



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinars

**Feb. 28, 2025, 11 a.m. – 12 p.m.: Physical Health**

**March 7, 2025, 11 a.m. – 12 p.m.: All Network Providers**

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.

Previously, we offered separate Provider Touchpoint webinars for physical health and for behavioral health, I/DD, and TBI providers. *Beginning March 7, 2025, we will offer biweekly Provider Touchpoint webinars in a combined format for all network providers.*

For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

**PROVIDER TOUCHPOINT: PHYSICAL HEALTH – FEB. 28, 2025**

**PROVIDER TOUCHPOINT: ALL NETWORK PROVIDERS – MARCH 7, 2025**

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## Expiration of Hurricane Helene Authorization Flexibilities

As a reminder, [Hurricane Helene prior authorization flexibilities](#) for non-Innovations Waiver services will end **Feb. 28, 2025**. Providers must submit authorization requests for non-Innovations Waiver services beginning March 1, 2025.

Hurricane Helene prior authorization flexibilities for Innovations Waiver services will end **June 30, 2025**. Providers must submit authorization requests for Innovations Waiver services beginning July 1, 2025.

Please note [physical health authorization flexibilities for Tailored Plan launch](#) ended Jan. 31, 2025. Physical health service providers not impacted by Hurricane Helene are required to submit prior authorization requests for dates of service on or after Feb. 1, 2025.

## PHYSICAL HEALTH PROVIDERS

### Billing Procedure Update for Adult Care Home PCS Claims

Vaya notified providers in [Provider Communication Bulletin 2024-25, Issue 41](#) (Dec. 12, 2024) that the rate methodology for NC Medicaid Direct providers rendering Personal Care Services in congregate settings would change effective Jan. 1, 2025. However, to provide additional support to providers, the rate methodology changes are postponed until April 1, 2025.

For more information, review the [NC Medicaid Bulletin](#). Vaya will address the new rate methodology in detail in an upcoming Provider Communication Bulletin. If you have questions, contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Temple University Free Webinars

The Temple University Collaborative on Community Inclusion will offer two free trainings with funding from NCDHHS. Upcoming sessions include:

- March 4, 2025, 12 – 2 p.m.: Fundamentals of Community Inclusion will provide attendees with knowledge about the fundamental beliefs and practices required for making community inclusion a reality for people with serious mental illness. [Review a free document](#) the session will reference and [register online](#).
- March 18, 2025, 12 -1 p.m.: Identifying the Functional in Fun will identify how providers can support member engagement in recreation to facilitate social connection. [Register online](#).

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### NC Child Treatment Program: Apply for the Trauma-Focused CBT Cohort 33

The NC Child Treatment Program is accepting applications for the Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) Cohort 33. The deadline is March 14, 2025. [Learn more](#).

To apply for registration, select the appropriate application below:

- [Individual Clinician/ Private Practice Application](#)
- [Clinician Application](#)
- [Agency Application](#)

Vaya has funding that can help interested clinicians complete TF-CBT training. For more information, email Ashley Parks, Child and Family Treatment Continuum Director, at [ashley.parks@vayahealth.com](mailto:ashley.parks@vayahealth.com).

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### Henderson County Behavioral Health Conference March 24, 2025, 8:30 a.m. – 5 p.m.

The Henderson County Behavioral Health Conference in Flat Rock is an opportunity for experts, advocates, and leaders to collaborate on advancing innovative and evidence-based practices.

This in-person, one-day conference has a \$25 fee and will focus on areas including mental health, substance use, resiliency and wellness, and sector-based interventions, with an emphasis on evidence-based strategies and emerging trends. Five continuing education contact hours (CEUs) will be available.

[Get more information and register online](#). If you have questions, call 828-257-4475 or email [registration@mahec.net](mailto:registration@mahec.net).

**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](http://providers.vayahealth.com)



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