



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint

**Sept. 5, 2025, 11 a.m.-12 p.m.**

Our 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: SEPT. 5, 2025**

### Vaya Holiday Closing

In observance of the Labor Day holiday, Vaya offices will be closed Monday, Sept. 1, 2025. Our Provider Support Service Line (1-866-990-9712) and Member and Recipient Service Line (1-800-962-9003) continue to operate 7 a.m. – 6 p.m., Monday – Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) is available 365 days a year.

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Join the Statewide Learning Collaborative on Person-Centered Care Planning

Vaya encourages behavioral health network providers to participate in a free Person-Centered Practice Learning Collaborative in 2025 and 2026. The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services is launching this new peer-to-peer learning opportunity to support providers who serve individuals with serious mental illness and serious emotional disturbance. [Read more.](#)

## Disability Benefits 101 for Behavioral Health Network Providers

Sept. 17, 2025, 9-10:30 a.m.

The North Carolina Division of Employment and Independence for People with Disabilities will introduce North Carolina's new Disability Benefits [DB101](#) tool—a comprehensive, user-friendly online resource to help individuals with disabilities make informed decisions about employment while receiving benefits.

Vaya encourages behavioral health network providers to attend and familiarize themselves with this valuable tool to support conversations about employment. All are welcome to attend. Please feel free to share with provider staff working in the following areas in particular: Community Support Team, Assertive Community Treatment, Tenancy Management Services, Peer Support, In-Reach, Outpatient Therapy, and Tailored Care Management. [Register online.](#)

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## Advancing Child and Youth Behavioral Health with Measurement-Based Care

Sept. 30, 2025, 1–2 p.m.

Join [Greenspace Health](#) for a virtual panel covering how measurement-based care (MBC) is transforming child and youth behavioral health care.

Children and youth are facing increasingly complex mental health challenges, while providers are under pressure to deliver care that is personalized, evidence-based, and responsive to each client's evolving needs. MBC, which is sometimes called measurement-informed care, is a proven framework that uses ongoing client-reported data to guide treatment decisions and improve outcomes. With recent updates to CARF accreditation standards now requiring MBC across youth services, adoption has become a priority for organizations across North America.

This panel will deliver practical, real-world lessons you can apply within your organization. [Learn more and register online.](#)

**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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