



PROVIDER COMMUNICATION BULLETIN

NOV. 20, 2025 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 27

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ALL NETWORK PROVIDERS

Provider Touchpoint

Dec. 12, 2025, 11 a.m.-12 p.m.

Our Provider Touchpoint webinar is your source for the latest information for 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.

We would love to hear from you! Do you have questions about network operations? What topics most interest you? Email your thoughts to provider.training@vayahealth.com.

PROVIDER TOUCHPOINT: DEC. 12, 2025

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

NCDHHS Seeking Input on State-funded SUD Service Definitions

NCDHHS has published seven proposed State-funded service definitions for substance use disorder services. Please [review the proposed service definitions](#) and [email your feedback to NCDHHS](#) by Dec. 29, 2025. Your voice matters in shaping the public service system and supporting recovery for all North Carolinians.

Guidance on Accrued Funds under the NC Innovations Waiver IFDS Model

NC Medicaid has shared guidance on the use of accrued funds under the Innovations Waiver Individual and Family Directed Services (IFDS) model. Effective Jan. 1, 2026, health plans

managing Innovations Waiver services, Financial Support Service providers, and members participating in the IFDS model must adhere to the [IFDS Accrued Funds Policy](#), which will be included in the revised version of NC Medicaid Clinical Coverage Policy 8P.

If you have questions, email racine.allen@dhhs.nc.gov.

Peer Support Specialist Program Funding Opportunity

The North Carolina Certified Peer Support Specialist Program has announced a funding opportunity designed to strengthen the peer support workforce across the state. The program is seeking proposals to develop two new specialty training courses: Justice-Involved Peer Support and Crisis Response Peer Support. These specialty courses are designed to equip Certified Peer Support Specialists with advanced skills and knowledge to better serve individuals navigating complex life experiences.

Organizations with experience in curriculum development, peer support, behavioral health, or justice/crisis systems are encouraged to apply. [Learn more and submit an application by Dec. 15, 2025.](#)

LEARNING AND PARTICIPATION OPPORTUNITIES

Supports Intensity Scale® (SIS) Assessment Training

Vaya will offer virtual Supports Intensity Scale® (SIS) Assessment Training, a one-hour introduction to the SIS assessment and how it is administered. Topics include who is involved in the assessment, assessment purpose and frequency, and what participants can expect when they complete one.

Participants must register at least one week prior to the event and will receive a link to the training. To RSVP, select your preferred date:

- [Dec. 9, 2025](#), 1-2 p.m.
- [Dec. 11, 2025](#), 10-11 a.m.

For more information, email provider.training@vayahealth.com.

Prepared to Protect: Emergency Response Planning for Medical and Behavioral Health Providers Dec. 16, 2025, 12:30-4:45 p.m.

Join Vaya Health and the Mountain Area Health Education Center for this free virtual event. Held in collaboration with the North Carolina Healthcare Preparedness Program, this live training will equip providers serving individuals with behavioral health, intellectual/developmental disability, or traumatic brain injury needs with the knowledge and tools to develop and implement effective emergency preparedness and response plans.

Participants will learn how to coordinate emergency outreach, ensure continuity of care, and manage the relocation of individuals in alternative housing settings. The program emphasizes cross-sector collaboration, trauma-informed response, and resource mobilization to safeguard both members and staff during natural disasters and other emergencies.

[Learn more and register today.](#)

Qualified Professional Initiative and Apprenticeship Accelerators

NCDHHS is launching initiatives to recruit, train, and retain Qualified Professionals serving individuals with mental health conditions, substance use disorders, I/DD, and TBI. [Learn more](#)

[about the Qualified Professional Initiative and the Behavioral Health Apprenticeship Accelerator program.](#)

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](#).

providers.vayahealth.com



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

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