Provider Touchpoint for Behavioral Health and I/DD Network Providers

Friday, August 2, 2024

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How does the Q&A work?

- You may ask questions at any time during the broadcast through the Q&A feature.
- Questions can be seen by all attendees after they are published by the moderators and will be addressed during the Q&A session of this webinar.
- If multiple similar questions are received, the Q&A moderators may combine the questions into one before posting or post the questions with the most detail.

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How does the Q&A work?

- When asking a question, please include as much detail as possible so that our subject matter experts (SMEs) on the webinar can answer your question accurately.
  - **PLEASE NOTE:** Attendees are seeing this webinar on a 20 second delay. By the time your question is posted, we have likely moved on to another topic. The SMEs may not understand your question without context.
- 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.

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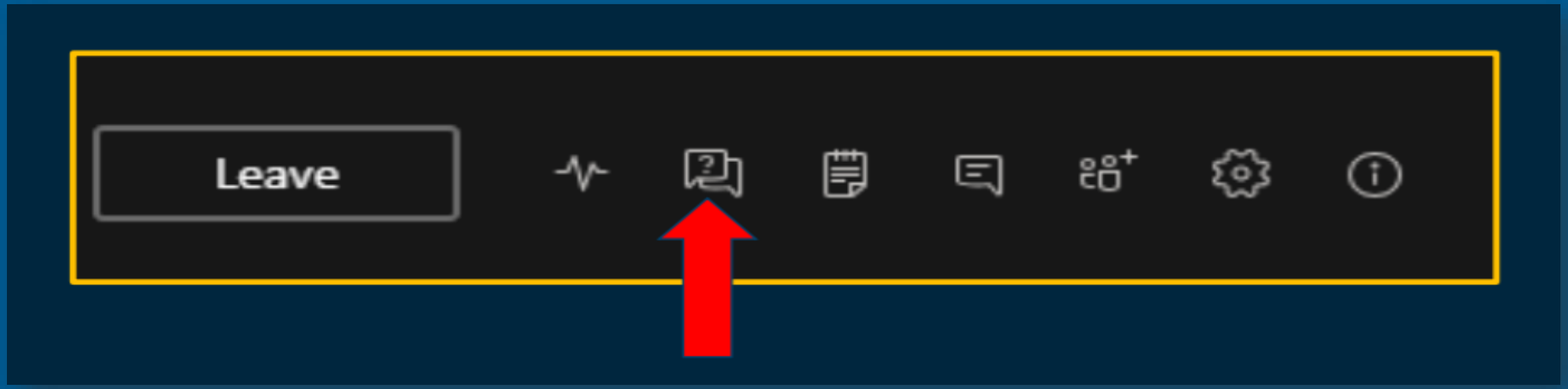
- The moderated Q&A is available in the controls bar on your screen.
- Look for the bubble with the question mark.
- The Q&A feature will close at **11:50 a.m.** to allow us to respond to all questions before the end of the webinar.



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Where can I find …

Provider Touchpoint recordings and resources:

Provider Central > Resources > Provider Touchpoint

Provider Communication Bulletin sign-up and archive:

Provider Central > Resources > Communication Bulletins

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Today's Vaya Participants

Angela Evans, Utilization Management BH Clinical Director

Chenetta Clarke, Clinical Quality Manager

Christine Fraser, Claims Specialist

Danyale Isaacs, BH & IDD Provider Network Contract Manager

Donald Reuss, Vice President of BH & IDD Network Operations (**Host**)

Jennifer Jennings, Substance Use Network Development Director

Kurt Boldt, Assistant VP of PH Network Operations

Michael Beveridge, Data Analyst

Utilization Management, Claims, and Care Management teams

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Today's Production Team

Breonna Martin, Provider Educator (Co-producer)

Justine Tullos, Administrative Support Professional (Q&A Moderator)

Shamika Howard, Provider Educator (Producer)

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WELCOME

Vaya Health Providers

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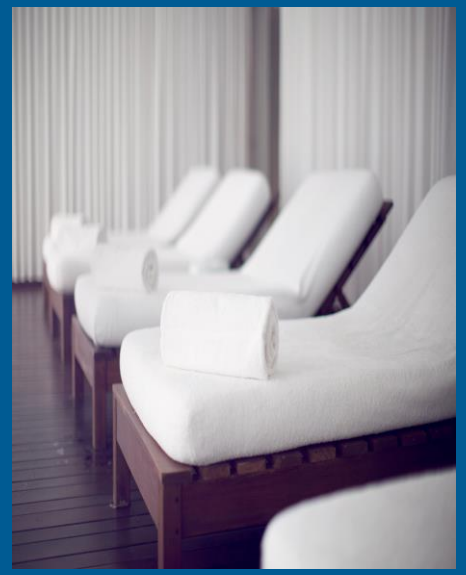
August is National Wellness Month

- It's time to prioritize your self-care, reduce stress, and create healthier habits to feel like your best self!
- **National Wellness Month**

- National Wellness month was born out of the idea that we are going to do big things in the world.
- In between building our careers, raising a family, furthering our education , creating new ideas, and nurturing our bodies, we need to take care of ourselves, too.
- **Five Wellness Tips:**
  - Increase your water intake.
  - Adding more fruits and veggies to your meals.
  - Monitoring your sleep and making adjustments for better sleep habits.
  - Joining a yoga, walking, or aerobic class.
  - Learning to meditate



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Guest Presentation

Tim Blekicki, Assistant Regional Director, The Arc of North Carolina

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The Arc
North Carolina

Biltmore Estate Project SEARCH

Information Session

Biltmore Estate Project SEARCH: Innovation Happens at the Edges

AN ASPIRATIONAL INTERNSHIP PROGRAM FOR NEURODIVERSE JOB SEEKERS

Partnership

BILTMORE®

The Arc®

Project | SEARCH®

AB Tech

NC Vocational Rehabilitation Services
HEALTH AND HUMAN SERVICES

One Metric of Success

Competitive, Integrated Employment at 16 hours a week or more after graduation

Example of Project SEARCH program year:

Biltmore Estate Project SEARCH 2024 – 2025 Calendar

July					August					September				
M	T	W	Th	F	M	T	W	Th	F	M	T	W	Th	F
1	2	3	4	5				1	2	2	3	4	5	6
8	9	10	11	12	5	6	7	8	9	9	10	11	12	13
15	16	17	18	19	12	13	14	15	16	16	17	18	19	20
22	23	24	25	26	19	20	21	22	23	23	24	25	26	27
29	30	31			26	27	28	29	30	30				

October					November					December				
M	T	W	Th	F	M	T	W	Th	F	M	T	W	Th	F
	1	2	3	4					1	2	3	4	5	6
7	8	9	10	11	4	5	6	7	9	9	10	11	12	13
14	15	16	17	18	11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	18	19	20	21	22	23	24	25	26	27
28	29	30	31		25	26	27	28	29	30	31			

January					February					March				
M	T	W	Th	F	M	T	W	Th	F	M	T	W	Th	F
		1	2	3	3	4	5	6	7	3	4	5	6	7
6	7	8	9	10	10	11	12	13	14	10	11	12	13	14
13	14	15	16	17	17	18	19	20	21	17	18	19	20	21
20	21	22	23	24	24	25	26	27	28	24	25	26	27	28
27	28	29	30	31						31				

April					May					June				
M	T	W	Th	F	M	T	W	Th	F	M	T	W	Th	F
	1	2	3	4				1	2	2	3	4	5	6
7	8	9	10	11	5	6	7	8	9	9	10	11	12	13
14	15	16	17	18	12	13	14	15	16	16	17	18	19	20
21	22	23	24	25	19	20	21	22	23	23	24	25	26	27
28	29	30			26	27	28	29	30	30				

KEY

	Boot Camp
	Holiday/ No Class
	Classroom Days
	Internship #1
	Internship #2
	Internship #3
	Transition Week

Example Project SEARCH Day

Mondays - 8:30 AM-3:00 PM

Class: Success Planning, curriculum lessons on professional etiquette, self-advocacy, and job development, CNN10, Brain Exercises, and Affirmations

Tuesdays thru Fridays – 9:15 AM-3:15 PM

Internship

3:30pm: Pick Up

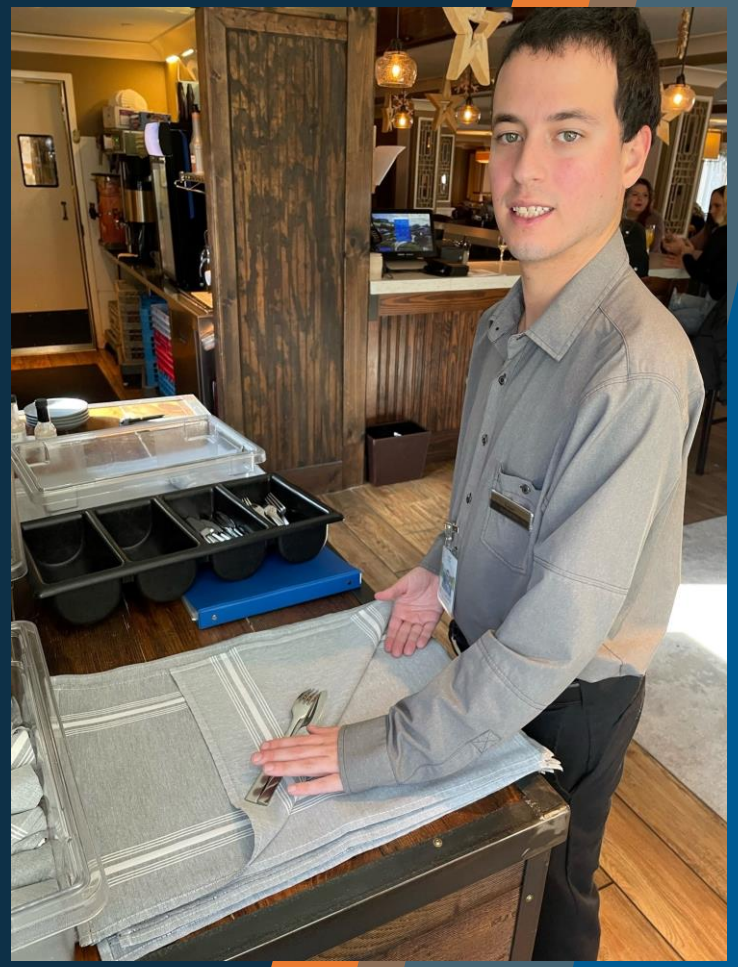
Example 21st Century Skills in Facilities, Winery and Retail, or Historical Interpreting

- Organize tools and equipment
- Stock supplies
- Clean and supply restrooms
- Maintain cleanliness and safety of the estate
- Sweeping, mopping, disinfecting surfaces, and emptying trash

- Provide customer service on the retail floor
- Offer information about products and assist guests in choosing items
- Make and display samples of drink mixes and dips
- Assist guests with carrying purchases to their vehicles
- Bin maintenance and stocking
- Perform basic computer work and data entry
- Keep shelves and displays stocked and looking neat

- Reprogram and sanitize audio tour devices
- Taking full carts of devices to the tour entrance and bringing empty carts to the audio room
- Greet guests at the entrance and explain the photography policy
- Assist guest with returning audio tour devices and thank them for visiting The Biltmore
- Operate the elevator

Hands-On, Practical Work Experience



55 of the 63 graduates of Asheville Project SEARCH who The Arc of NC has supported during job development have found employment after the program.

Ambassadors to Neurodiverse Employment

After hiring a Project SEARCH graduate, an Asheville area business is 94% MORE LIKELY to hire another neurodiverse job seeker in the future.

97%

SURVEYED MANAGERS REPORTED

DISABLED EMPLOYEES HAD THE SAME OR MORE DEDICATION TO THEIR JOBS AS ABLED EMPLOYEES

WHAT WE KNOW:

Reduced turnover in entry-level positions.

35%

Tap an underutilized and underemployed population.

19%

Businesses report an advantage in their market

80%

Customers prefer a company that resembles society

87%

STRATEGY:

Emphasize reduction of training cost on entry level positions with high turnover

STRATEGY:

Showcase business-to-business affirmation – THIS works.

STRATEGY:

This is not a risk – it's a collaboration

Recruiting Now: Biltmore Estate Project SEARCH

- The Biltmore Estate is recruiting applicants for the 2024-25 Project SEARCH program year.
- Biltmore Estate's Project SEARCH program is a unique, nine-month, business-led transition program designed to provide young adults with I/DD with real-life work experience combined with training in employability and independent-living skills.
- This program's goal is to help young neurodivergent adults make successful transitions from school to productive adult life.
- **The Biltmore program will begin Sept. 9, 2024. Learn more about Project SEARCH.**

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Recruiting Now: Biltmore Estate Project SEARCH

- Complete a **candidate application packet** and submit it to:

- Tim Blekicki, Assistant Regional Director
- The Arc of North Carolina
- 30 Garfield St., Suite D
- Asheville, NC 28803

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Eligibility Criteria

DESIRE TO WORK

Ability to work independently with minimal support after learning the job

18-35 years old individuals will receive priority placement

At the time program starts, not enrolled in high school

Diagnosed with a Developmental or Intellectual disability

Qualify for or already have VR counselor/Vaya Services

Reliable, daily transportation to the program

Questions?

On Your Radar

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Provider Operation Manual: 30-Day Comment Period

- Vaya will hold a 30-day comment period for our 2024-2025 Provider Operations Manual from ***July 26-Aug. 26, 2024***.

- Please send questions and any suggestions for revisions to manuals@vayahealth.com.

- **Please note that the Provider Operations Manual is incorporated into your contract with Vaya as a binding requirement.**

- It is your responsibility to be familiar with, understand, and adhere to all requirements of your contract(s) with Vaya.

- Lack of familiarity or understanding is not a valid reason for non-compliance.

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NC-TOPPS Updates

The **NC Treatment Outcomes and Program Performance System (NC-TOPPS)** is a web-based program that allows the Division of MHDDSUS to measure the quality of mental health and substance use disorder services and their impact on members' and recipients' lives.

NC-TOPPS Vaya Superuser: Weekly Reminders

- As a courtesy, Vaya has sent weekly e-mails to all providers outlining NC-TOPPS interviews that are past due, currently due, or upcoming for completion.
- As of July 29, 2024, Vaya stopped issuing weekly emails with NC-TOPPS updates to provider organizations.
- Provider organizations are responsible for having an internal NC-TOPPS tracking process in place.

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NC-TOPPS Updates

Vaya will assess the impact of weekly NC-TOPPS emails on compliance rates to determine whether weekly reminders from Vaya are necessary.

Note: NC-TOPPS users can opt in to email reminders of upcoming interview due dates directly from NC-TOPPS. To opt in:

- Visit **NC-TOPPS Login** and enter your login information.
- Use the following pathway: User Tools > Manage User Preferences.
- Select “yes” to receive Update Emails next to your organization’s site address and save changes.

NC-TOPPS Annual User Attestations

- Vaya is working to complete the annual NC-TOPPS Access Control Review.
- If your organization has not responded to the verification emails sent by Vaya’s superuser, please reach out to **nctopps@vayahealth.com** to complete the verification as soon as possible.

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NC-TOPPS Updates

- Vaya does not have the ability to change information in NC-TOPPS.
- To correct information in the system, providers must contact NC-TOPPS at nctopps@ncsu.edu or **919-515-1310**.
- If you have questions for Vaya, call Vaya's Provider Support Service Line at **1-866-990-9712** or email nctopps@vayahealth.com.

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Provider Portal Updates

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Upcoming Vaya Provider Portal Virtual Trainings

- Vaya will offer several virtual trainings to help providers learn to navigate our Provider Portal. Registration is not required.

- ***Provider Portal: Portal Overview and Navigation*** will cover logging in and out, enrollment, updates, discharges, filing grievances and appeals, downloading reports, locating resources, and using the "Documents" feature. ***Provider Portal: Claims Submission and Management*** will provide a demonstration on submitting claims.
-

  Review the training schedule and join below:
  - *Aug. 2, 2024, 1-3 p.m.:* Provider Portal: Claims Submission and Management. **Join online**.
- - *Aug. 5, 2024, 1-3 p.m.-*: Provider Portal: Portal Overview and Navigation. **Join online**.
  - *Aug. 6, 2024, 1-3 p.m.*: Provider Portal: Claims Submission and Management. **Join online**.
  - *Aug. 8, 2024, 11 a.m.-1 p.m.*: Provider Portal: Claims Submission and Management. **Join online**.

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Upcoming Vaya Provider Portal Virtual Trainings

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

- Provider Portal job aids and recordings of previous trainings are available on the Resources page of Vaya's Provider Central website.

- We will announce additional Provider Portal training dates and times in upcoming Provider Communication Bulletins.
-
- **Please note**: Vaya will offer ***Provider Portal: Prior Authorization Submission and Management*** later, as prior authorization requirements for physical health services are ***waived for 90 days*** after Tailored Plan launch. For more information about waived requirements and other temporary flexibilities, see Provider Communication Bulletin 2023-2024, Issue 62 (June 6, 2024).

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Claims Updates

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Reminder: New Online Claims Inquiry Form

- Vaya has a new way for providers to submit claims denial, billing, and payment questions through our online **Claims Inquiry Form** .
- The new form allows us to better support providers with quicker response times. **Please note this form replaces the existing claims@vayahealth.com email contact**.
- This email inbox will no longer be monitored and will redirect providers to the new form.
- The online form requires pertinent information to help Vaya easily access, review, and research questions or concerns. Providers can expect a response from a claims specialist within three business days.
- For more information, contact Vaya's Claims Department at **1-800-893-6246, ext. 2455**.

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Reminder: Prompt Claims Submission

- ***Both contracted and out-of-network physical health providers*** that do business with Vaya should submit claims on your organization's usual billing schedule.

- Please do not hold claims.

- If you have questions about filing claims, contact your provider network contract manager, email **provider.Info@vayahealth.com**, or complete a **Claims Inquiry Form** .

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Rates Updates

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Updated Medicaid Standard Rates for Select Substance Use Treatment Services

- Vaya is updating our Tailored Plan and NC Medicaid Direct standard rates for the following substance use treatment services for ***dates of service beginning Aug. 1, 2024***:

  - **H0015** - *Substance Abuse Intensive Outpatient Program (SAIOP)*: **$170.03 per day**
  - **H2035** – *Substance Abuse Comprehensive Outpatient Treatment (SACOT):* **$58.61 per hour**

- The revised standard rate schedule will be available on the Provider Central website's **Rate and Checkwrite Schedules** page.

- Please remember to make necessary changes to provider billing systems and to bill charges at or above the posted rates to receive the full unit reimbursement.

- If you have questions, please contact **provider.Info@vayahealth.com**.

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BH I/DD Tailored Plan Updates

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New Withdrawal Management Services and Licensure Waiver Updates

NC Medicaid has announced the following services listed will promulgate on Oct. 1, 2024:

- 8A-7: Ambulatory Withdrawal Management Without Extended Onsite Monitoring (ASAM 1WM)
- 8A-8: Ambulatory Withdrawal Management with Extended Onsite Monitoring (ASAM 2WM)
- 8A-11: Medically Monitored Inpatient Withdrawal Management Service

- NC Medicaid is expected to post clinical coverage policies for these services on Oct. 1, 2024.

- The NC Division of Health Service Regulation (DHSR) will require providers to submit licensure waiver forms and letters of support from each LME/MCO with which they contract.

- **DHSR will send the waiver forms to providers of these services.**

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New Withdrawal Management Services and Licensure Waiver Updates

To request a letter of support from Vaya, email Onika Wilson, Vice President of Quality Management, at **onika.wilson@vayahealth.com**.

- When you receive the letter of support, submit it and your licensure waiver form directly to DHSR.
- If you have any questions, or would like more information, contact your provider network contract manager or email **provider.info@vayahealth.com**.

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Updated: Tailored Plan Member Copays

Medicaid members may be required to pay a $4 copay for certain physical health services and prescriptions.

There are NO copays for the following members or services:

- Behavioral health, I/DD, and TBI services
- Services related to pregnancy, childbirth, postpartum care (including prenatal care), and family planning
- Services covered by Medicare and Medicaid
- Adult vaccines and vaccine administration
- HIV antiretroviral medications
- Members who are pregnant
- Members under age 21
- Children in foster care
- NC Innovations Waiver participants

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Updated: Tailored Plan Member Copays

- Members enrolled in the Community Alternatives Programs for Children (CAP/C) or for Disabled Adults (CAP/DA)
- Members receiving Long-Term Supports and Services (LTSS)
- Federally recognized tribal members or members receiving services through the Indian Health Service (IHS)
- Members receiving hospice care
- North Carolina Breast and Cervical Cancer Control Program (NC BCCCP) participants
- People living in an institution who are receiving coverage for cost of care

Vaya's Tailored Plan Member Handbook has more information about copays (starting on page 49), including services that may require a copay.

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New F Codes: Capturing Prenatal & Postpartum Care Services (PPC)

Timely and adequate prenatal and postpartum care is important for ensuring the long-term health and well-being of pregnant individuals and their infants. Access to these services is a top priority for the Centers for Medicare & Medicaid Services and NC Medicaid.

NCDHHS recently published a new PPC F Code Fact Sheet and FAQ Document on its Quality Management and Improvement webpage. These documents serve as resources for providers who want to learn more about using these codes.

Additionally, NC Medicaid and AHEC will host a webinar **Aug. 6, 2024**, to provide more information about updated Clinical Coverage Policy 1E-5: Obstetrical Services. **Register online**.

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Open Office Hours for Providers

- Join Vaya's virtual open office hours sessions for providers. We invite you to drop in and ask questions related to doing business with Vaya or stay for the full session. Subject matter experts on multiple topics will be available each session to answer your questions. No prior registration is required.

- We will hold sessions from 10-11 a.m. on the following dates in August 2024: 6, 7, 8, 13, 14, 15, 20, 21, 22, 27, 28, and 29. **Join on Microsoft Teams**.

- **Reminder:** Providers may not discuss member/recipient protected health information (PHI) during these calls due to the presence of multiple Vaya staff and other providers. Break out rooms will be available if you would like to request a one-on-one meeting with Vaya's subject matter experts.

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Quality Management Updates

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DATE CORRECTION: 2024 Perception of Care Survey Announcement

- The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (Division of MHDDSUS) oversees the administration of an annual Consumer Perception of Care Survey.
- The survey results are used in policy decisions that are designed to improve the service system.
- **The survey administration period is planned to begin Aug. 12, 2024**.
- All survey responses will be submitted electronically to the Division of MHDDSUS via the NCDHHS web-based survey platform.
- Telephonic and two-way audio-video administration will also be permitted.

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DATE CORRECTION: 2024 Perception of Care Survey Announcement

- Vaya will email survey administration guidelines, links, helpful tips, and additional resources to participating providers prior to **Aug. 12, 2024**.

- We appreciate your participation in this year's Perception of Care Survey.

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Learning and Participation Opportunities

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Abound Health 2024 Supported Employment Symposium

October 30, 2024, 10 a.m.- 4 p.m.

- Abound Health will host a Supported Employment Symposium in Gastonia.
- Participants will learn about trends and best practices in Supported Employment, explore job opportunities and inclusive employers, hear from industry leaders, develop skills to support employment success, and access resources for career development.
- **See the symposium flyer for more information** and **register online**.

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The DMHDDSUS Crisis Prevention and Intervention Plan Webinar Training Opportunity

- The NC Division of Mental Health, Developmental Disabilities, and Substance Use Services (Division of MHDDSUS) **Person-Centered Planning Guidance Document** focuses on personal preferences and choices as core features of the person-centered planning process. The Division's **Crisis Prevention and Intervention Plan Template** is a tool for maximizing person-centeredness in the process of collaborative crisis planning.

- The Division of MHDDSUS will offer a crisis planning webinar designed for providers of services that require person-centered planning per the guidance document. Participants will receive a certificate of completion for continuing education credit through the National Board for Certified Counselors.

Learn more and **register online**. If you have questions, email Robin Soderena, Human Services Program Consultant II, at **robin.soderena@dhhs.nc.gov**.

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Normalcy and Prudent Parenting for Youth in Foster Care Training

- Rapid Resource for Families will offer two 90-minute virtual training options in prudent parenting and normalcy for youth in foster care. Prudent parenting and normalcy are not only a standard of practice – they are legally required and help ensure children and adolescents in foster care can thrive in environments where they can experience typical youth experiences. Participants in this 90-minute virtual training will learn about:

  - The reasonable and prudent parenting standard
  - Normalcy activities for youth in foster care
  - Tips for encouraging prudent parenting and normalcy

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Normalcy and Prudent Parenting for Youth in Foster Care Training

- Register online for one of the following training dates:
  - **Aug. 23, 2024, 10-11:30 a.m**.
  - **Aug. 27, 2024, 5:30-7 p.m**.

- For more information, email Ashley Parks, Child and Family Treatment Continuum Director, at **ashley.parks@vayahealth.com**.

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Child and Family Team (CFT) Training: A Cross System Training from the Family's Perspective

- 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.

- To receive credit for the training, participants must attend both full days and have their cameras on with audio capability. Preference will be given to members/recipients and providers in the Vaya region. **Only three individuals from each provider organization may register.**

- Get more information and **register online** by *Nov. 25, 2024*. Attendance is capped at 28 participants. Registrants will receive a link to the training a few days before the event. If you have questions, email **provider.training@vayahealth.com**.

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Division of MHDDSUS Community Mental Health Grant Opportunity

- As part of its commitment to addressing mental health disparities and promoting equity in access to mental health services, the Division of MHDDSUS has issued a **request for applications** (RFA) for projects supporting mental health initiatives in underserved communities. Currently, the RFA prioritizes four major populations: individuals who identify as LGBTQAI+, older adults (65+), individuals whose primary language is not English, and individuals served by faith communities.

- Nonprofit organizations in good standing with the NC Secretary of State's office are eligible to apply. **Applications are due Sept. 6, 2024**. Project budgets up to $500,000 will be considered. The funding period is *Dec. 1, 2024-June 30, 2027*. Funding for subsequent years may be available and will be based upon performance and availability of funds.

- Questions should be directed to **CMHRFAresponses@dhhs.nc.gov** and **james.miller@dhhs.nc.gov** by Aug. 19, 2024.

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Questions, Thoughts, Comments

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Thank You

Our Next Provider Touchpoint:

Provider Touchpoint for **Behavioral Health and I/DD Network** Providers

Friday, August 16, 2024, 11 a.m.-12 p.m.

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