.gov](mailto:Medicaid.Quality@dhhs.nc.gov).





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# Provider Portal Updates

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# 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.](#)

# Vaya Provider Portal Trainings

**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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# **Service and Authorization Updates**

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# Updated Authorization Guidelines for BH, I/DD, and TBI Services

- Vaya has updated authorization guidelines for certain behavioral health, I/DD, and TBI services effective Jan. 1, 2025, to align with NCDHHS changes to NC Medicaid clinical coverage policies.
- The updated guidelines comply with mental health parity requirements from the Centers for Medicare & Medicaid Services (CMS) and relax or eliminate prior authorization requirements for many outpatient and residential services.
- Notable changes include elimination of prior authorization requirements for:
  - Many child and adolescent outpatient services, including Intensive In-Home Services, Trauma-focused Cognitive Behavioral Therapy, Parent-Child Interaction Therapy, Day Treatment, and Partial Hospitalization
  - Adult outpatient services, including Assertive Community Treatment and Community Support Team
  - Facility-based Crisis (adult and child)
  - Residential Treatment Services Levels I and II (children and adolescents)
  - Psychological Testing (annual limits)

# Updated Authorization Guidelines for BH, I/DD, and TBI Services

- 1915(i) Individual and Transitional Support (ITS) will no longer require prior authorization if services are delivered in the community and do not require electronic visit verification (EVV).
- For services requiring EVV, providers must submit a notification service authorization request (SAR) through Vaya's [Provider Portal](#) to ensure an authorization is available in HHAeXchange.
- Vaya has updated the following guidelines on our [Authorization Guidelines](#) webpage:
  - Medicaid and Non-Medicaid Acute Services
  - Medicaid Mental Health and Substance Use Services – Adult
  - Medicaid Mental Health and Substance Use Services – Child
  - Medicaid 1915(i) Services

# Updated Authorization Guidelines for BH, I/DD, and TBI Services

- To review updated clinical coverage policies, visit the [NC Medicaid website](#).
- If you have questions or concerns about the changes, email Vaya's Utilization Management Team at [UM@vayahealth.com](mailto:UM@vayahealth.com) or call our Provider Support Service Line at **1-866-990-9712** and ask to speak to a UM representative.

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# Claims Updates

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# Coming Soon: New Process for Submission of Supplemental Claims Information

- Effective Feb. 17, 2025, providers and clearinghouses will be able to submit additional documentation for claims processing through their Vaya CrushFTP connection.
- This process will work in parallel with the 837I/837P file.
- Users will see a new subfolder, **/In/ ClaimSupportDocuments**, in the **/In** folder on the CrushFTP site. Please use this folder to upload additional documentation, such as forms, itemized invoices, notes, etc.
- In the claim that corresponds to the document(s), Loop 2300, segment PWK\*OZ\*FT\*AC\*UPLOADEDFILE NAME~, the last element (UPLOADFILENAME) is the document file name.
- Updated 837I and 837P Companion Guides are available in the Resources section at the bottom of our Provider Central [Claims Submission](#) webpage. If you have questions, email [EDI@vayahealth.com](mailto:EDI@vayahealth.com).

# 2025 Checkwrite Schedule

- Vaya's 2025 Checkwrite Schedule is available on the [Rate and Checkwrite Schedules](#) page of our Provider Central website.
- Please direct any questions to the Provider Support Service Line at **1-866-990-9712**.

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# Quality Management Updates

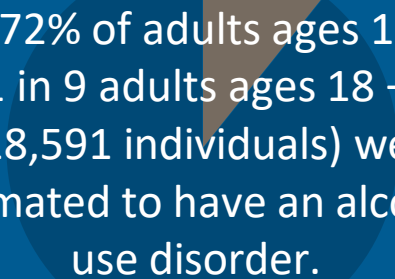
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# Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

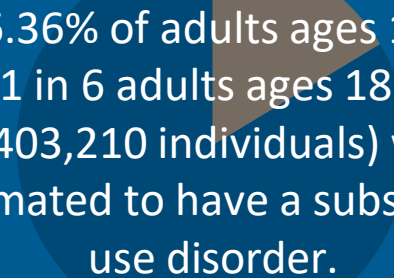
- CAHPS surveys are completed annually by adult members of the plan (18 and older) and for parents or guardians of children responding on behalf of the child.
- CAHPS data helps plans identify their strengths and weaknesses and implement strategies to address needed improvements.
- Vaya's members will be approached to complete this year's survey by HSAG, the vendor contracted by NCDHHS to administer the survey statewide.
- The survey evaluates consumer's experience with their health plan in the previous calendar year on:
  - How well they can access care when they need it
  - How satisfied they are with the care provided by their personal doctor
  - The care they received from specialists in the last 6-12 months
  - Their plan's customer service

# Substance Use Disorders in North Carolina

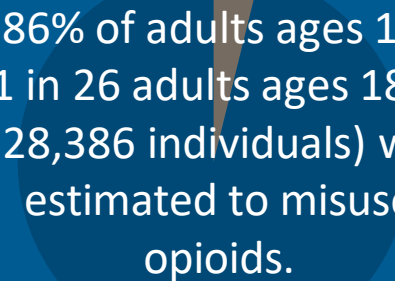
As of July 2023:



10.72% of adults ages 18 +  
(1 in 9 adults ages 18 +)  
(918,591 individuals) were  
estimated to have an alcohol  
use disorder.



16.36% of adults ages 18 +  
(1 in 6 adults ages 18 +)  
(1,403,210 individuals) were  
estimated to have a substance  
use disorder.

- 
- 3.86% of adults ages 18 +
  - (1 in 26 adults ages 18 +)  
(328,386 individuals) were  
estimated to misuse  
opioids.

Between July 1, 2022, and June 30, 2023, NCDHHS reported that statewide:

- 41,803 individuals received Medicaid services related to substance use disorders
- 44,440 individuals received state-funded services related to substance use disorders

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# Learning and Participation Opportunities

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# Collaborative Care Management Capacity-Building Fund Webinar

**January 28, 2025, 12 - 1 p.m.**

- NCDHHS is contracting with [Community Care of North Carolina](#) (CCNC) to manage the Collaborative Care Management (CoCM) program in partnership with the NC Area Health Education Centers' practice support coaching. The program supports Medicaid-enrolled primary care practices in providing children and adults with behavioral health services.
- The upcoming webinar will include a review of new funding and the opportunity to ask questions.
- [Register online.](#)
- To learn more, [visit the CCNC website.](#)

# Demystifying Medications for Substance Use Disorders Webinar

**January 30, 2025, 2 - 3 p.m.**

- Join the Substance Abuse and Mental Health Services Administration (SAMHSA) for a webinar focused on medications approved by the U.S. Food and Drug Administration, such as buprenorphine and methadone, that can play a crucial role in treating substance use disorder.
- [Register online.](#)





# **Housing First: A New Approach In North Carolina Webinar**

**February 6, 2025, 10:30 – 11:30 a.m.**

- Join the North Carolina Technical Assistance Center (NC-TAC) for a webinar about Housing First, an approach that provides permanent housing without requiring participation in other programming or services.
- [Register online.](#)

# Applications Open: 2025 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.

# Applications Open: 2025 Injury Free NC Academy on Harm Reduction as Transformative Practice

- 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).

# ECAC's Youth Advisory Team Talent Search: NC Youth Ages 5 to 26 with Disabilities



- The Exceptional Children's Assistance Center (ECAC) Youth Advisory Team is seeking entries for the next issue of the Youth Exceptional Perspectives newsletter.
- Submissions may include poetry, artwork, blogs, videos, songs, essays, articles, presentations, "About me" articles, or other formats. Individuals whose entries are selected for publication will receive a \$25 gift card.
- The submission deadline is 5 p.m. Feb. 2, 2025.
- For more information, [review the entry form](#) or contact Mandy Sonnenberg at **1-800-962-6817** or [asonnenberg@ecacmail.org](mailto:asonnenberg@ecacmail.org)

# **Inclusion Works Virtual Lunch & Learn: Employment Models**

**February 19, 2025, 12 – 1 p.m.**

Join Inclusion Works to discuss how internships, self-employment, and other models can be part of the journey toward Competitive Integrated Employment.

[Register online](#)

# Connections App: Supporting Peers and Providers

**February 20, 2025, 12 – 1 p.m.**

- NCDHHS has partnered with [CHESS Health](#) and [Trillium Health Resources](#) to support North Carolinians working toward recovery from substance use disorders.
- Join a webinar to learn about resources available through the Connections App, a free digital tool that provides peer support and care management tools.
- [Register for the webinar.](#)

# Non-Law Enforcement Transportation Program: Request for Proposals

- NCDHHS is investing \$20 million in non-law enforcement transportation, a promising practice of providing trauma-informed transportation from the emergency department to residential treatment for people experiencing a mental health crisis.
- The new program aims to decriminalize and destigmatize the process of seeking mental health care. Eligible transportation vendors can [submit a proposal](#) through Feb. 28, 2025.



# Child and Family Team (CFT) 1 Revised Training

**March 13-14, 2025, 9 a.m. – 4 p.m.**

- This free, virtual course provides 11 contact hours of training related to System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families.
- To receive credit for the training, participants must attend both full days and have their cameras on with audio capability. Preference will be given to members/recipients and providers in the Vaya region. Only three individuals from each provider organization may register.
- **Get more information and [register online](#) by Feb. 28, 2025.** Attendance is capped at 28 participants. Registrants will receive a link to the training a few days before the event. If you have questions, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com)



# NAMI Con 2025: Call for Proposals

- The National Alliance on Mental Illness (NAMI) will hold the NAMIcon 2025 virtual conference on June 11 – 13.
- [Get information](#) to submit a proposal through Feb. 10, 2025.



# Rural Health Centers Support Grant Webinar

**January 24, 2025, 1-2:30 p.m.**

- The NC Office of Rural Health will offer a [Rural Health Centers Support Grant Webinar](#) to provide a program overview, eligibility and requirements, and the application process.
- The application deadline is 5 p.m. Feb. 21, 2025.
- [Apply online](#)



**Questions, Thoughts, Comments**

# Thank You

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## Our Next Provider Touchpoint:

Provider Touchpoint for Behavioral Health and I/DD Network Providers

**\*\* Friday, February 7, 2025, 11 a.m.-12 p.m. \*\***

