



Provider Touchpoint

**Friday, January 23,
2026**

Provider Touchpoint

Friday, January 23, 2026

- Welcome
- Winter Storm Guidance and Resources
- Cervical Health Awareness Month
- Provider Announcements and Updates
- Learning and Participation Opportunities
- Q&As

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

- **Ashley Parks**, Child & Family Treatment Continuum Director
- **Dr. Jay Vora**, Pharmacy Director of NC Medicaid Managed Care
- **Gabrielle Cuffee**, Workforce Development Coordinator
- **Jennifer Jennings**, SU Network Development Director
- **Jennifer Tatum**, Provider Educator (**Co-Producer**)
- **Kate Glance**, Regulatory Reporting Director
- **Kurt Boldt**, Assistant VP of Provider Network (**Host**)
- **Monica Thomas**, Administrative Support Professional (**Q&A Moderator**)
- **Rebecca Bonfey**, Transition and Housing Director
- **Sara Randolph**, Innovations CM Manager
- **Thelma Horton**, Community Educator

A wide-angle photograph of a mountain range at sunset. The sky is a vibrant gradient of orange, red, and purple. The mountains in the foreground are dark and silhouetted against the bright sky, while the layers of mountains in the background are visible in shades of purple and blue.

Welcome

Winter Storm Preparation: Guidance and Resources

- Gov. Josh Stein has declared a [State of Emergency](#) as North Carolina prepares for the impact of a major winter storm. Vaya is monitoring the situation and is ready to support providers in case of any disruptions in care or implementation of NC Medicaid flexibilities. For more information, visit our [Emergency and Disaster](#) webpage.
- Based on weather conditions in your area, please be advised the storm may limit the availability of Medicaid Non-Emergency Medical Transportation (NEMT) services provided by Modivcare.
- For assistance, call our **Provider Support Service Line** at **1-866-990-9712** or **Pharmacy Service Line** at **1-800-540-6083**, available 7 a.m. to 6 p.m., Monday-Saturday. Our **Member and Recipient Service Line (1-800-962-9003)** is also available 7 a.m.-6 p.m., Monday-Saturday. Our **Behavioral Health Crisis Line (1-800-849-6127)** and **Nurse Line (1-800-290-1623)** are available 24/7, every day of the year.

Winter Storm Preparation: Guidance and Resources

How can I prepare for a severe weather event?

- Connect with and support high-risk individuals, including planning for food, water, and electricity needs
- Support individuals in your care who need equipment that requires electricity
- Develop and communicate plans related to back-up staffing
- Help ensure members/recipients pick up medications from the pharmacy/Opioid Treatment Program (OTP) provider prior to the storm

Helpful Resources

- [ReadyNC.gov](#): Get trusted information on [winter weather](#) safety and preparation.
- [County Emergency Management Agencies](#)
- [Prepared to Protect: Emergency Response Planning for Medical and Behavioral Health Providers](#): Learn to develop and implement effective emergency preparedness and response plans through this self-guided online course from Vaya and the Mountain Area Health Education Center.

Cervical Health Awareness

Governor Stein declared **January as Cervical Cancer Awareness month**

- This proclamation aims to **educate about prevention and encourage regular screening.**

According to [2025 data](#) from the North Carolina Department of Health and Human Services, an estimated 428 people with cervixes in North Carolina will be diagnosed with cervical cancer, and more than 130 will die from it.

NC's overall HPV-related cancer incidence has been reported slightly higher than the national rate (13.2 vs 11.8 per 100,000), underlying how much **prevention matters.**



On Your Radar: Provider Announcements





Provider Advisory Council Monthly Meeting

Feb. 18, 2025, 10 a.m.-12 p.m.

The Vaya Provider Advisory Council (PAC) serves as an advisory body to Vaya on issues affecting network providers.

The PAC operates pursuant to a set of bylaws and is a self-governing committee.

Vaya encourages all network providers to participate in monthly PAC meetings.

To receive PAC communications or for more information about upcoming meetings, email
ProviderAdvisoryCouncil@vayahealth.com



MFP Coordination Program

Did you know Vaya Health operates the Money Follows the Person (MFP) Transition Coordination Program in all of North Carolina's 100 counties?

Program Goal:
*Empowering independence and
enhancing quality of life*

The Transition Coordination Program's main goal is to support participants in transitioning from institutional settings back into their communities



MFP Coordination Program

Older adults and people with physical disabilities may be eligible if they:

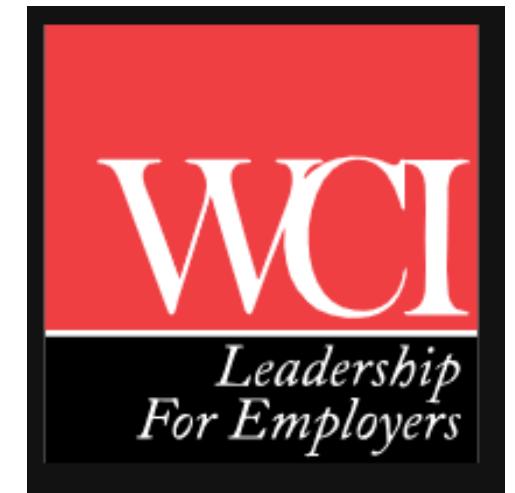
- Receive Medicaid or are eligible for Medicaid in North Carolina (participants are not required to be a Vaya member)
- Live in a Skilled Nursing Facility or qualified hospital setting for at least 60 consecutive days (this period can include time spent in an acute hospital setting)
- Have a diagnosed physical disability (age 18 and older) or are above age 55
- Want to and can live independently in the community, with appropriate supports

For more information, including application materials in English and Spanish, visit Vaya's [MFP Transition Coordination Program](#) webpage.

If you have questions, email MFP@vayahealth.com.

Human Resources (HR) Training Series

- Vaya has partnered with Western Carolina Institute (WCI), a local consulting group, to provide a **free**, targeted HR training series.
- Trainings will take place from **January through June 2026**. We encourage HR staff at network provider agencies across Vaya's region to attend.
- Virtual monthly Microsoft Teams sessions will occur **10-11 a.m.** on the following dates:



Human Resources (HR) Training Series

Jan. 22:

Program Kickoff: HR Training Series

April 9:

Coaching Employees to Success

Feb. 12:

Recruiting in Today's Climate & How to Attract
Quality Talent

May 21:

Winning Through Conflict

March 12:

Cultivating Emotional Intelligence for (Proven)
Success

June 18:

Retention & Creating a Workforce that Lasts

Registration is not required. If you have questions, email Gabrielle Cuffee, Vaya's Workforce Development Coordinator, at Gabrielle.Cuffee@vayahealth.com

1st Q&A Check-in



Physical Health Provider Announcements





GLP-1 Weight Loss Medication Update

In accordance with the Governor's directive, NC Medicaid **coverage for GLP-1s for the treatment of obesity is reinstated effective Dec. 12, 2025.**

In addition, NC Medicaid continues to cover **Wegovy** and **Zepbound** for clinical indications other than weight loss based on the U.S. Food and Drug Administration-approved indications and uses.



GLP-1 Weight Loss Medication Update

Vaya has informed all members who previously received a GLP-1 weight loss medication of this benefit update

Vaya has also sent updated benefits information to all providers who prescribed one of these medications in 2025.

Behavioral Health, I/DD, and TBI Provider Announcements





Question, Persuade, Refer: Suicide Prevention Training

In this free, virtual training, participants will learn **how to ask the right questions about suicide, how to persuade a person to get help, and how to refer them to the right resources.**

[Register online by Feb. 17, 2026.](#) The attendance limit is 30 participants.

Visit Vaya's [Calendar of Events](#) for additional training dates. Participants will receive a link to the training a week before the event.

For more information, email training@vayahealth.com.

NC Innovations Waiver and Waitlist Training

When: Feb. 17, 2026, 10-11:30 a.m.

- Participants in this free, virtual training for community stakeholders will:
 - Receive an overview of the Innovations Waiver and the Innovations Waitlist
 - Learn how to apply for the waitlist
 - Learn about Innovations Waiver services.
- [Register online](#) by **Feb. 10, 2026**. The limit for attendance is 28 participants. For more information, email training@vayahealth.com.

Child and Family Team (CFT) 1 Revised Training

- This free, virtual course provides **11 contact hours of training related to System of Care and the CFT process**; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families.
- This training is intended for Vaya members/recipients and network providers. Only three individuals from each provider organization may register.

[Register online by Feb. 18, 2026](#)

Participants will receive a link to the training a few days before the event. If you have questions, email provider.training@vayahealth.com.





1915(i) Respite and Individual and Transitional Support Clarification

Family members who reside outside of the member's home may provide Respite to the member.

Also, as a reminder, members residing in an Alternative Family Living home are not eligible to receive 1915(i) Individual and Transitional Support.

If you have any questions, please reach out to your **Provider Network Contract Manager**, or email Provider.Info@vayahealth.com

NCDHHS Apprenticeship Initiative

The North Carolina Community College Behavioral Health Collaborative, in partnership with the North Carolina Business Committee for Education, will host **a series of events to help behavioral health and I/DD providers strengthen their workforce.**

Sessions will focus on:

- Practical strategies to recruit, train, and retain non-licensed personnel
- How to launch or expand registered apprenticeship programs
- How apprenticeships can offer hands-on training, create clear career pathways, and improve long-term staff retention

Participants will also gain ideas for building partnerships with local community colleges and high schools and have opportunities to connect with education partners, apprenticeship experts, and peers working to address workforce shortages.



NCDHHS Apprenticeship Initiative

- 2026 Apprenticeship Workshops will take place from **9 a.m.-3 p.m.** on the following dates.

Select a date below to register online.

- [Feb. 4: NCSU McKimmon Center](#)
Durham, Franklin, Granville, Johnston, Lee, Person, Vance, Wake, and Warren
- [Feb. 18: Guilford Technical Community College](#)
Alamance, Caswell, Chatham, Guilford, Montgomery, Orange, Rockingham, Randolph
- [March 18: Catawba Valley Community College](#)
Alexander, Alleghany, Ashe, Burke, Caldwell, Catawba, Iredell, Watauga, and Wilkes counties

Henderson Behavioral Health Conference

- Join us for this in-person event as we explore our theme, **Connected for Impact**, and guide participants through a fun national parks-inspired journey of learning, connection, and collaboration with a focus on improving local behavioral health outcomes.
- For full details, including available scholarships, visit the [conference webpage](#). Scholarship applications are open until **Feb. 1, 2026**.

March 23, 2026
8:30 a.m. – 5:00 p.m.





WNC Thrive Initiative

As part of Hurricane Helene recovery, [WNC Thrive](#) expands resources for children, youth and families affected by the storm.

The program helps young people heal, reconnect, and thrive through safe, supportive, engaging activities- all at no cost to families.

Supports include **after school and summer camp programs for children and adolescents**. More information can be found on our website [here](#).

Victory Junction Family Weekends and Summer Camp

In partnership with DHHS and Trillium Health Resources, **Victory Junction is offering family weekends and summer camp for children and families in Hurricane Helene impacted counties with complex medical and physical needs.**

General Eligibility requirements:

- Ages 3-17 for Family Weekends
- Ages 6-17 for Summer camp
- Ability to function and participate in a group setting
- Children with the following diagnosis (not an exhaustive list):
 - Bleeding disorder, Burn Survivors, Cancer, Cerebral Palsy, Craniofacial Anomalies, Gastrointestinal Disorders, Genetic Disorders, Heart Disease, Immunologic Disorders, Kidney Disorders, Lung Disease, Neurological Disorders, physical Disabilities, Rheumatologic Disorders, Sickle Cell Disease, Skin Disorders

More information and registration form can be found [here](#).

Learning & Participation Opportunities



Local Certified Forensic Evaluator Training

Feb. 27, 2026, 9 a.m.-5 p.m.

Providers interested in becoming **certified to complete forensic evaluations** must attend an approved initial training, which is offered twice per calendar year. To apply for consideration to attend, email a completed [Local Certified Forensic Evaluator Training Registration Form](#) in Microsoft Word format to provider.training@vayahealth.com by 5 p.m., Feb. 6, 2026.

If you are currently a forensic evaluator but **did not attend one of the mandatory annual training courses in June 2025, your certification has lapsed**. You will need to apply to take the initial Local Certified Forensic Evaluator Training again.

Separate forms are required for each person who wishes to attend. For more information, email provider.training@vayahealth.com.



Provider Communication Bulletin (PCB)

Please refer to our recent Provider Communication Bulletins for more information on Learning and Participation Opportunities.

➤ [Issue 37](#)

➤ [Issue 38](#)

Final Q&A Check-in



Thank You

Join us again on Friday, February 6, 2026!

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