



PROVIDER COMMUNICATION BULLETIN

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IN THIS ISSUE: Provider Touchpoint | Scheduled Downtime for Vaya's Managed File Transfer Platform | PRTF Overview Training | Mental Health First Aid – Adult: Training in Asheville | Resource Parent Curriculum Workshop | Trauma-focused CBT Training Opportunities

ALL NETWORK PROVIDERS

Provider Touchpoint March 6, 2026, 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 any questions about network operations? What topics most interest you? Email your thoughts to provider.training@vayahealth.com.

PROVIDER TOUCHPOINT: MARCH 6, 2026

Scheduled Downtime for Vaya's Managed File Transfer Platform

CrushFTP, Vaya's secure file transfer platform, will undergo system updates from 6 p.m. Friday, Feb. 27, to 12 a.m. Saturday, Feb. 28, 2026. Users will not be able to transfer files during this time.

For more information, [review our provider memo](#) from Feb. 5, 2026. For assistance, email ServiceDesk@vayahealth.com or call 1-800-893-6246, ext. 1500.

LEARNING AND PARTICIPATION OPPORTUNITIES

Psychiatric Residential Treatment Facility Overview Training March 6, 2026, 9 a.m.-12 p.m.

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services, along with NC Medicaid, the Division of Health Service Regulation, and the Division of

Social Services, will offer a virtual Psychiatric Residential Treatment Facility (PRTF) Overview training. The event will focus on vital information for in-state and out-of-state providers serving North Carolina children and families, including:

- Federal PRTF rules
- North Carolina PRTF licensing rules
- Interstate Compact rules
- PRTF attestation requirements
- The Ukeru initiative
- Incident reporting requirements

For details, [see the training flyer](#). If you have questions, email dmh.advocacy@dhhs.nc.gov with the subject line: PRTF Training.

Mental Health First Aid – Adult: Training in Asheville March 9, 2026, 8 a.m.-5 p.m.

Vaya and Buncombe County Health and Human Services will offer a free, in-person Mental Health First Aid training for community members. This eight-hour course will teach participants skills to provide initial support to adults who may be developing a behavioral health concern or crisis and connect them to appropriate care. It will also cover ways to combat stigma, de-escalate a crisis, and support someone who may be having thoughts of suicide.

[Register online](#) by **March 2, 2026**. Attendance is limited to 20 participants. For more information, email beth.pfister@vayahealth.com.

Resource Parent Curriculum Workshop

Vaya will offer an eight-week [Resource Parent Curriculum workshop](#) from 5:30-7:30 p.m. Mondays from April 6-June 1, 2026. This virtual training, developed by experts at the National Child Traumatic Stress Network, helps therapeutic, foster, adoptive, and kinship caregivers better understand how trauma impacts children's behavior and development while building practical, trust-based strategies for responding to challenging behaviors. Participants gain increased knowledge about trauma, greater confidence in their parenting approach, and meaningful connections with other caregivers.

[Register online](#) by **March 30, 2026**. For more information, email provider.training@vayahealth.com.

Trauma-focused CBT Training Opportunities

Ashley Fiore, LCSW, trains mental health providers in evidence-based treatments for children who have experienced trauma, helping clinicians obtain national certification in Trauma-focused Cognitive Behavioral Therapy (CBT) and Alternatives for Families CBT. Fiore also offers advanced training topics and consultation. To learn more, visit [her website](#), [read about available courses](#), or review [live virtual training opportunities](#).

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