



Provider Touchpoint

**Friday, July 11th ,
2025**

Provider Touchpoint

Friday, July 11, 2025

- Welcome
- Announcements
- Final Q&A

Before We Begin

- The moderated Q&A is available in the controls bar at the top of your screen.
- Submit questions through the moderated Q&A feature *at any time* throughout the broadcast.
- **We will take multiple breaks throughout the broadcast to address Q&A submissions.**
- When asking a question, *please identify your organization and any relevant details* so our subject matter experts (SMEs) can answer your question as accurately as possible.
- 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
- **Keep an eye out for trivia!**

Where Can I Find...



Provider Touchpoint
Recordings & Resources

Provider Central > Resources
> Provider Touchpoint

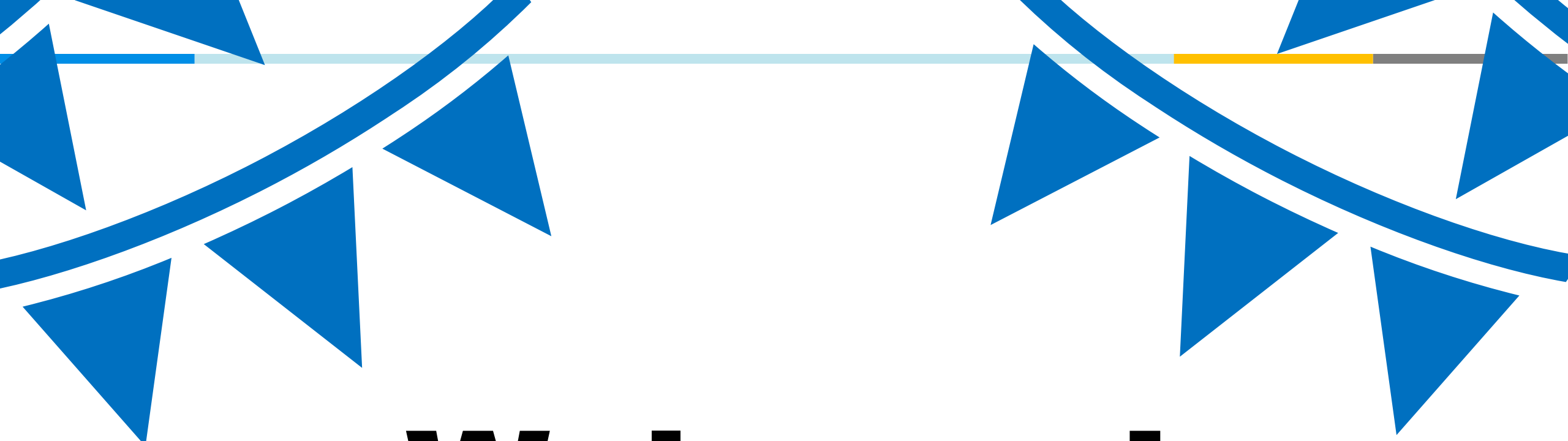


**Provider Communication
Bulletin**
Sign-up & Archive

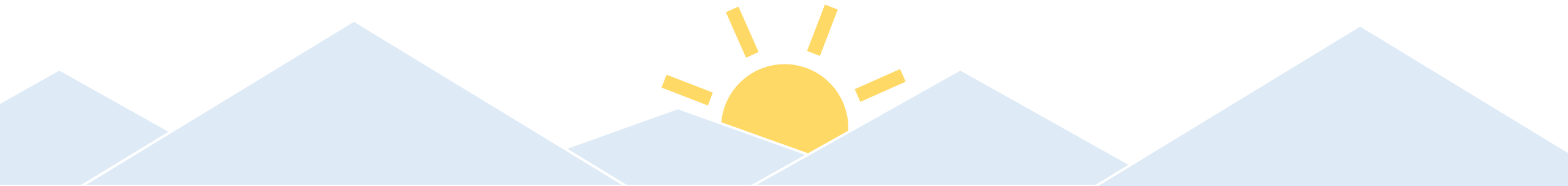
Provider Central > Resources >
Communication Bulletins

Today's Guests

- **Donald Reuss**, VP of BH & I/DD Network Operations (Host)
- **Drew Elliot**, VP of Public Affairs
- **George Ingram**, VP of PH Network Operations & Value Based Contracting (Host)
- **Kate Glance**, Regulatory Reporting Director
- **Monica Thomas**, Administrative Support Professional



Welcome!



National Minority Mental Health Awareness

- 1 in 5 adults in the U.S. experience mental illness, but minority communities face greater barriers to care.
- Black Americans are 20% more likely to experience serious mental health issues
- Latino youth have higher suicide attempt rates than their peers
- Asian Americans are the least likely to seek mental health services

Call to Action for Providers

- Practice culturally competent care: language, values, and traditions matter.
- Bridge the gap: Screen early, refer often, and build trust.
- Partner with community: Empower families, support caregivers, and connect to local resources.



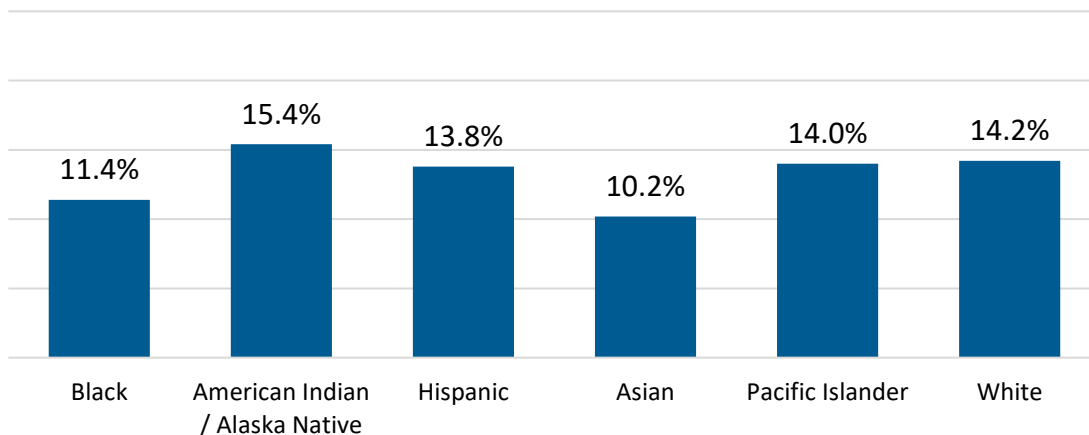
Data Dig

With Kate Glance

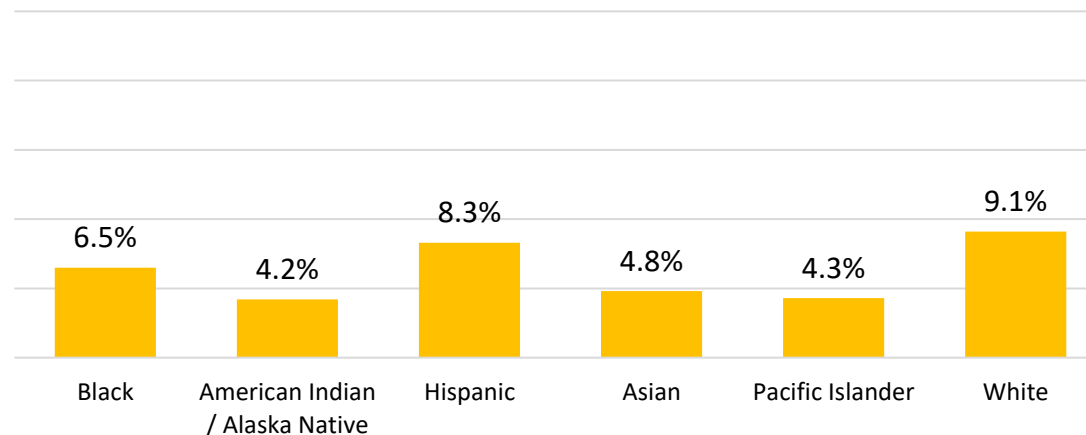


Minority Mental Health – 2023 Prevalence Rates

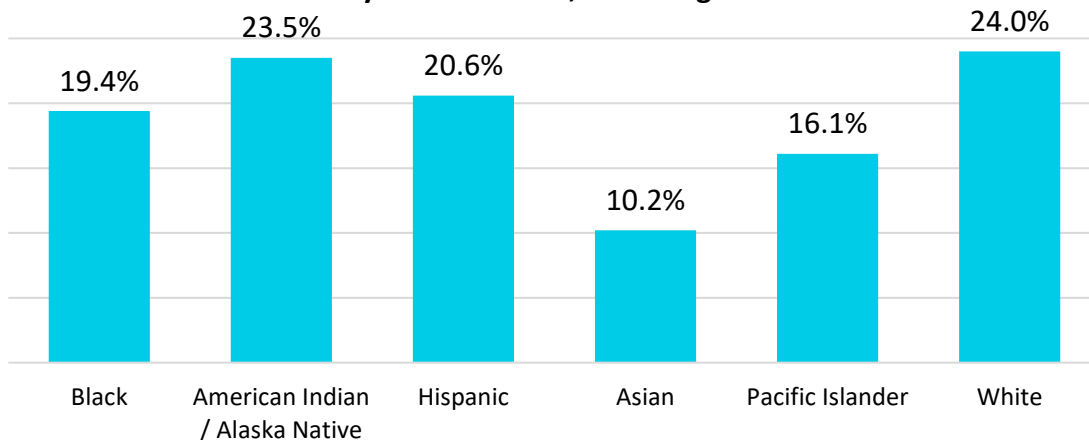
Past Year Serious Psychological Distress, Adults Age 18+



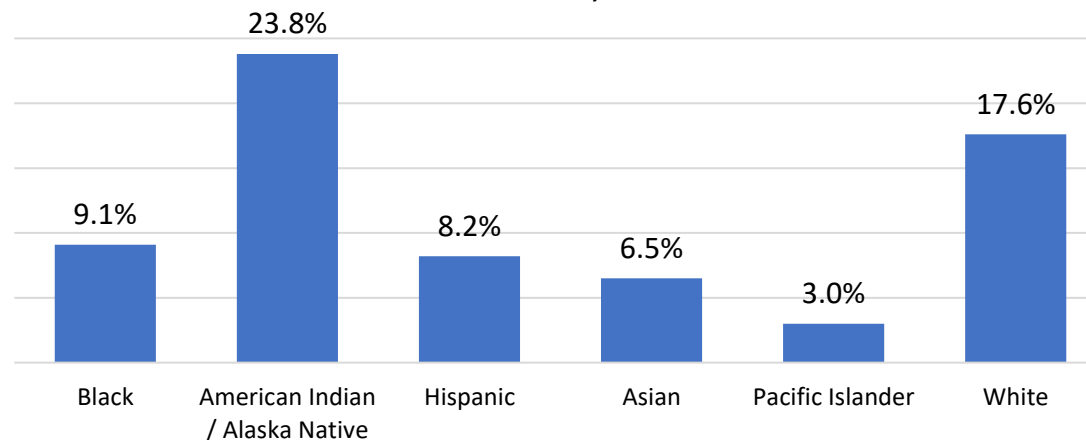
Major Depressive Episode, Adults Age 18+



Any Mental Illness, Adults Age 18+



Suicide Fatalities, Adults 18+



“

“Reading the Tea Leaves”



”

Legislative Update

- State legislation: Hits and misses
- Federal legislation: Big Beautiful Bill Act
- State budget and Medicaid funding decisions



1st Q&A Check-in





Announcements

➤ IRIS and Incident Reporting Updates

These updates apply to provider organizations and are effective immediately.

[Memo: IRIS and Incident Reporting Updates](#)

➤ TCM Services and Referral Options

For more information, visit our [Care Management](#) webpage. To make a referral, or for a member to opt in to TCM, call the Vaya Member and Recipient Service Line at 1-800-962-9003 or download and submit the [TCM Opt In/Out or Change Form](#)



Announcements

➤ New Support Policies Go Live

For a first look at the online, self-paced North Carolina Standardized Peer Support Curriculum, review the [NCDHHS Certified Peer Support Specialist Foundations Course video](#). Visit the [North Carolina CPSS Program](#) website for more updates.

➤ I/DD Community Living Success Stories Request

- The [first survey](#) focuses on people with I/DD who have moved from an institution to a community setting.
- The [second survey](#) focuses on providers.



Announcements

➤ Help the NCCDD Recognize Disability Advocacy Leaders

Nominations are now open for the North Carolina Council on Developmental Disabilities (NCCDD) Annual Advocacy and Leadership Awards. You can nominate someone (or yourself) now through July 31, 2025, to receive an award for one of the following categories:

- **The North Carolina Leadership Achievement Award**
- **Jack B. Hefner Memorial Award**
- **Helen C. “Holly” Riddle Distinguished Service Award**

The NCCDD will announce winners at the November Quarterly Council Meeting. [Learn more and submit a nomination.](#)



Announcements

PCS Update: Personal Care Services Authorizations

- To ensure timely processing of PCS claims, remember to **review and update the ICD-10 diagnostic code in HHAeXchange** as necessary.
- **Verify the authorization diagnostic code is consistent** with the diagnostic code being billed.
- The **billing code on the authorization must meet ICD-10 criteria**, as this code is exported on claims.

For additional information and guidance, please refer to the instructions on changing the diagnosis code for billing on the [HHAeXchange troubleshooting page](#)



Announcements

➤ Learning & Participation Opportunities

Residential Roundtable
(July 16, 2025, 1:30 – 3 p.m.)

Child and Family Team (CFT) 1 Revised Training
Aug. 28-29, 2025 9 a.m. – 4 p.m.

Person-Centered Thinking Training
(Sept. 11-12, 2025, 9 a.m. – 4 p.m.)

➤ Provider Portal Weekend Maintenance

Authorizations section of Vaya's [Provider Portal](#) will be unavailable from 11 p.m. Friday, July 11, to 8 a.m. Saturday, July 12, 2025. Please do not attempt to create or view authorizations in the portal during this time.

Final Q&A Check-in



Thank You

Join us again on Friday, July 25, 2025!

For further questions regarding this week's touchpoint, please email provider.info@vayahealth.com

