



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint

Aug. 22, 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: AUG. 22, 2025

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

New Telehealth Therapy Option for Justice-Impacted Youth

NCDHHS has partnered with [Talkspace](#) to offer free telehealth therapy services to youth ages 13- 17 who are at risk of or directly impacted by the legal system. This includes, but is not limited to:

- Youth who are currently (or at risk of) becoming involved with the juvenile justice system
- Youth who are victims of crime
- Children of incarcerated parents

Eligible youth can access therapy services at no cost via Talkspace using a designated keyword. Talkspace therapists are licensed professionals with relevant experience and will receive additional training to support this population.

How It Works for Referral Partners:

1. **Provide the keyword:** Share the keyword **ncyouth** (not case-sensitive) with eligible youth. *Referral partners include agencies, organizations, or professionals serving the target population (e.g., local team members, community-based programs, schools, or court services).*
2. **Youth access the platform:** The youth will visit talkspace.com/ncyouth, click “Get Started,” and enter the keyword to create an account.

3. **Initial setup and therapist match:** The youth will complete a short assessment and is typically matched with a licensed therapist within 24–48 hours (often sooner).
4. **Ongoing support:** The youth can schedule ongoing therapy sessions and message their therapist 24/7. Additional resources include a moderated peer support community and a self-guided mental health library. Youth may choose to access only the peer support and resource library without participating in one-on-one therapy.

[Learn more from NCDHHS.](#)

LEARNING AND PARTICIPATION OPPORTUNITIES

Certified Peer Support Specialist Curriculum

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services, in partnership with the North Carolina Certified Peer Support Specialist (NCCPSS) Program at the UNC-Chapel Hill School of Social Work and certified peer support specialists, has created a standardized curriculum for Peer Support Specialist Certification across North Carolina.

Eligibility Requirements:

Participants must meet all eligibility requirements listed below to [apply for course enrollment](#).

Approved participants will receive login information for the course. Individuals must:

- Be age 18 or older
- Have lived experiences with and are in recovery from a serious mental illness and/or substance use disorder (applicants with co-occurring mental health and substance use disorders must be in recovery from both to qualify for certification)
- Be in recovery for at least 18 months from all serious mental illness and/or substance use disorder
- Have a high school diploma or equivalent

Training Requirements:

Individuals must:

- [Complete 20 Hours of Mental Health or Substance Use Training](#) (e.g., Wellness Recovery Action Planning, Ethics and Boundaries, and more)
- Complete NCCPPS Program Foundations Course – Part 1
- Complete NCCPPS Program Foundations Course – Part 2 (available October 2025)
- Pass the examination

For more information, visit the [NCCPSS Program Website](#). Submit questions to nccpssprogram@unc.edu.

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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