



# PROVIDER COMMUNICATION BULLETIN

MAY 15, 2025 | PROVIDER COMMUNICATION BULLETIN 2024-25, ISSUE 69

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## ALL NETWORK PROVIDERS

### Provider Touchpoint May 30, 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 – MAY 30, 2025**

### Provider Summit: Award Nomination Deadline Friday 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."

[Review the agenda](#). Registration is not required. [Join online](#).

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 tomorrow, 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](#)

## 2025 Provider Satisfaction Survey

We encourage all Vaya network providers and Employers of Record (EORs) to participate in our [2025 Provider Satisfaction Survey](#). This survey takes 10-15 minutes to complete and is available through May 30, 2025. Survey results will help Vaya offer targeted training and support to network providers and EORs.

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## Capacity-Building, Collaboration and Innovation Grant Opportunities

[Dogwood Health Trust](#) will offer grants for capacity-building and for collaboration and innovation in western North Carolina. The application period opens May 19, 2025. [Learn more](#).

An informational webinar will be held from 1 – 2 p.m. on May 15, 2025. A recording will be made available on the Dogwood Health Trust website for those who cannot attend live. [Register online](#).

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

### Updated Record Management and Documentation Manual Available

The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services has published a [new version of the Record Management and Documentation Manual](#) (RMDM).

The updated RMDM incorporates stakeholder feedback during State Fiscal Year 2023-24. NCDHHS [welcomes ongoing suggestions](#) to help ensure the manual continues to reflect the evolving landscape of North Carolina's public behavioral health and disability services system.

## LEARNING AND PARTICIPATION OPPORTUNITIES

### CFT Training: A Cross-System Training from the Family's Perspective July 14 – 15, 2025, 9 a.m. – 4 p.m.

This free, virtual course provides 11 contact hours of training related to the System of Care and the Child and Family Team (CFT) process. It 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](#) by May 24, 2025. Attendance is capped at 28 people. 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).

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### Emerging Substances, Harm Reduction, and Patient-Centered Care: A Webinar Series

[Mountain Area Health Education Center](#) (MAHEC), with support from NCDHHS, will offer a three-part webinar series from 12:30 – 1:30 p.m. on May 16, June 6, and June 20, 2025. The

series will explore emerging substances, harm reduction, and subsequent medical co-morbidities. Topics will include xylazine and novel opioids, co-occurring diseases such as hepatitis C, wound care, and harm reduction approaches. [Learn more.](#)

**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](#).

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