



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint

July 11, 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 – JULY 11, 2025

Provider Portal Weekend Maintenance

Due to system maintenance, the 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.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

New Peer Support Policies Go Live

New policies and procedures for the [North Carolina Certified Peer Support Specialist](#) (CPSS) program launch July 15, 2025, following input from more than 100 CPSS professionals, national organizations, and state providers.

Key policy changes include:

- New Ethics and Code of Conduct
- Eligibility: 18 months in recovery required before training
- Trainers: Must have three or more years of CPSS experience
- Certification Exam: Now required after completing the state's Foundations of Peer Support

training

Training updates:

- Online course launches July 2025
- In-person training starts September 2025
- Full certification requires completion of both trainings and passing the exam

Trainer applications:

- Open early July 2025
- Selected applicants will be notified by the end of July 2025

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

Vaya and NCDHHS need your help completing surveys to celebrate community living success stories for individuals with I/DD.

NCDHHS' Inclusion Connects Team created two new survey tools, now available on the [Inclusion Connects webpage](#). Surveys are designed to celebrate the successes of people with I/DD and the contributions of providers. The surveys offer an opportunity to offer important insights and advice to others who are considering moving to the community.

Please complete or share the following, as applicable:

- 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 who have supported these moves and work to support individuals with I/DD daily.

Vaya appreciates your participation to help us continue to best support people with I/DD and successful community transitions.

LEARNING AND PARTICIPATION OPPORTUNITIES

Residential Roundtable

July 16, 2025, 1:30–3 p.m.

Vaya hosts a quarterly residential roundtable for child residential providers. This collaborative effort aims to build connections and strong working relationships between Vaya and providers. We encourage Residential Services and Therapeutic Foster Care providers to participate.

The July 2025 roundtable will include hearing from a representative from BlueRock Behavioral Health, reviewing Vaya news, and more. [Join on Microsoft Teams](#).

For more information or to suggest agenda items, email provider.training@vayahealth.com.

Person-Centered Thinking Training

Sept. 11-12, 2025, 9 a.m.–4 p.m.

This free, in-person training opportunity is a two-day, 12-hour workshop in Asheville that introduces the principles and use of person-centered thinking (PCT). Vaya trainers will review and discuss the origins, research, and values of PCT. This training will provide an essential framework for effectively supporting a person in navigating life's challenges and opportunities.

Participants must attend and participate on both days to receive a certificate of completion. Each day will include a lunch break. Participants will receive the training handouts two weeks prior to

the event. Only three individuals from each provider organization may register, and attendance is capped at 15 attendees.

[Learn more and RSVP](#) by Aug. 22, 2025. If you have questions, email provider.training@vayahealth.com.

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:** Is presented to an outstanding North Carolina self-advocate whose work has improved the quality of life for people with I/DD
- **Jack B. Hefner Memorial Award:** Celebrates the vision and achievements of North Carolina's families and people with I/DD
- **Helen C. "Holly" Riddle Distinguished Service Award:** Recognizes the work of professionals with North Carolinians with I/DD and their families

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

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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