

Vaya Partners Provider Touchpoint

Friday October 2, 2026

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 two 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 ProviderInfo@VayaPartners.org.

Where Can I Find...



Provider Touchpoint
Recordings and Resources

[Provider Touchpoint](#)
[Recordings and Slides: Vaya](#)
[Partners](#)



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

[Provider Communication](#)
[Bulletins: Vaya Partners](#)

Provider Touchpoint

Friday, Oct. 2, 2026

- Welcome
- Better Together: Vaya Partners Merger Updates
- Provider Announcements and Updates
- Mini Training: Diabetes Education
- Learning and Participation Opportunities
- Q&A



Vaya Partners Participants

- **Angela Jackson**, Claims Quality Assurance Director
- **Chenetta Clarke**, Senior Practice Support Specialist (Clinical Systems Development)
- **George Ingram**, Provider Network Senior Advisor (**Host**)
- **Jennifer Flint**, Innovations Care Management/Care Manager
- **Larry Holcombe**, Director of TCM and Innovations Monitoring
- **Dr. Melissa Hamm**, Utilization Management BH/IDD/TBI Clinical Director
- **Monica Thomas (Q&A Moderator, and Co-Producer)**, PNO Administrative Support Professional
- **Onika Wilson**, VP of Provider Quality
- **Stephanie Hilbert**, Systems Analyst Supervisor
- **Dr. Thao-Vi Dao**, Medical Director of Integrated Care

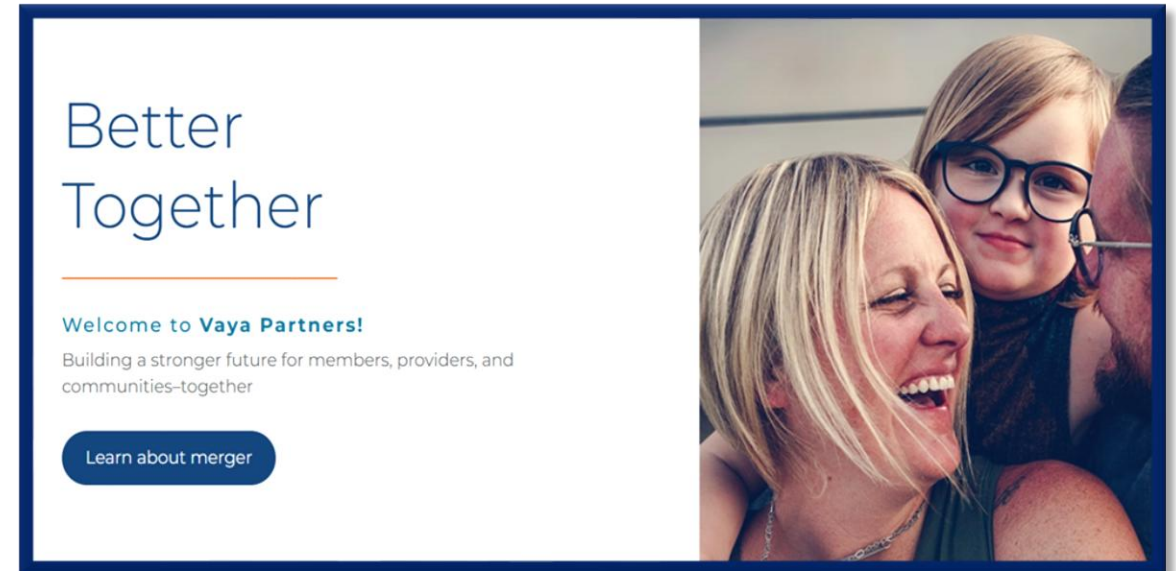
WELCOME

Better Together: Vaya Partners Merger Updates



Continuation of Services

- Automatic enrollment with Vaya Partners on **Oct. 1, 2026.**
- Member direct communication mid-September
- More information can be found at vayapartners.org
- Members with questions can also reach out to Member Services at **1-888-235-4673**



Provider Merger Webpage and FAQ Form

- To learn more, visit the [Vaya Partners](#) webpage and [Provider FAQ](#).
- To get answers to your questions, submit our [Provider FAQ](#) form.

www.vayapartners.org



Better Together: Vaya Partners Merger

Vaya Health and Partners Health Management are committed to providing ongoing updates related to the merger effective Oct. 1, 2026. Our goal is to provide clear communication, predictable processes, and timely information with as little disruption as possible.

This form is for merger-related questions that have not been addressed through Provider FAQs, Provider Communication Bulletins, or Provider Touchpoint webinars. Submitting your question through this form ensures we track the question, route it to the appropriate person and/or team, and include the answer in updated Provider FAQs where appropriate.

You may submit multiple forms if you have more than one question.

Provider Central Website

- Our new Provider Central website is available at providers.vayapartners.org and includes access to the Vaya Partners [ProviderCONNECT](#) portal and our [Provider Operations Manual](#).
- Please note the manual and all requirements outlined within it are a binding part of network providers' contracts with Vaya Partners.
- We continue to add forms and other documents to ProviderCENTRAL.
- If you need information that is not currently available or need other assistance, call ACCESS Provider Services at **1-866-990-9712** between 7 a.m.-6 p.m. Monday-Saturday.
- Prescribers can also call the Pharmacy Service Line at **1-800-540-6083**, and providers can always contact us by email at ProviderInfo@VayaPartners.org.

Merger Information Sessions

Oct. 5, 2026, 2-3 p.m.

Stay connected and informed throughout the merger transition by attending our weekly Provider Merger Information Sessions.

- Sessions will be held on **Mondays** from **2-3 p.m.** and will **rotate** between our departments: Provider Network Operations (PNO) Contracting, Utilization Management (UM), and Claims & Billing.

These sessions will continue into November and offer providers direct access to subject matter experts, important updates, and answers to common questions.

[Join our next session](#) on **Oct. 5, 2026**, with information from the **Utilization Management** department.

Oct. 5- Utilization Management

Oct. 19- Claims and Billing

Oct. 26- PNO/Contracting

Vaya Partners Rates Revisions Effective Oct. 1, 2026

- Vaya Health and Partners Health Management merged, today, **Oct. 1, 2026**, to form Vaya Partners.
- Updated select standard rates for all behavioral health Medicaid and non-Medicaid (State-funded) services are now posted on the Vaya Partners website at VayaPartners.org.
- They are also accessible through Vaya's legacy [Rate and Checkwrite Schedules](#) webpage and the Partners legacy website at partnersbhm.org.
- Please note the posted rates do not include the forthcoming direct care worker increases announced by NC Medicaid on **Sept. 25, 2026**.

Vaya Partners Rates Revisions Effective Oct. 1, 2026

Review the **Oct. 1, 2026**, rate adjustments for the following services:

- Innovations Waiver and 1915(i) services, including:
 - Community Living and Supports
 - Community Networking
 - Residential Supports
 - Supported Living
 - Supported Employment
- Medicaid Behavioral Health Crisis Risk Assessment and Intervention
- Non-Medicaid Assertive Engagement
- Clinician-based service enhanced rates billed with modifier YB, YG, 22, and Therapy delivered “In-Home” and billed with a residence place of service code

Vaya Partners Rates Revisions Now Effective: Oct. 1, 2026

- Please remember to make necessary changes to provider billing systems, including in the HHAeXchange system, for all electronic visit verification (EVV) services, and to bill charges at or above the posted rates to receive the full unit reimbursement.
- If you have questions, please email ProviderInfo@VayaPartners.org.

ProviderCONNECT Portal

- Vaya Partners will use the legacy Vaya portal now called: [ProviderCONNECT](#)
- Providers new to using ProviderCONNECT will receive a welcome packet with onboarding instructions after they sign their contract.
- We are currently offering live “**ProviderCONNECT**” trainings, also listed as Provider Portal Trainings.
- Self-service resources are also available on the [Resources](#) page of our webpage.

ProviderCONNECT Portal Training

Join us for training to help providers navigate ProviderCONNECT

Subject matter experts will be available to answer questions, and registration is not required.

General Overview and Navigation

- Tuesdays, 1-2 p.m. [Join on Microsoft Teams](#).
- Thursdays, 10-11 a.m. [Join on Microsoft Teams](#).

Claims Overview

- Mondays, 10-11 a.m. [Join on Microsoft Teams](#).
- Wednesdays, 1-2 p.m. [Join on Microsoft Teams](#).

Utilization Management Authorizations

- Tuesdays, 10-11 a.m. [Join on Microsoft Teams](#).
- Thursdays, 1-2 p.m. [Join on Microsoft Teams](#).

Contracting Update

Partners Legacy Providers

- All network providers contracted with Legacy Partners but not Legacy Vaya, and who are in good standing with both organizations, should have received your contracts.
- If you have not received a contract, email contracts@partnersbhm.org and include the provider's legal name, NPI number, legal signatory full name, title, email address, and phone number.

Vaya Legacy Providers

- Receiving Amendments throughout September and into October.
- If you have questions or concerns, please reach out to your assigned Provider Network Contract Manager.

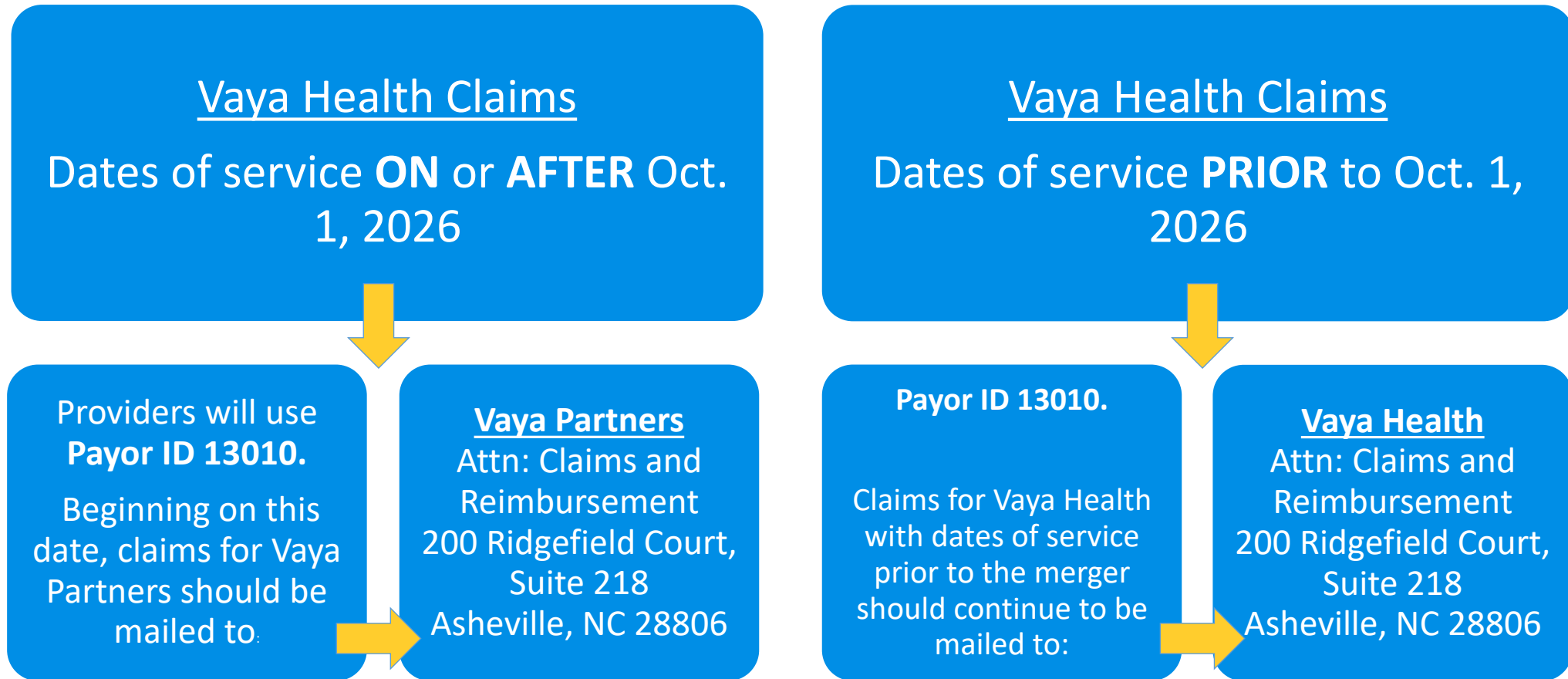
Contract Amendments Update

Providers previously contracted with both Partners and Vaya will receive an amendment in the coming months.

- Active site locations and services in effect as of **Sept. 30, 2026**, are now reflected in the Vaya Partners internal Conduent HSP claims management system as of **Oct. 1, 2026**.
- Providers with existing Vaya and Partners contracts may continue providing services and billing claims for Vaya Partners members on and after **Oct. 1, 2026**, in accordance with the terms of their existing contract.
- While the amendments are not required for the merger, there are **2,000** providers whose contracts expire on **Nov. 30, 2026**.
- Please pay attention to the contract amendments and sign them as soon as you receive them.
- Some of the provisions being updated include increasing the timely filing period from **180** days to **365** days.

Claims Submission: Mailing Address Updates

**Effective Oct. 1, 2026*



Claims Submission: Mailing Addresses

**Effective Oct. 1, 2026*

Partners Health Management Claims
Dates of Service **PRIOR** to
Oct. 1. 2026



Behavioral Health

Providers will use Payor ID **13141**.

Mail claims to:

Partners Health Management
901 S. New Hope Road
Gastonia, NC 28054

Physical Health - CCH

Providers will use **Payor ID 68069**.

Mail claims to:

Partners Health Management (CCH)
Attn: Claims
PO Box 8002
Farmington, MO 63640-8002

Eligibility and Enrollment

- Please use the designated Eligibility and Enrollment (E&E) support lines and contact information below, rather than calling E&E staff on their direct phone lines, to ensure you are connected to the appropriate staff for timely assistance.
- For all member-related inquiries for dates of service after Oct. 1, 2026, contact Vaya Partners ACCESS Provider Services at **1-866-990-9712** or email EandE@VayaPartners.org.
- For inquiries regarding Partners members for dates of service before Oct. 1, 2026, continue using the Partners E&E State and Medicaid lines:
 - Partners E&E State Line: **1-980-533-6196**
 - Partners E&E Medicaid Line: **1-980-533-6197**

Upcoming State Enrollment Changes

- Legacy Partners allowed State enrollment requests to be processed up to seven calendar days after the date of service. **Effective Oct. 1, 2026**, enrollment requests must be submitted within **five business days** after the date of service. Under the new process, weekends and holidays will not be counted when calculating the allowable backdating period.
- **Effective Oct. 1, 2026**, Vaya Partners' Conduent HSP claims system will allow Medicaid enhanced services to be processed for CDW without requiring a State enrollment layer. Providers will no longer be required to submit a request for a State enrollment layer solely for CDW tracking purposes.
- The Conduent HSP claims system (accessed via the Provider Portal, which will become ProviderCONNECT starting Oct. 1) will allow these services to be recognized without the additional State enrollment layer requirement.

Upcoming State Enrollment Changes

- **Effective Oct. 1, 2026**, State enrollment requests for members with active third-party insurance must include a service code from the NCDHHS bypass list. If a member has active third-party insurance and the service code is not included, the enrollment request will be returned to the provider with a note in the comments stating there is private insurance showing in NCTracks. The provider should follow up with the private insurance company for payment or provide a service code from the NCDHHS bypass list.
- **Effective Oct. 1, 2026**, providers will be able to **post-date** Target Populations up to 60 days in advance.
- **Effective Oct. 1, 2026**, all NC Support Needs Assessment Profile (NC-SNAP) assessments must be emailed to NCSnaps@VayaPartners.org.

Eligibility and Enrollment Update

Please review the [Provider Communication Bulletin 2026-27, Issue 21](#) (Sept. 24, 2026) for more information. We have a few additional updates for providers when submitting eligibility and enrollment requests for state benefits:

- When enrolling members for state benefits, a social security number is required. Effective Oct. 1, 2026, for members without a social security number, they will only be enrolled for **1** day and will only receive emergency services. If the social security number is not provided when the emergency services end, the enrollment will be ended.
- Effective Oct. 1, 2026, to gain consistency in member data, for members that are homeless, providers are requested to place "Homeless" in the Address line along with the provider's city, state and zip code.

NC Innovations Provider Quarterly Self-Review of Member Record Requirement: Oct. 1, 2026, Changes

- The NC Innovations Waiver requires that Care Managers monitor implementation of the member's care plan/Individual Support Plan (ISP) using a standardized monitoring checklist.
- When Vaya Health and Partners Health Management merge on Oct. 1, 2026, to form Vaya Partners, Innovations Waiver providers will experience changes in submitting quarterly self-review tools.

What is changing?

- Vaya Partners is making changes to the quarterly self-reviews required of Innovations Waiver providers.
- **Effective Oct. 1, 2026**, Innovations Waiver providers will no longer have to submit quarterly self-review tools.
- Use of the self-review form will be discontinued.

NC Innovations Provider Quarterly Self-Review of Member Record Requirement: Oct. 1, 2026, Changes

- Legacy Vaya providers are **still responsible** for submitting the NC Innovations Provider Quarterly Self-Review for Quarter 3, due by **Oct. 10, 2026**, according to the standard process.
- This Quarter 3 submission on or before **Oct. 10, 2026**, will be the final submission needed for Legacy Vaya providers.
- We recognize this question has surfaced with numerous Vaya Innovations Care Managers and in various community provider meetings, so we want to provide this clarification in writing for ongoing reference.
- Thank you for attention to this matter, which supports compliance with N.C. Innovations Waiver monitoring requirements

NC Innovations Provider Quarterly Self-Review of Member Record Requirement: Oct. 1, 2026, Changes

Expectations Moving Forward

- **Providers** are expected to send Care Managers a copy of short-range goals signed by the member/legally responsible person prior to the start of an initial or annual care plan/ISP and as new goals are developed throughout plan year.
- This typically takes place during plan development.

NC Innovations Provider Quarterly Self-Review of Member Record Requirement: Oct. 1, 2026, Changes

Care Managers will complete monitoring requirements within a quarterly timeframe using the State-issued monitoring checklist.

The amount of documentation reviewed varies by member but, minimally, the Care Manager is required to review the following at least once per quarter:

- Short-range goals (ensuring that direct care workers have access to goals for service provision)
- Service notes/grid (broader date range can be requested if concerns are identified)
- Positive Behavior Support Plan (as applicable), along with data logs
- Medication Administration Record
- Documentation of any applicable restrictive interventions, right restrictions, or protective devices
- Health and Safety Checklist if service (Personal Care/Respite) is delivered in the home of a direct support employee

NC Innovations Provider Quarterly Self-Review of Member Record Requirement: Oct. 1, 2026, Changes

- **Back-up Staffing (BUS) reports** will continue to be required. Data from Back-up Staffing reports will be shared with Care Management on a regular cadence.
- Any concerning back-up staffing reporting is followed up via Care Management teams to ensure any changes needed to member services are discussed, provider staffing issues are identified, and options are provided to the member and care teams, including changing providers if they have an inability to obtain or maintain staff.

Updates to Innovations Waiver IFDS Employer of Record: Oct. 1, 2026, Changes

- **CAP Waiver Self-directed Care Models Transitioning to Innovations Waiver Individual and Family Directed Services (IFDS) Employer of Record (EOR) Model**
- Vaya Partners offers choices to members and families transitioning from a Community Alternatives Program (CAP) waiver self-directed care model, including CAP/C and CAP/DA (CAP Choice), to the Innovations Waiver.
- When a member transitioning from a CAP waiver is offered an Innovations Waiver slot, they can choose provider-directed services, the IFDS Agency With Choice Model, or the IFDS EOR model.
- If they choose the EOR model, Vaya Partners will assist them with coordinating with their chosen Community Navigator provider for training and chosen Financial Support Services provider before they begin self-directing services as an EOR.

Updates to Innovations Waiver IFDS Employer of Record: Oct. 1, 2026, Changes

Employer Supplies Package

- Vaya Partners' goal is to ensure EORs have the support and employer supplies they need to successfully self-direct services without incurring personal costs.

Initial Start-Up Supplies for new EORs: Beginning Oct. 1, 2026, Vaya Partners will provide an allowance of up to **\$1,500** (previously \$750) for approved employer supplies for members entering the IFDS EOR model.

- This funding is intended to help new EORs obtain the supplies they need to begin self-directing services.
- Vaya Partners will provide a comprehensive list of approved employer supplies.

Updates to Innovations Waiver IFDS Employer of Record: Oct. 1, 2026, Changes

Annual Employer Supplies:

- Beginning **Oct. 1, 2026**, Vaya Partners will provide a base annual authorized amount of up to **\$1,500** for employer supplies (previously \$750 under Partners). The **\$1,500** base amount is not an annual limit.
- Vaya Partners has a comprehensive list of approved items that will be in effect as of **Oct. 1, 2026**. This new amount will be available at the member's next annual care plan/ISP start.
- If employer supplies are needed before the next annual plan start date, an ISP update and request to add Employer Supplies can be completed and sent to Utilization Management for approval.

Vaya Partners Provider Monitoring Updates

The [following provider monitoring updates](#) align legacy Vaya and Partners processes, incorporate stakeholder feedback, and streamline monitoring activities:

- Back-up Staffing Report Submission
- Quality Management 11 (QM-11) - Quarterly Incident Reports
- Employer of Record (EOR) Monitoring Reviews
- Unlicensed Alternative Family Living (UAFL) Monitoring Reviews

All updates are effective **Oct. 1, 2026**.

EVV and Service Authorization Transition

Effective Oct. 1, 2026

The Partners and Vaya Utilization Management Departments will transition existing service authorizations to Vaya Partners. The transition is intended to support continuity of care for members and recipients.

What do providers need to know?

- ***HHaEXchange/Electronic Visit Verification (EVV) authorizations:***
- At this time, we anticipate EVV authorizations scheduled to be effective Oct. 1, 2026, in HHaEXchange will not be finalized and available today.
- Legacy Partners EVV service authorizations will transfer with an adjusted start date of Oct. 1, 2026, with the originally authorized units.
- Legacy Vaya Community Living and Support (CLS) authorizations are also being transitioned with a start date of Oct. 1, 2026. Some of these CLS authorizations will have prorated units, and some will have the full original amount authorized.

EVV and Service Authorization Transition

Effective Oct. 1, 2026

What do providers need to know? (continued)

- We continue to work diligently to process and issue authorizations as quickly as possible; however, additional time is needed to complete the transition.
- We understand the impact this will have on your operations and appreciate your patience and partnership during this transition. We will continue to provide updates as information becomes available and will communicate any changes to the timeline promptly.

EVV and Service Authorization Transition

Effective Oct. 1, 2026

Non-EVV Authorizations:

- Legacy Partners authorizations will transition to the Vaya Partners system with the full originally approved date range and authorized units. These authorizations are active in the Vaya Partners system effective today.
- Legacy Vaya authorizations for non-EVV services will remain the same.
- *Transferring an authorization does not change the provider's responsibility to deliver services at the intensity and frequency approved in the member's treatment plan. Providers must also meet all applicable service, documentation, eligibility, and billing requirements.*

EVV and Service Authorization Transition

Effective Oct. 1, 2026

What do providers need to do?

- Providers must continue to deliver services in accordance with each member's approved treatment plan and maintain complete, accurate, and timely documentation showing that each billed service was delivered as authorized.
- All services and claims remain subject to post-payment review.
- If a claim review determines services were not delivered in accordance with the approved treatment plan or were not supported by required documentation, Vaya Partners may deny the claim or recoup payment.
- Providers may be required to repay the full amount paid for any service or unit that cannot be validated.

EVV and Service Authorization Transition

Effective Oct. 1, 2026

Reminder: Authorization is not a guarantee of payment.

- Payment is subject to member eligibility and benefit coverage on the date of service, provider participation, correct billing, required documentation, and all applicable federal, state, and Vaya Partners requirements.

Who can providers contact if they have questions?

- If you have urgent questions regarding a specific member or service, please contact your provider relations representative.
- Providers with questions can also email UM@VayaPartners.org.

Quality Management Updates



SFY 2025-26 Quarterly Person-Centered Plan Review Trends and Patterns

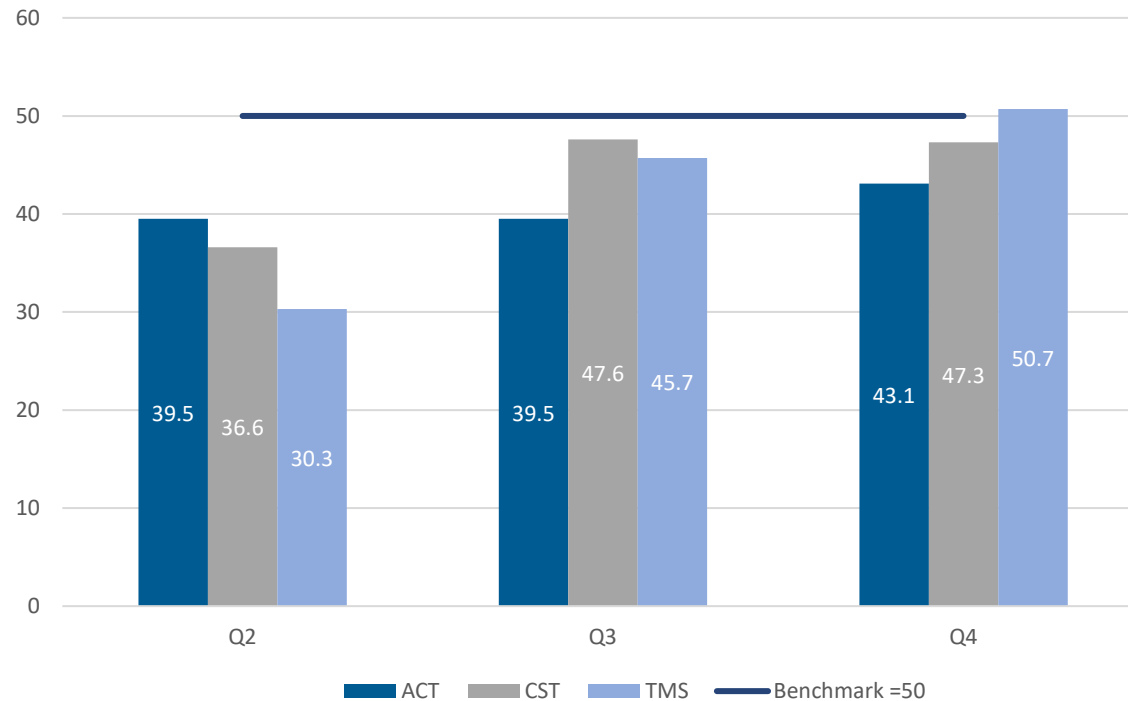
- Prior to the merger of Vaya Partners, Vaya's (referred to as Vaya throughout these slides) Quality Management Department recently completed Q4 of the quarterly Person-Centered Plan review of State Fiscal Year 2025-26 as required by NCDHHS.
- The Clinical Quality Team reviews a random sample of person-centered plans, including comprehensive crisis plans, from Vaya network providers delivering Assertive Community Treatment (ACT), Community Support Team (CST), and Transition Management Services (TMS) to Transitions to Community Living (TCL) participants to assess provider quality and adherence to the person-centered planning guidance issued by the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDDSUS).

SFY 2025-26 Quarterly Person-Centered Plan Review Trends and Patterns

- Vaya used the NCDHHS Person-centered Plan Monitoring Review Tool to conduct the quarterly reviews.
- Per NCDHHS review standards, a passing score is **50** points or higher for each individual person-centered plan reviewed, out of the highest possible score range of **69-75** points.
- The quarterly review evaluated a varied sample of providers from Q2-Q4.
- Link to the [Provider Communication Bulletin, Issue 21 \(Sept. 24, 2026\)](#) to review a more detailed Memo summarizing findings.

SFY 2025-26 Quarterly Person-Centered Plan Review Trends and Patterns

Overall Average Raw Scores by Service Q2-Q4



Key Highlights

ACT: Average raw scores increased **3.6** points from Q2 to Q4, with improvement occurring in Q4.

CST: Average raw scores increased **10.7** points, with the largest improvement occurring between Q2 and Q3.

TMS: Average raw scores increased **20.4** points, representing the largest improvement across the three services.

- TMS reached an average raw score of **50.7** in Q4, exceeding the established 50-point passing benchmark.

SFY 2025-26 Quarterly Person-Centered Plan Review Trends and Patterns

Additional Guidance and Next Steps

Moving forward, we recommend continuing focus within the following areas:

1. Strengthening Individualized Interventions

- Providers should ensure interventions clearly identify **who** is responsible for the intervention, **what** they will do, **when/how often** it will occur, **why** the intervention supports the member's goal, and **how** they will measure progress or success.
- Providers should develop interventions that are specific, individualized, measurable, and directly connected to the member's identified goals, strengths, needs, and preferences.

SFY 2025-26 Quarterly Person-Centered Plan Review Trends and Patterns

2. Incorporating Member Strengths and Resources

- Strengths should inform the plan, not simply be documented in the plan.
- Providers should identify the member's strengths, abilities, interests, preferences, natural supports, and community resources.
- The plan should explain how these strengths and resources will be used to support goal achievement while also being reflected in both goals and interventions, rather than simply being listed in the person-centered plan.

3. Strengthening Member-centered Interventions

- Clearly connect member preferences to goals and interventions.
- Document the member's role in identifying and implementing interventions.
- Ensure interventions reflect what matters to the member, not solely clinical recommendations

SFY 2025-26 Quarterly Person-Centered Plan Review Trends and Patterns

4. Maintaining Strong Performance in Existing Strengths

- Incorporate employment and education goals when applicable by maintaining strong connection between member priorities and the services/interventions identified in the person-centered plan.
- Obtain and document meaningful member input and ensure long-term goals reflect what is important to the member now.

As a reminder, ***update person-centered plans when there are significant changes*** in the member's needs, goals, services, or circumstances, including updates associated with pre-tenancy, move, and ongoing tenancy.

The person-centered plan should reflect the ***member's current circumstances and identified needs***, rather than simply carrying forward information from a previous plan. A score of **50 or higher** remains the passing benchmark for plan review.

SFY 2025-26 Quarterly Person-Centered Plan Review Trends and Patterns

- Please use review findings as an opportunity for continuous improvement, paying particular attention to areas receiving partial or no credit.
- Vaya Partners QM Department encourages providers to use these findings as an opportunity to strengthen person-centered plans beyond compliance and ensure each plan serves as a meaningful, individualized roadmap for supporting the member's goals and quality of life.
- If you have questions, please email Vaya Partners' Quality Assurance Team at: QualityAssuranceTeam@vayahealth.com.

Q&A



Learning and Participation Opportunities



Addiction Professionals of North Carolina (APNC) Fall Conference

Oct. 19-21, 2026, Wrightsville Beach

- The APNC semi-annual conference offers a platform for professionals to share cutting-edge, evidence-based practices and collaborate on innovative solutions to tackle substance use disorders.
- Earn continuing education credits towards licensure, attend tailored sessions designed to enhance your professional growth, and network with peers from across the state.
- Find more information, including costs and registration information, [online](#).

Question, Persuade, Refer: Suicide Prevention

Oct. 20, 2026, 1-3 p.m.

- Question, Persuade, Refer is an emergency response to someone in crisis.
- In this free, virtual training, you'll learn how to ask the right questions about suicide, how to persuade a person to get help, and how to refer an individual to the right resource.
- [RSVP online](#) by **Oct. 13, 2026**. Email questions to ProviderTraining@VayaPartners.org.

Balance and Beyond: Preventing Falls Before They Happen

Oct. 28, 2026, 1-3 p.m.

- This free virtual training provides participants with the knowledge and skills to recognize, assess, and prevent falls within community settings.
- Participants will define what constitutes a fall, identify individuals who are at increased risk, and recognize the main categories and causes of falls.
- The training will explain the process for assessing and addressing fall risk, including conducting risk assessments, and monitoring outcomes.
- [Register online](#) by Oct. 21, 2026.

Person-Centered Thinking

Oct. 28-29, 2026, 9 a.m.-4 p.m.

- This free training is a two-day, 12-hour workshop that introduces the principles and use of person-centered thinking.
- Vaya Partners trainers will review and discuss the origins, research, and values of person-centered thinking.
- [Register online](#) by **Oct. 21, 2026**. For more information, email ProviderTraining@VayaPartners.org.

Rowan County Child and Family Team (CFT) 1 Training

Oct. 8-9, 2026, 9 a.m.-4 p.m.

- This free, **in-person** course provides 11 contact hours of training related to System of Care and the CFT process, gives professionals an overview of CFT meetings from the family's perspective, and teaches strategies and facilitation skills to support youth and families.
- Please [register](#) each individual attending separately.
- If you have questions, email ProviderTraining@VayaPartners.org.

Autism & Developmental Disability Stay Safe Program

Oct. 29, 2026, 6:30-8 p.m.

- Self-advocates, caregivers, and community members who have an interest in the safety of people with autism and developmental disabilities are invited to attend an in-person community presentation, the Autism & Developmental Disability Stay Safe Program, in **Graham**.
- Topics include online safety basics, emergency preparedness, safe interactions with law enforcement, and wandering prevention.
- [Learn more.](#)

Workforce Development Scholarship

- The Governor's Institute, in partnership with the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services, is offering scholarship opportunities to help strengthen North Carolina's behavioral health workforce.
- For more information, visit the [Governor's Institute](#) website.



Provider Communication Bulletin (PCB)

- [ISSUE 19, Sept. 23, 2026](#)
- [ISSUE 20, Sept. 24, 2026](#)
- [ISSUE 21, Sept. 24, 2026](#)
- [ISSUE 22, Sept. 25, 2026](#)
- ISSUE 23, Sept. 28, 2026
- [ISSUE 1 \(Vaya Partners\), Oct. 1, 2026](#)

[Sign up here
and review all
past issues](#)

Thank You

Join us again on Friday, October 16, 2026

For further questions regarding this week's touchpoint, please email ProviderInfo@VayaPartners.org

