
Provider Touchpoint

Friday, September 19th, 2025

- Welcome
- National Drug & Alcohol Addiction Recovery
- FASD Awareness Month
- Provider Network Announcements
- Provider Spotlight
- 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**

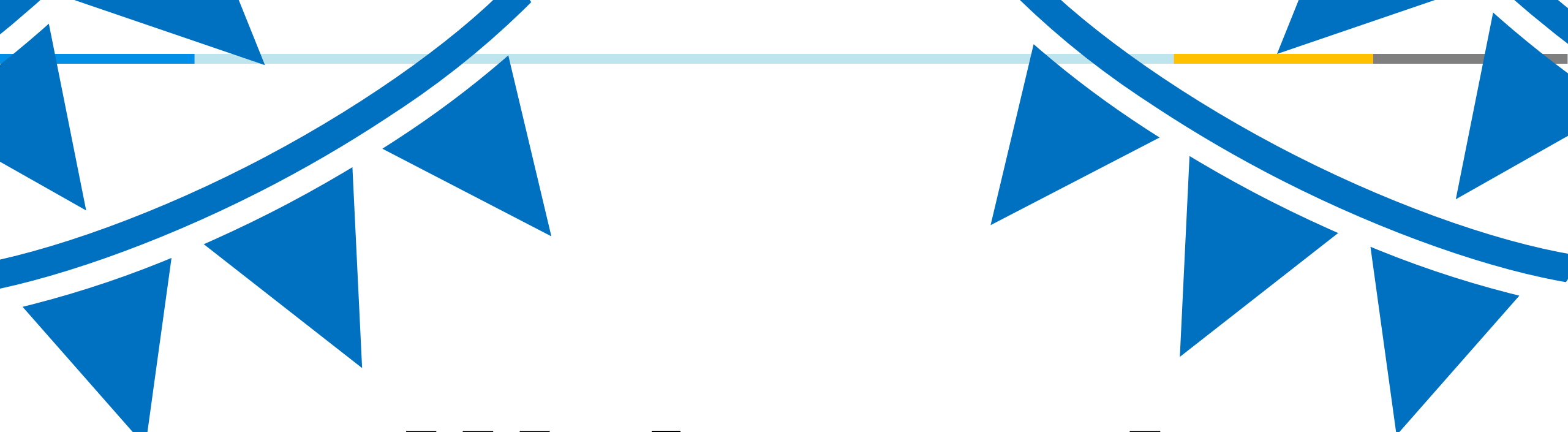


**Provider Communication
Bulletin**
Sign-up & Archive

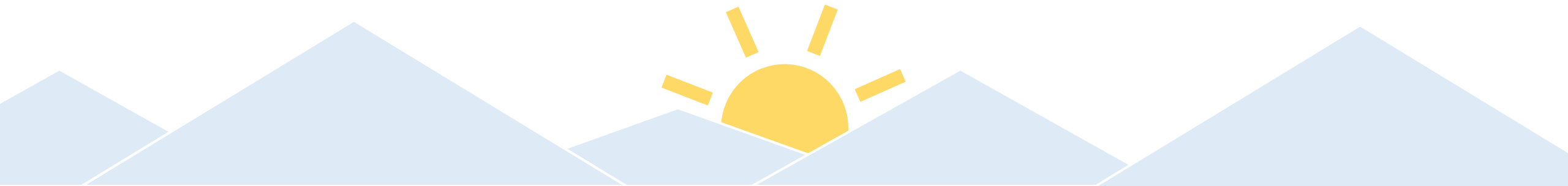
**Provider Central > Resources >
Communication Bulletins**

Vaya Participants

- **Crystal Williams**, Program Assistant
- **Donald Reuss**, VP of BH/IDD Provider Network Operations (**Host**)
- **Dr. Thao-Vi Dao**, Medical Director of Integrated Care
- **Erin Cotter**, Executive Director of Community Relations
- **Jennifer Jennings**, SU Network Development Director
- **Kara Meader**, SU Provider Network Manager
- **Kate Glance**, Regulatory Reporting Director
- **Kendra Chapman**, Provider Educator (Co-Producer)
- **Terry Spencer**, Health Education and Aging Resource Team (HEART) Manager
- **Walter Linney**, Provider Quality Assurance Manager



Welcome!



National Drug & Alcohol Recovery Month

- Established by SAMHSA in 1989, National Recovery Month is observed to promote evidence-based treatment and celebrate the recovery community and those who support it.
- The 2025 theme is “Recovery is REAL – Restoring Every Aspect of Life”, emphasizing four pillars of recovery: Health, Home, Purpose, and Community.
- Approximately 17% of Americans aged 12+ have experienced a substance use disorder in the past year, making provider awareness and engagement critical.
- Recovery Month helps reduce stigma around addiction and mental health, encouraging open dialogue and making it easier for individuals to seek help



FASD Awareness Month

- **FASDs affect up to 1 in 20 U.S. school-aged children**, making it more common than many providers realize.
- **There is no known safe amount or time to drink alcohol during pregnancy**, even small amounts can cause lifelong developmental and behavioral issues.
- **Early identification and intervention can significantly improve outcomes** for individuals with FASDs, highlighting the importance of provider awareness and screening.



Data Dig

With Kate Glance



Substance Use Treatment in the US, 2023

Types and Locations of Substance Use Treatment Received in the Past Year,
People Aged 12 or Older, 2023

Substance Use Treatment - 12.8M

Outpatient - 9.8M

Telehealth Treatment - 4M

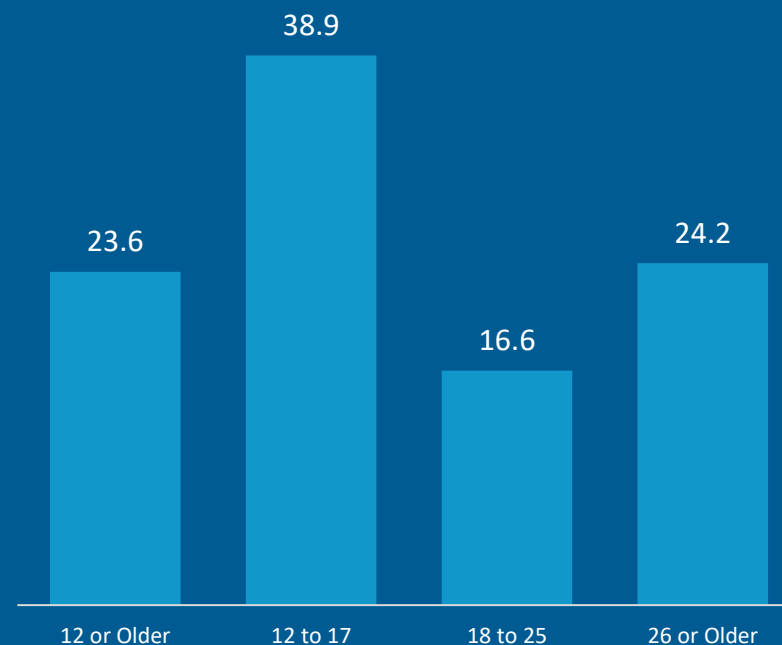
Inpatient - 3.5M

Medication-Assisted Treatment for Opioid Use - 2.3M

Medication-Assisted Treatment for Alcohol Use - 1.1M

Prison, Jail, or Juvenile Detention Center - 797,000

Percent Receiving Substance Use
Treatment in the Past Year, Among People
Aged 12 or Older Who Needed Substance
Use Treatment in the Past Year, 2023



On Your Radar: Provider Announcements





Hurricane Helene Recovery Update: New App to find WNC Resources

- [Hope4NC](#) is onsite in all affected counties in WNC - linking people to essential recovery resources, mental health supports and recovery/ resiliency trainings.
- [Hope4NC](#) teams have been introduced to a new application that connects people to resources.
- The [Project Your Home App](#) is one resource that can direct people to emergency shelters, law enforcement, food and water resources, construction materials and other community support assets, including our Hope4NC mental health services.
- We also use NCCares360; Disaster Care Management SmartSheets, and the Long-Term Recovery Groups (LTRGs or NC-VOADS) in most counties across WNC.



Inclusion Works Strategic Plan

- The DMH/DD/SUS Inclusion Works initiative has released their [2025-2030 Strategic Plan](#) outlining the future of employment supports and opportunities for people with IDD in North Carolina.
- The Strategic Plan emphasizes informed choice, fair pay, and equal employment opportunity, and provides a road map for making Competitive Integrated Employment (CIE) a reality for all who choose to pursue it.



Standing Orders to Increase Access to Covid-19 Vaccines

- [Governor Josh Stein directed the North Carolina Department of Health and Human Services to issue Standing Orders](#) that make it easier for adults in North Carolina to get their COVID-19 vaccines at pharmacies across the state.
- This order, issued by the State Health Director Dr. Larry Greenblatt, allows pharmacies to give COVID-19 vaccines to adults age 65 and older, and adults age 18 to 64 who have certain health conditions that put them at higher risk, without needing a prescription from a provider.
- To access a full list of qualifying conditions for eligibility to get the COVID-19 vaccine at a pharmacy without a prescription, [visit the CDC's website](#).

NC Medicaid Coverage Change for GLP-1 Weight Management Medications

- Effective Oct. 1, 2025, NC Medicaid coverage of GLP-1s for weight loss, including Saxenda, Wegovy and Zepbound, will be discontinued.
- These medications will continue to be covered for the indications of reduction in cardiovascular death, heart attack, and stroke in obese adults with cardiovascular disease, noncirrhotic metabolic dysfunction-associated steatohepatitis (MASH), and severe obstructive sleep apnea (OSA).
- These medications will also be available under EPSDT for beneficiaries under 21 years of age if medical necessity can be demonstrated. There will be no changes to coverage for GLP-1 medications for the treatment of diabetes.
- All current prior authorizations will no longer be valid after Sept. 30, 2025. Providers will need to obtain a new prior authorization for qualifying beneficiaries after Oct. 1, 2025.
- For more information, visit the [NCDHHS bulletin \(Sept. 5, 2025\)](#). For member specific questions, call the pharmacy service line at 1-800-540-6083

NC Innovations Provider Quarterly Self-Review of Member Record Submission Deadline

The NC Innovations Provider Quarterly Self-Review of Member Record is due on the 10th of each month following the end of the quarter. Providers must submit reviews on the [current form](#), available on the [Forms](#) page of our Provider Central website.

Before Submitting your form, please ensure you:

- Use the correct version
- Include your signature and the date
- Include the member's correct birthdate
- Note the coverage quarter
- Select all checkboxes (or mark "Not applicable")
- Complete the grid (if your organization has an authorization to provide a service during any portion of the quarter)

Vaya will return the form if corrections are needed. If you need help, review our [Self-Review of Innovations Member Record Job Aid](#), contact your provider network contract manager, or email Provider.info@vayahealth.com

Updates to Unlicensed AFL Home Review Process

- As part of Vaya's ongoing commitment to reduce administrative burden on providers and enhance operational efficiencies, we have streamlined and updated the tool used to conduct reviews for Unlicensed AFLs.
- The revised tool includes fewer questions and an electronic attestation regarding staff training and criminal background checks.
- These updates are designed to support a more concise and efficient review process. Vaya will begin using the new tool on Oct. 1, 2025.
- Please contact AFL.Info@vayahealth.com with any questions.



HEART Training

➤ Vaya's Health Education and Aging Resource Team (HEART) provides free onsite and web-based education and consultation related to the behavioral health needs of older adults. The team offers educational courses for professional staff of community organizers, agencies, facilities, and providers of the following priority service types:

- Adult Care Home/Family Care Home
- Assertive Community Treatment/Community Support team
- Emergency Departments and health clinics
- Home Health
- Hospice
- Mobile Crisis Management
- Psychosocial Rehabilitation
- Skilled Nursing Facility
- Wellness/recovery drop-in services
- Program of All-Inclusive Care for the Elderly (PACE)



➤ [Learn More](#)

➤ vayahealth.com/calendar/

➤ HEART@vayahealth.com

➤ **1-800-893-6246**

Virtual Office Hours for Behavioral Health Clinical Coverage Policy Update

- NC Medicaid invites stakeholders to join [virtual office hours](#) to discuss the promulgation of NC Medicaid behavioral health clinical coverage policies (CCPs) and required licensure rule waivers for the 1115 Substance Use Demonstration Waiver.
- Please submit questions in advance to eboni.burton@dhhs.nc.gov.



- Sept. 22, 2025, 10-10:30 a.m.: 8A-12 [Substance Abuse Intensive Outpatient Program](#)
- Sept. 22, 2025, 4-4:30 p.m.: 8A-13 [Substance Abuse Comprehensive Outpatient Treatment](#)
- Sept. 23, 2025, 9:15-9:45 a.m.: 8A-10 [Clinically Managed Residential Withdrawal Management Services](#)
- Sept. 24, 2025, 11:30 a.m.- 12 p.m.: 8D-3 [Clinically Managed Low-Intensity Residential Treatment Services](#)
- Sept. 25, 2025, 3:30-4 p.m.: 8D-4 [Clinically Managed Population Specific High-Intensity Residential Program](#)
- Sept. 26, 2025, 4-4:30 p.m.: 8D-5 [Clinically Managed Residential Services](#)
- Sept. 29, 2025, 10-10:30 a.m.: 8D-6 [Medically Monitored Intensive Inpatient Services](#)

1st Q&A Check-in



Provider Spotlight



Provider Spotlight

Pyramid Healthcare

Jennifer Jennings, SU Network Development Director

- Pyramid Healthcare: Founded in 1999
- Pyramid Healthcare offers a complete continuum of care through a network of more than 80 residential and outpatient behavioral health treatment facilities across North Carolina as well as Connecticut, Georgia, Maryland, New Jersey, Pennsylvania, Virginia and West Virginia.
- Each year, Pyramid Healthcare serves more than 60,000 clients, with over 14,000 patients enrolled in the system at any given time.
- Open 24/7/365, Pyramid Healthcare's call center answers more than 60,000 calls per month, staffed by real people dedicated to connecting individuals with the help they need.
- Pyramid Healthcare's wide range of offerings comprises substance use, mental health, co-occurring and eating disorder treatment services, schools for children with developmental disabilities and specialized programming for veterans.



A Round of Applause for....

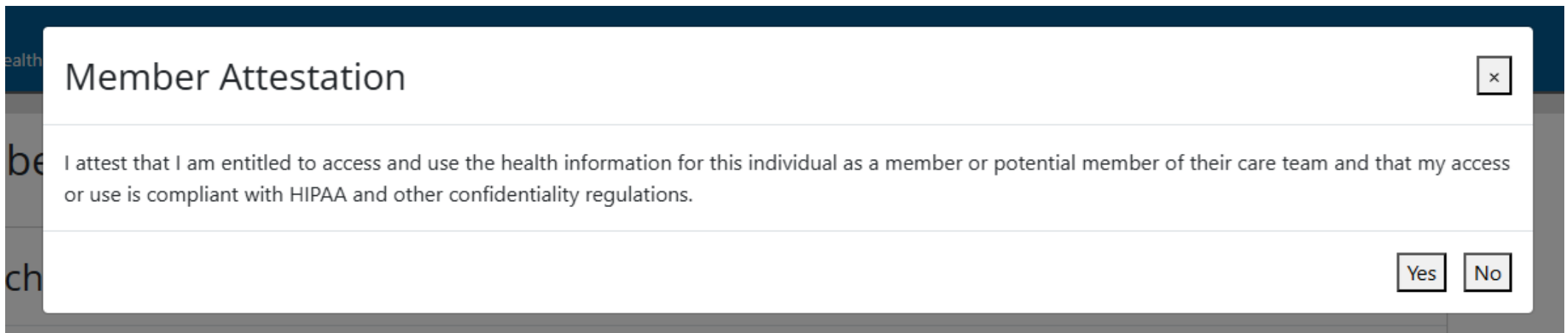


Provider Portal Updates



Provider Portal Update Member Attestation

- We are adding a step to the [Provider Portal](#) when you log in and attempt to search for documents related to a specific member.
- This step is necessary to maintain compliance with HIPAA and other relevant confidentiality regulations.
- To access, use, or disclose Protected Health Information (PHI) associated with an individual, you must have a legitimate business purpose to do so.
- When you press “enter” after inputting member identifiers in the search page, you will see a popup requesting that you attest that you are authorized to access that person’s PHI.
- By selecting “yes”, you are attesting that you do have that authority. These attestations are logged in the portal system so that Vaya (and you) can stay compliant.

A screenshot of a web browser showing a "Member Attestation" popup. The popup has a title bar with a close button (X). The main text reads: "I attest that I am entitled to access and use the health information for this individual as a member or potential member of their care team and that my access or use is compliant with HIPAA and other confidentiality regulations." At the bottom right, there are two buttons: "Yes" and "No".

Member Attestation

I attest that I am entitled to access and use the health information for this individual as a member or potential member of their care team and that my access or use is compliant with HIPAA and other confidentiality regulations.

Yes No

For questions email provider.training@vayahealth.com.

Final Q&A Check-in



Thank You

Join us again on Friday, October 3rd, 2025!

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





















