



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Town Hall May 2, 2025, 11 a.m. – 12 p.m.

Join our first Vaya Health Provider Touchpoint webinar event using a new town hall format. Provider Touchpoint is your source for the latest information on topics that affect Vaya network providers. Each event will feature a “deep dive” discussion with a special guest, a Provider Spotlight segment recognizing outstanding achievements within the Vaya provider network, and a highlight of important updates from recent [Provider Communication Bulletins](#).

Our new town hall format will allow Vaya to host multiple speakers simultaneously and give participants the chance to engage in interactive discussions. 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 – MAY 2, 2025

Vaya Provider Summit: Seeking Award Nominations June 5, 2025, 9 a.m. – 5 p.m.

Mark your calendars for Vaya’s Provider Summit for 2025. The theme for this year’s virtual conference is “Better Together: A Celebration of Whole-Person Care.”

We will share the agenda in an upcoming Provider Communication Bulletin. Registration is not required.

This year’s summit will include honorary awards to recognize network provider excellence. To nominate a practitioner or provider organization, submit the appropriate form below by May 16,

2025. Anyone can nominate a provider, and we welcome both peer and self-nominations:

- [2025 Office Manager of the Year Award Nomination Form](#)
- [2025 Integration Innovation Award Nomination Form](#)
- [2025 Person-Centered Provider Award Nomination Form](#)

Provider Portal Authorization Section Downtime This Weekend

Due to scheduled maintenance, the Authorizations section of Vaya's [Provider Portal](#) will be unavailable from 11 p.m., Friday, May 2, to 8 a.m., Saturday, May 3, 2025. Please do not attempt to search for or enter authorizations during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

NCDHHS Expands Investment in DSP Workforce – Round Two

NCDHHS is continuing its commitment to strengthening the direct support professional (DSP) workforce with round two of the DSP Recruitment and Retention Incentive Program. This funding supports efforts to recruit and retain DSPs, ensuring that individuals with I/DD receive high-quality care in their communities. Applications are due 5 p.m. May 27, 2025.

If you have questions, join an upcoming virtual office session:

- May 6, 2025, 6 p.m. [Join online](#).
- May 8, 2025, 2 p.m. [Join online](#).
- May 13, 2025, 10 a.m. [Join online](#).

[Learn more](#) and [submit](#) an application.

New Bilingual Resources on the NC Innovations Waiver

NCDHHS has published new beneficiary resources about the NC Innovations Waiver. The NC Innovations Waiver toolkit is available in [English](#) and [Spanish](#) and includes:

- [PowerPoint with essential details about the NC Innovations Waiver](#)
- [NC Innovations Waiver flyers](#)
- [NC Innovations Waiver brochure](#)
- [NC Innovations Waiver social media copy and graphics](#)
- [Email templates and newsletter graphic](#)

[Order](#) free printed flyers and brochures or [learn more](#) about the waiver.

LEARNING AND PARTICIPATION OPPORTUNITIES

Mental Health First Aid May 13, 2025, 8 a.m. – 5 p.m.

Vaya and Buncombe County Health and Human Services will offer free, in-person Mental Health First Aid training at Vaya's administrative office, 200 Ridgefield Court, Suite 218, Asheville, NC 28806. This eight-hour training will teach participants how to identify, understand, and respond to signs of mental health and substance use challenges, as well as build skills to provide initial support to someone who may be developing a behavioral health concern or crisis by connecting them to care.

CHW Integration: Strategies for Impact and Sustainability

This two-part webinar series focuses on advancing and sustaining Community Health Worker (CHW) integration across North Carolina's health care system. Hosted by the North Carolina Area Health Education Centers (NC AHEC), the North Carolina Community Health Worker Association, and Freedmen's Consulting, this series will explore strategies to strengthen CHW programs, align them with value-based care models, and support long-term sustainability through practical financing approaches.

These sessions are designed for CHWs, community-based organizations, health care practices, care management agencies, health system population health teams, and health plans. NC Medicaid is sponsoring the event at no cost to participants.

- **Part 1:** May 19, 2025, 12 – 1 p.m. [Register online](#).
 - **Part 2:** June 4, 2025, 12 – 1 p.m. [Register online](#).
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ECHO Opioid and Pain Management Program May 22 – July 10, 2025 | 11 a.m. – 12 p.m. Thursdays

The ECHO Opioid and Pain Management program provides free, virtual training on pain management, opioid prescribing risks, and overdose prevention. This six-week, case-based curriculum aims to train clinicians in primary care pain management strategies, including non-opioid and non-pharmacological treatment options, substance use screening, risk reduction counseling, and tapering strategies for opioids and benzodiazepines.

Target audiences include doctors, advanced practice providers, pharmacists, and nurses. Attendees are eligible to receive free continuing education credits. [Register online](#). You may also [submit a de-identified case](#) for discussion during a session. If you have questions, email ORRTECHO@salud.unm.edu.

Permanent Supported Housing Training June 10 – 13, 2025, 9 a.m. – 1:30 p.m.

Permanent Supported Housing (PSH) virtual training provides an interactive learning experience that focuses on identifying and understanding the phases of tenancy for individuals transitioning from homelessness and institutional care. A total of 16 hours of instruction are divided into four half-day sessions. Participants engage in lectures, discussions, and small group activities geared toward acquiring and exercising skills to help individuals understand their motivation and readiness for change and foster successful independent living.

PSH training was initially developed for Assertive Community Treatment and Community Support Team providers, and registration is prioritized for these professionals. However, other attendees are welcome. Capacity is limited to 25 people.

[Register online](#). For more information, email provider.training@vayahealth.com.



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

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