



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinar March 21, 2025, 11 a.m. – 12 p.m.

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: ALL NETWORK PROVIDERS – MARCH 21, 2025

### Authorization Questions? Join Open Office Hours for Providers

Join Vaya's virtual open office hours for answers to your questions about the expiration of prior authorization flexibilities. As a reminder, [physical health authorization flexibilities for Tailored Plan launch](#) ended Jan. 31, 2025, and [Hurricane Helene prior authorization flexibilities](#) for non-Innovations Waiver services ended Feb. 28, 2025.

We invite you to drop in or stay for the full session. Additionally, subject matter experts will be available to answer other questions, such as claims-related inquiries. Registration is not required.

We will hold sessions from 2 – 3 p.m. on Tuesdays during March and April (March 18 and 25 and April 1, 8, 15, 22, and 29, 2025). [Join on Microsoft Teams](#).

*Reminder: Providers may not discuss member/recipient protected health information (PHI) during*

these calls due to the presence of multiple Vaya staff and other providers. Break out rooms will be available if you would like to request a one-on-one meeting with Vaya's subject matter experts.

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## How to Verify a Member's Medicaid Plan

Providers can verify whether a Medicaid member is enrolled in the Vaya Tailored Plan or NC Medicaid Direct PIHP through the [Provider Portal](#). For instructions, reference our [Provider Portal, Enrollment, Update, and Discharge Job Aid](#).

Please note Vaya manages only behavioral health, I/DD, and TBI services for NC Medicaid Direct members. Physical health services, pharmacy benefits, Long-term Services and Supports (LTSS), and Non-Emergency Medical Transportation (NEMT) for NC Medicaid Direct beneficiaries members are managed through [NCTracks](#). Visit the [NCDHHS NEMT webpage](#) for guidance on transportation services.

Additionally, Vaya issues Medicaid ID cards for Tailored Plan members only. NC Medicaid Direct members receive ID cards through the [local Department of Social Services \(DSS\)](#).

If you have questions, contact your provider network contract manager or [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## ROI Needed to Exchange Part 2 Substance Use Information with Providers

As a reminder, 42 CFR Part 2 has heightened privacy requirements for the access, use, disclosure, and re-disclosure of information relating to substance use.

If you are submitting information containing substance use that is subject to Part 2 program requirements, please include a copy of the Release of Information (ROI) signed by the member with your service authorization request. Vaya must have a valid ROI on file for us to exchange Part 2 substance use information.

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## Shared Decision-Making Tools

Shared decision-making helps ensure patients are actively involved in treatment choices by discussing potential benefits and risks of different options with health care providers. This approach allows patients to make informed decisions that align with their values and preferences, ultimately leading to better patient engagement and improved health outcomes.

Vaya's updated [Clinical Practice Guidelines and Leveling Tools](#) feature resources for providers, including shared decision-making aids, to provide guidance on navigating behavioral and physical health decisions in collaboration with a patient. Review the tools below for more information:

- [Should I Get a Mammogram? \(ages 40-49\) \(Español\)](#)
  - [How Often Should I Get a Mammogram? \(ages 50-74\) \(Español\)](#)
  - [Should I Get a Mammogram? \(ages 75+\) \(Español\)](#)
  - [Decisions in Recovery: Treatment for Opioid Use Disorders](#)
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## Provider Advisory Council Monthly Meeting March 19, 2025, 10 a.m. – 12 p.m.

The Vaya Provider Advisory Council (PAC) serves as an advisory body on issues affecting

network providers. The PAC operates pursuant to a set of bylaws and is a self-governing committee.

All Vaya providers are encouraged to participate in monthly PAC meetings. To receive PAC communications or for more information about upcoming meetings, email [ProviderAdvisoryCouncil@vayahealth.com](mailto:ProviderAdvisoryCouncil@vayahealth.com).

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

### Residential Treatment Services: Specialty Care Program Pilots Capacity Assessment Survey

The Division of Mental Health, Developmental Disabilities, and Substance Use Services (MHDDSUS) is developing in-state specialized care capacity to serve youth with complex, co-occurring residential treatment needs. **This effort includes a survey of Psychiatric Residential Treatment Facility (PRTF) providers to assess capacity for specialty care program pilots in licensed facilities for children and youth with problem sexual behavior or complex trauma with significant dysregulation.**

Division of MHDDSUS staff will review survey results to develop pilot programs and make funding determinations. [Get more information and access the survey online](#) by April 5, 2025.

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### IPS-SE Code Changes

The Division of MHDDSUS has notified Tailored Plans of State-funded Individual Placement and Support – Supported Employment (IPS-SE) code changes with a proposed effective date of April 7, 2025. [Read more](#).

## LEARNING AND PARTICIPATION OPPORTUNITIES

### 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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### Temple University Free Webinars

The [Temple University Collaborative on Community Inclusion](#) will offer the following upcoming webinars:

- **March 18, 2025, 12 – 1 p.m.**, Identifying the Functional in Fun: The role of recreation and leisure in building social connections. [Register online](#).
- **April 1, 2025, 12 – 1:15 p.m.**, Assessing Community Participation. [Register online](#).

- **April 22, 2025, 12 – 1 p.m.**, Giving Back to Others and Society: Supporting Volunteering as a way of Enhancing Matterring. [Register online.](#)
- **May 13, 2025, 12 – 2 p.m.**, Developing a Community Inclusion Supports Plan. [Register online.](#)
- **June 10, 2025, 12 – 1 p.m.**, Promoting Community Connections. [Register online.](#)

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## Applied Suicide Intervention Skills Training (ASIST) April 15 – 16, 2025, 8 a.m. – 5 p.m.

Vaya and Buncombe County Health and Human Services will offer a free, in-person [LivingWorks](#) ASIST Suicide Prevention training for community members. This two-day workshop features powerful videos, discussions, and simulations to teach you how to support someone experiencing a behavioral health concern or crisis and to help prevent suicide by recognizing signs, providing skilled interventions, and developing a safety plan.

The workshop will be held at Vaya’s administrative office, 200 Ridgefield Court, Suite 218, Asheville, NC 28806.

[Register online](#) by April 8, 2025. Attendance is capped at 30 participants. For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

**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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