



Provider Touchpoint

**Friday, December 12,
2025**

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- Welcome
- Universal Human Rights Month
- World AIDS/HIV Awareness Month
- Guest Presentation-Brandon Wilson ABCCM
- Provider Announcements and Updates
- Learning and Participation Opportunities
- 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

- **Carter London**, Claims Supervisor
- **Celeste Ordiway**, VP of Provider Relations/Network Development (*Provider Network Operations*)
- **Cryss McMillan**, Provider Educator (*Co-producer*)
- **David Boyd**, BH Provider Network Director (**Host**)
- **Gabrielle Cuffee**, Workforce Development Coordinator
- **Kate Glance**, Regulatory Reporting Director
- **Kendra Chapman**, Provider Educator (*Q & A Moderator*)
- **Lesley Jones**, Justice Systems Network Development Manager
- **Tiffany Munday**, Integrated Care Management Director
- **Tom Wilson**, IDD Network Development Director

A scenic landscape at sunset. The sky is filled with vibrant orange and yellow clouds, with the sun low on the horizon. In the foreground, there are dark silhouettes of trees and a mountain range. The word "Welcome" is written in large, white, bold letters across the center of the image. At the top of the image, there is a horizontal bar with three segments: blue, light blue, and yellow.

Welcome

HAPPY HOLIDAYS

The holidays are a time to cherish connections with family and friends, honoring the rich heritage, history, and shared values that unite us.

National holidays hold deep meaning, serving as moments of collective celebration and reflection.

These traditions weave together the cultural fabric that strengthens our communities and enriches our society.

A heartfelt thank you to Vaya's Physical & Behavioral Health and I/DD Network Providers for their unwavering dedication to the community.

May this holiday season bring you a well-deserved opportunity to relax, recharge, and enjoy time with your loved ones.

Universal Declaration of Human Rights



[Human Rights Day](#) is observed annually *around the world* on **Dec. 10**.

It commemorates the anniversary of one of the world's most groundbreaking **global pledges**:

- The [Universal Declaration of Human Rights \(UDHR\)](#) this landmark document enshrines the inalienable rights that everyone is entitled to as a human being-regardless of race, color, religion, sex, language, political or other opinion, national or social origin, property, birth, or other status.
- The declaration was proclaimed by the United Nations General Assembly in Paris on **Dec. 10, 1948**, and sets out, for the first time, fundamental human rights to be universally protected.
- The document is available in **577 languages** and is the [most translated document](#) in the world.

December is HIV/AIDS Awareness Month



World AIDS Day, Dec.1

- *First recognized in 1988* to raise awareness about HIV and honors lives affected by HIV.
- It reminds us to remain committed to preventing new HIV infections by providing essential services to **all people** living with HIV globally.
- In the fall of **1987**, a march in Washington, D.C., coincided with the first showing of the ***AIDS Memorial Quilt***, a massive patchwork blanket adorned with the names of those who had died (*see picture on the next slide*).
- At that time, it was larger than a football field and contained **1,920 panels**. Link here to ***search the Quilt***, view each panel, search for a friend or loved one, or share your story.

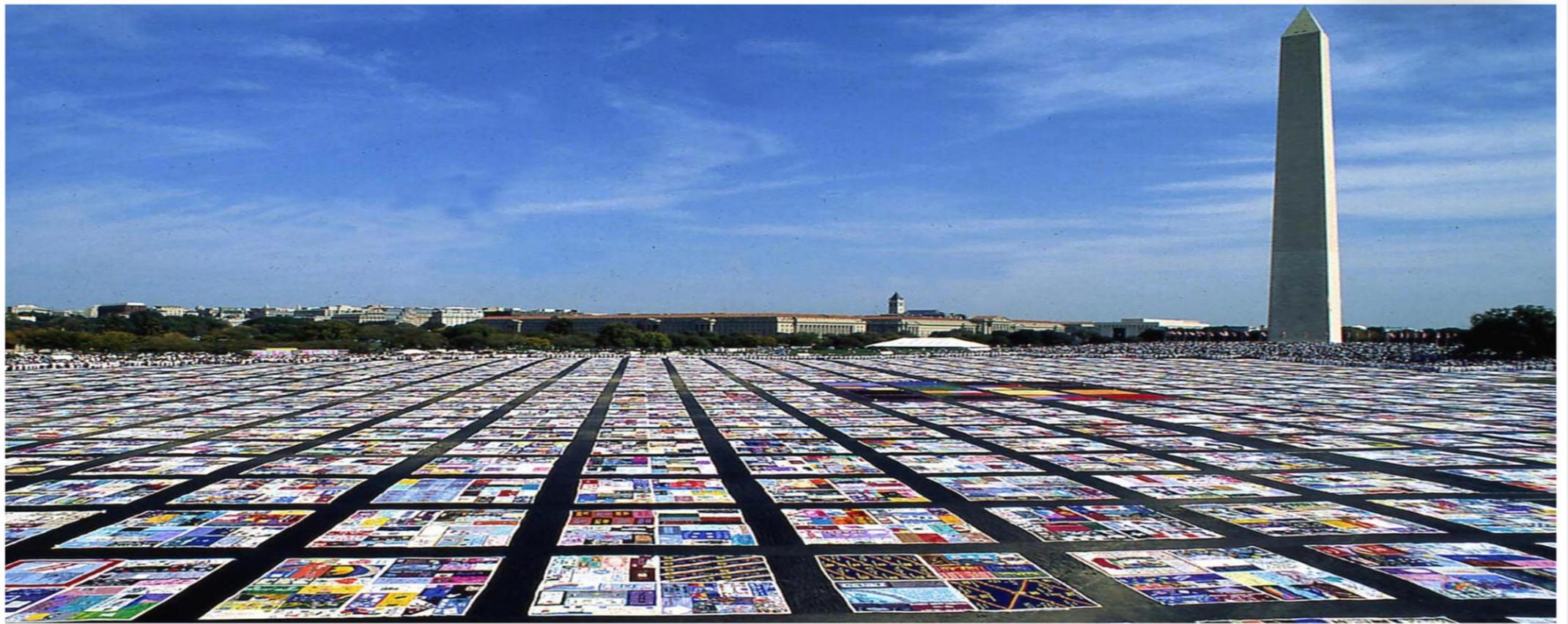


AIDS Memorial Quilt



The **NAMES Project AIDS** quilt

Representing **people** who have died of AIDS, in front of the Washington Monument.



(Highsmith, photograph between 1980 and 2006, retrieved from the Library of Congress)

Data Dig

With Kate Glance



HIV Statistics from the World Health Organization

Approximately 40.8 million people were living with HIV at the end of 2024, including 1.4 million children ages 14 and younger. In 2024:

87% of people living with HIV knew their status, including 63% of children living with it and 88% of adults.

31.6 million, or 77% of people living with HIV were receiving antiretroviral therapy.

1.3 million people acquired HIV.

Since 2010, the number of people acquiring HIV has been reduced by 40%, from 2.2 million.

630,000 people died from HIV-related causes globally.

The global HIV epidemic claimed 70% fewer lives in 2024 since the peak in 2004.

HIV continues to be a major global public health issue, claiming 44.1 million lives so far.

Guest Presentation

Brandon Wilson

Chief Operating Officer

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A Grateful Nation

Vaya Health Provider Touchpoint December
12, 2025



Brandon L. Wilson
Chief Operating Officer
ABCCM



“A grateful nation proves its thanks by
action, not applause.”

Programs Overview

Employment
& Training



Housing



Coordination
& Call Center



Outreach



Suicide
Prevention



Housing



Housing



Outreach



Housing

Veterans
Village



1-855-962-8387

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“A grateful nation proves its thanks by
action, not applause.”

On Your Radar: Provider Announcements



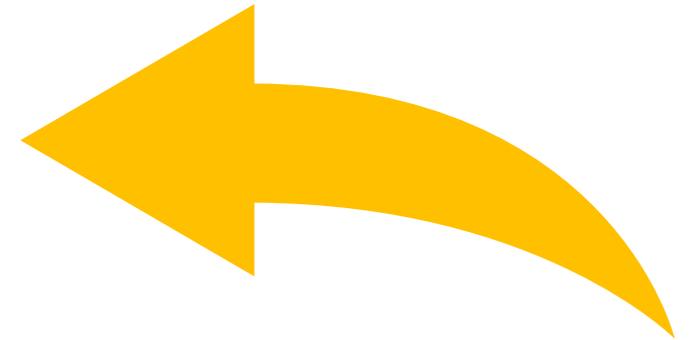
Medicaid Rate Reductions Reversed

NC Medicaid Rate Reductions Reversed

- NCDHHS has announced it is reversing widespread reductions to NC Medicaid rates effective Oct. 1, 2025.
- According to NCDHHS, recent court rulings require the state to restore rates to their levels as of Sept. 30, 2025.

For more information, review the [NC Medicaid Bulletin \(Oct. 10, 2025\)](#)

- Vaya is awaiting additional communication and guidance from NCDHHS on implementation of the restored rates.
- We will publish additional details in a future Provider Communication Bulletin.

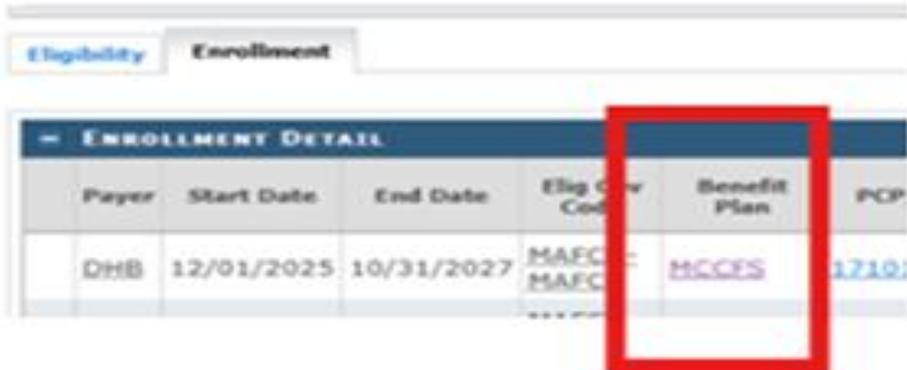


Request to Move for (CFSP) Children & Families Specialty Plan Members

- [NCDHHS announced on Dec. 2, 2025](#), that Request to Move forms for members in the Children and Families Specialty Plan to move to a Behavioral Health I/DD Tailored Plan do not need to complete a Service-associated Request.
- See this [fact sheet](#) on the [Provider Playbook](#) for more information on how to Request to Move to a Tailored Plan.
- For more information, [link here](#).

NCTRACKS and CFSP

- Providers can check member eligibility in NCTRACKS.
- If a member has moved to CFSP, you will see code **MCCFS**. **MCCFS** refers to *Medicaid Managed Care Child and Families Specialty Plan (CFSP)*.
- If you have questions about Healthy Blue Care Together, please outreach them at **833-777-3698** or at nc_provider@healthybluenc.com.



The screenshot shows a web interface with two tabs: 'Eligibility' and 'Enrollment'. Below the tabs is a table titled 'ENROLLMENT DETAIL'. The table has columns for Payer, Start Date, End Date, Elig Code, Benefit Plan, and PCP. The 'Benefit Plan' column for the first row contains the code 'MCCFS', which is highlighted with a red rectangular box.

Payer	Start Date	End Date	Elig Code	Benefit Plan	PCP
DHB	12/01/2025	10/31/2027	MAEC MAEC	MCCFS	1710



RFP: Reimagining Health and Public Safety Overdose Initiatives (RHAPSODI) Project

- With support from the Centers for Disease Control and Prevention, the National Association of County & City Health Officials (NACCHO) is offering a funding opportunity to build the evidence base for overdose prevention programs at the intersection of public health and public safety and to reduce overdose deaths. NACCHO will award funding to up to 15 applicants.
- For more information, review the [Request for Proposals](#). Applications must be submitted by 5 p.m. Jan. 5, 2026.



Provider Portal Updates





Provider Portal Weekend Maintenance

- Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from **10 p.m. on Saturday, Dec. 12, to 10 a.m. on Sunday, Dec. 14, 2025.**
- Please do not attempt to use the portal during this time.

Physical Health Provider Announcements





Durable Medical Equipment (DME) Claims Submission

- Vaya manages *Durable Medical Equipment*, Prosthetics, Orthotics, and Supplies (DME/POS) Miscellaneous services for Medicaid members of our Behavioral Health and I/DD Tailored Plan.
- Please note claims for DME/POS services must include both the National DME Miscellaneous and corresponding local **W codes** to be eligible for reimbursement.
- [Read more.](#)

Behavioral Health, I/DD, and TBI Provider Announcements

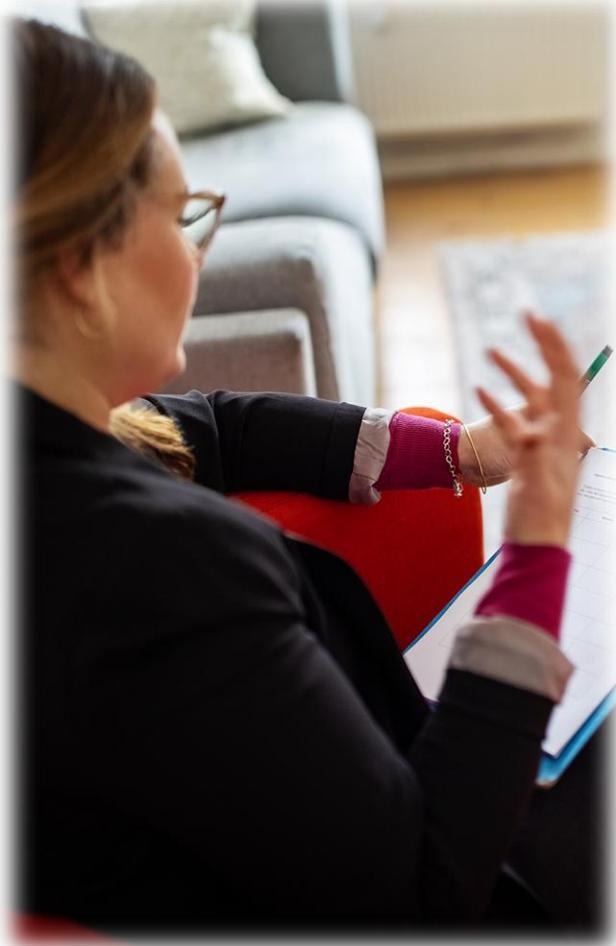


WNC Healthcare Workforce Forum

Jan. 29, 2025, 9 a.m.-1 p.m.

- The [WNC Healthcare Workforce Forum](#) in Asheville will help employers and partners in your networks (human resources leads, practice managers, clinical education teams, etc.) **understand the regional shortage of health care workers and learn strategies for growing and sustaining the talent pipeline.**
- This event will take place at the Land of Sky Regional Council in Asheville and cover regional supply-and-demand data, highlight employers' best practices, and provide opportunities to discuss regional challenges and innovations. [Register online.](#)
- The forum is **designed for employers that are actively hiring, training, or supporting the health care workforce in western North Carolina**, including:
 - Hospitals & Health Systems
 - Long Term Care & Skill Nursing Facilities
 - Assisted living & senior care organizations
 - Federally Qualified Health Centers & primary care practices
 - Behavioral health providers
 - Home health & home care agencies
 - EMS & emergency services
 - Allied health employers
 - Any organization with significant health care workforce needs

NCDHHS Launches Licensed Workforce Loan Repayment Program



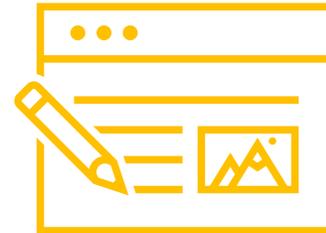
- NCDHHS is accepting applications for the Licensed Workforce Loan Repayment Program, a **\$20 million initiative to help recruit and retain licensed professionals serving individuals with behavioral health disorders, I/DD, and/or TBI in rural and underserved communities.**
- This program is part of the state’s strategy to strengthen the behavioral health and human services workforce and increase access to care across North Carolina.
- The program offers **up to \$50,000 in student loan repayment.** It requires a three-year service commitment in a rural or underserved county and is available to non-medical, licensed professionals who meet eligibility requirements.
- For details and access to the application portal, visit the NCDHHS Licensed Workforce Loan Repayment Program webpage. [Licensed Workforce Loan Repayment Program | NCDHHS](#)

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 members correct birth date.
- 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.

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.



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.
- [Request For Applications - Specialty Courses | NC Peer Support Specialist Certification Program](#)

Project SPARK Expands Employment Support for Individuals with IDD

- NCDHHS' [Project Spark initiative will launch 10 new locations](#) across the state to expand access to services and supports that help people with I/DD succeed in finding Competitive Integrated Employment (CIE).
- Project Spark currently hosts sites in Siler City, Raleigh, and Rocky Mount.
- **The new locations will be in Asheville, Boone, Gastonia, Winston-Salem, Greensboro, Durham, Wilson, Greenville/Kinston, Jacksonville, and Wilmington.**
- The Wilmington site was officially operational in October 2025, with the remaining sites scheduled to launch throughout 2026.
- For more information about Project Spark, including eligibility requirements and how to participate, visit the [Project Spark website](#).



1st Q&A Check-in



Learning & Participation Opportunities



Prepared to Protect: Emergency Response Planning for Medical and BH Providers

December 16, 2025, 12:30-4:45 p.m.

- **Join Vaya 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, I/DD, or TBI 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 & 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 & BH Apprenticeship Accelerator Program](#)



Final Q&A Check-in



Thank You

Join us again on: **Friday, January 9, 2026!**

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





Welcome

The image features a dark background with numerous out-of-focus, glowing circular light spots in shades of yellow and orange, creating a bokeh effect. At the top, there is a horizontal bar with a blue segment on the left and a yellow segment on the right. The word "Welcome" is centered in a large, bold, white sans-serif font.

Welcome



Welcome