



# Child and Youth Services Resource Guide

- Resources for child-serving agencies about Medicaid services available through Vaya
- How to access routine and emergency care
- DSS escalation strategies

**Vaya Health**  
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# ABOUT VAYA HEALTH

Vaya Health (Vaya) is a managed care organization (MCO) that oversees Medicaid, federal, state, and local funding for health care services and supports. Our specialty is helping children and adults with needs related to mental health, substance use disorder, intellectual/developmental disabilities (I/DD), and traumatic brain injury (TBI). As a local government agency of the state of North Carolina, Vaya currently operates multiple health plans through a contract with the North Carolina Department of Health and Human Services (NCDHHS). Services are provided through a contracted network of health care providers throughout North Carolina and beyond.

Health Plan	Funding Source	Covered Services and Population
<b>Behavioral Health and I/DD Tailored Plan (Tailored Plan)</b>	Medicaid	Mental health, substance use disorder, I/DD, TBI, physical health, pharmacy services, and Long-term Services and Supports for Medicaid beneficiaries (Vaya Total Care members)
	State-funded (Non-Medicaid)	Mental health, substance use, I/DD, and TBI services for uninsured/underinsured residents of our region who are eligible for care funded by the state or through other public funds (Tailored Plan recipients)
<b>NC Innovations Waiver</b>	Medicaid	Home- and community-based services for Medicaid beneficiaries with an I/DD who meet institutional level of care criteria (limited number of slots allocated by NCDHHS). Innovations Waiver participants are also Vaya Total Care or NC Medicaid Direct members.
<b>NC Medicaid Direct Prepaid Inpatient Health Plan (PIHP)</b>	Medicaid	Mental health, substance use disorder, I/DD, and TBI services for Medicaid beneficiaries who are not enrolled in managed care (NC Medicaid Direct members). NC Medicaid manages physical health, pharmacy, and other covered services for this population.

## Counties Served

Vaya’s region (also called a catchment area) for the plans listed above currently includes 32 counties in North Carolina:

- Alamance
- Alexander
- Alleghany
- Ashe
- Avery
- Buncombe
- Caldwell
- Caswell
- Chatham
- Cherokee
- Clay
- Franklin
- Graham
- Granville
- Haywood
- Henderson
- Jackson
- Macon
- Madison
- McDowell
- Mitchell
- Person
- Polk
- Rockingham
- Rowan
- Stokes
- Swain
- Transylvania
- Vance
- Watauga
- Wilkes
- Yancey

## Contact Information

Vaya maintains administrative offices in Asheville, North Carolina, with local offices (including Department of Social Services [DSS] and provider co-locations) throughout our region.

- **Mailing address:** 200 Ridgefield Court, Suite 218, Asheville, NC 28806
- **Member and Recipient Service Line:** 1-800-962-9003, 7 a.m. to 6 p.m., Monday through Saturday, including holidays
- **Behavioral Health Crisis Line:** 1-800-849-6127, available 24/7
- **Business calls:** 1-800-893-6246 (toll-free) or 828-225-2785 (local)
- **Online:** [vayahealth.com](http://vayahealth.com)

## Referrals to Services

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Referral processes are specific to the type of service and/or provider. For details, review the information listed under each service. You can always call our Member and Recipient Service Line at 1-800-962-9003 if you have questions about referrals or available services.

Vaya and the state's other LME/MCOs use the [Universal Child and Adolescent Residential Placement Referral Form](#), which offers a comprehensive clinical review of a child's needs for purposes of admission to a residential provider contracted with any of the state's LME/MCOs.

## About the Child and Youth Services Resource Guide

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This guide provides county Departments of Social Services and other stakeholders with information and resources about mental health, substance use disorder, I/DD, and TBI services that may be available through Vaya for children and youth who are enrolled in Medicaid. Information is subject to change without notice. Services include community-based and residential treatment. To search for providers by service type, visit our online [Vaya Health Provider Search](#).

Medicaid requires that we review and authorize some services before they are provided. Vaya's Utilization Management (UM) Team reviews service authorization requests and provides clinical oversight of the services covered in our benefit plans. Vaya's Member and Recipient Service Line is available from 7 a.m. to 6 p.m., Monday through Saturday, at 1-800-962-9003 to assist with clinical concerns for children who do not have assigned Vaya care managers. Vaya care managers work closely with parents and guardians to support needed treatment at the right level of care to support the goal of full community inclusion.

**Authorization decisions are based on eligibility and medical necessity, and not all services listed are available in all counties served by Vaya.** Services must be provided in accordance with requirements applicable to each service, including the NC State Plan for Medical Assistance (NC Medicaid State Plan), applicable Medicaid waivers, Medicaid clinical coverage policies, and other service definitions established or approved by NCDHHS. For details and full Medicaid service authorization documentation requirements, our [Authorization Guidelines](#) webpage.

For Medicaid beneficiaries under age 21, we also review requests against Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) criteria. EPSDT is a part of the federal law that requires Medicaid to pay for regular screenings and certain services for children and youth, even if the services are not included in the NC Medicaid State Plan or an applicable waiver. Medicaid pays for services under EPSDT only if they are medically necessary to correct or ameliorate a defect, physical or mental illness, or condition identified through the screening. For more information on EPSDT, call Vaya's Member and Recipient Service Line at 1-800-962-9003.

If a Vaya UM clinician finds a requested service may not meet criteria, a licensed psychologist or medical doctor (peer reviewer) reviews the request to make a final decision. If the service is not approved, the member, guardian, or a representative who has written permission to act on the member's behalf may file an appeal. For more information on the appeals process, including required timeframes, please visit the [Member Appeals page](#) of the Vaya website.

The following sections describe Medicaid services and supports available for children and adolescents across the Vaya region. This guide is updated as needed to ensure it contains current information for our communities.

# COMMUNITY-BASED SERVICES

## BEHAVIORAL HEALTH SERVICES

### Outpatient Therapy

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Outpatient therapy for children and adolescents is available throughout the Vaya provider network and at walk-in centers operated by Vaya's comprehensive care center providers. For a current list of network providers and walk-in center locations, addresses, and telephone numbers, visit the [Vaya website](#).

**Eligibility:** All ages

**Provider:** Multiple providers; currently offered in all 32 counties

**Authorization Guidelines:** Prior authorization is not required (unless stacked with another service).

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8C ([Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers](#)).

### Child First

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This treatment is an evidence-based, early childhood, intensive model that works with children and their caregivers starting with prenatal support up to age 5. Goals include:

- Preventing child abuse and neglect
- Improving mental health in the child and caregiver
- Preventing short- and long-term physical illness

Children qualify if they have experienced or are at risk of abuse or neglect, are experiencing emotional or behavioral concerns, are showing signs of learning or developmental delays, or are experiencing toxic stress, trauma, or adverse childhood experiences (ACEs), or there are any problems threatening healthy development. Child First offers a clinical team approach consisting of a family resource partner and mental health/developmental clinician.

**Eligibility:** Birth to age 5; support can be provided to pregnant individuals prior to giving birth

**Provider:** RHA Health Services (Buncombe, Madison, Mitchell, and Yancey counties), [rhahealthservices.org](#), 1-800-848-0180, and Family Solutions (Alamance County), [famsolutions.org](#), 336-899-8800

**Authorization Guidelines:** Prior authorization is required.

**Additional information:** This service is governed by the Child First EPSDT Service Definition. Referrals to RHA can be made by downloading and submitting the [referral form](#) to [childandfamilyreferrals@rhanet.org](mailto:childandfamilyreferrals@rhanet.org). Referrals to Family Solutions can be made by submitting [this referral form](#).

### Child and Adolescent Day Treatment

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Child and Adolescent Day Treatment is a structured treatment service in a licensed facility, for children or adolescents and their families, that builds on strengths and addresses needs. This service is designed to serve children who, due to mental health or substance use disorder treatment needs, are unable to benefit from participation in academic or vocational services at a developmentally appropriate level in a traditional school or work setting. In many school districts, this service is offered in partnership with the school and located on school property, increasing the potential for the child to experience a positive transition back to a traditional school setting. This service requires licensure by the

North Carolina Division of Health Service Regulation (DHSR). This service supports medically necessary mental health treatment needs and may be used to supplement the Individual Education Program (IEP) available to children and adolescents from the school as a part of Public Law 94-142, a federal law that guarantees a “free, appropriate public education” to all children and young adults ages 3 to 21 with disabilities.

**Eligibility:** Ages 5 to 20

**Provider:** Multiple providers; currently offered in Avery, Buncombe, Caldwell, Cherokee, Clay, McDowell, Mitchell, Polk, Rowan, Stokes, Swain, and Watauga counties

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8A ([Enhanced Mental Health and Substance Abuse Services](#)).

## Intensive In-Home

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Intensive In-Home (IIH) is a team approach designed to address the needs of children and adolescents who, due to serious and chronic symptoms of an emotional, behavioral, or substance use disorder, are unable to remain stable in the community without intensive interventions. IIH is a time-limited child and family intervention. It is intended to reduce psychiatric or substance use symptoms, provide first responder intervention to diffuse the current crisis, ensure linkage to community services and resources, and prevent out-of-home placement. As clinically appropriate, IIH may include interventions such as:

- Individual and family therapy
- Substance use disorder treatment
- Development and implementation of a home-based behavioral support plan
- Psychoeducation
- Intensive case management
- Arrangements for psychological and psychiatric evaluations
- Crisis management

IIH is delivered by a three-person team that includes a licensed professional (LP) as the team leader and two additional staff, at least one of which must be a qualified professional (QP). The service is delivered in the home and community, with the team on call 24/7. It is designed to be delivered more frequently and intensely at first and slowly titrate over the course of treatment.

**Eligibility:** Ages 3 to 20

**Provider:** Multiple providers; currently offered in multiple counties with availability based on provider capacity

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8A ([Enhanced Mental Health and Substance Abuse Services](#)).

## Bridging Families

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Bridging Families provides wraparound services to support reunification of children and adolescents in DSS custody who are placed in a Crossnore Communities for Children professional foster parenting (Bridge Families) home. The program works with youth and families to address deficits that led to disruption of family placements and supports skill development to enable reunification and family stability. Placement is funded by DSS, while Vaya provides funding for the Bridging Families wraparound support model. Services are provided by a team of direct care staff, case manager(s), and licensed clinicians. The program aims to reduce disruptions by:

- Maintaining sibling relationships via placements in the same household

- Increasing quantity of family time to promote and nurture child-parent relationships
- Using a holistic approach to ensure care for the social, emotional, psychological, and physical well-being of youth in out-of-home placement
- Offering parental support, including parenting skills and coaching
- Providing family therapy to address family systems issues and promote healthy, safe, and sustainable reunification
- Reducing the total time of out-of-home placement
- Employing structured phases to help families move toward reunification methodically to minimize risk or further disruption or danger to the child
- Helping the family ensure continuity of medical and dental care through case management and care coordination
- Coordinating educational support to meet educational and academic needs

**Eligibility:** Ages 3 to 18

**Provider:** Crossnore Communities for Children, [crossnore.org](https://www.crossnore.org), campuses located in Hendersonville (828-733-4305) and Winston-Salem (336-721-7600)

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8A ([Enhanced Mental Health and Substance Abuse Services](#)).

## Multisystemic Therapy

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Multisystemic Therapy (MST) strives to keep youth in the home by delivering intensive therapy to the family within the home. The program designed for youth who:

- Have antisocial, aggressive, or violent behaviors
- Are at risk of out-of-home placement due to delinquency
- Are adjudicated youth returning from out-of-home placement
- Are chronic or violent juvenile offenders
- Have a serious emotional disturbance or a substance use disorder

MST services include an assessment to identify the focus of the intervention, individual therapy with the youth and family, peer intervention, case management, and crisis stabilization. The service uses a team-based approach and includes a master's level qualified professional (QP) as the team supervisor, as well as three QP staff who are available 24/7. The service is expected to be delivered for three to five months.

**Eligibility:** Ages 12 to 17

**Provider:** Youth Villages, 828-250-3700, [youthvillages.org](https://www.youthvillages.org); currently offered in all 32 counties

**Authorization Guidelines:** Prior authorization is not required (unless stacked with another service).

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8A ([Enhanced Mental Health and Substance Abuse Services](#)). Referrals can be made by submitting the [Youth Villages Referral Form](#).

## High-Fidelity Wraparound

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This intensive, team-based service provides coordinated, holistic, family-driven care to meet the needs of youth involved with multiple child-serving systems (e.g., child welfare, juvenile justice), are experiencing serious emotional or behavioral difficulties, are at risk of placement (or have a history of placements within the past year) in Psychiatric Residential Treatment Facilities (PRTFs) or other institutional settings or are aging out of DSS care. Eligible youth may experience academic challenges and family stressors, such as poverty and parental behavioral health issues. The High-Fidelity Wraparound team includes a coach (a licensed professional or an associate licensed professional), facilitator,

mental health professionals, family partners, and peer youth/young adult peer partners. A minimum of four contacts per month are required, with an anticipated length of service of 12 months.

This service:

- Provides access to family peer support to promote service engagement and completion
- Engages youth and families to establish an individualized Child and Family Team that develops and monitors a strengths-based care plan
- Addresses youth and family needs across domains of physical and behavioral health, social determinants of health, and natural supports

**Eligibility:** Ages 3 to 21

**Providers:** Youth Villages, 828-250-3700, [youthvillages.org](https://youthvillages.org), currently offered in Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Swain, Transylvania, Vance, Watauga, Wilkes, and Yancey counties; and Youth Haven Services, 336-349-2233, [youthhavenservices.com](https://youthhavenservices.com), currently offered in Rockingham and Stokes counties

**Authorization Guidelines:** Prior authorization is required.

**Additional Information:** This service is governed by the [Vaya High-Fidelity Wraparound “in Lieu of” Service Definition](#).

## Intercept

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[Intercept](#) is a community-based service that seeks to divert youth who have serious emotional and behavioral problems or have experienced trauma (including abuse and/or neglect) from out-of-home treatment. The program also works to reunite youth in out-of-home residential treatment or who are returning to the home from DSS foster care with their families. Family intervention specialists work with the child and caregivers to address issues impacting family stability.

**Eligibility:** Ages 4 to 18

**Provider:** Youth Villages, 828-250-3700, [youthvillages.org](https://youthvillages.org); currently offered in all 32 counties

**Authorization Guidelines:** Prior authorization is not required (unless stacked with another service).

**Additional Information:** This is a non-standard service request that is only available under EPSDT. Referrals can be made by submitting the [Youth Villages Referral Form](#). More information about Intercept is available on the [Youth Villages website](#) or by emailing [Intercept@youthvillages.org](mailto:Intercept@youthvillages.org).

## Transitional Youth Services

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This outpatient intervention helps adolescents and young adults with mental health and/or substance use disorders re-establish knowledge and skills necessary to live independently. It primarily serves youth leaving foster care or the juvenile justice system or who otherwise do not have developmentally appropriate, necessary skills and supports to successfully transition to adulthood. Services are delivered by a qualified professional under the supervision of a licensed professional or associate licensed professional, with an anticipated length of service of six to 12 months.

**Eligibility:** Ages 16 to 21

**Provider:** Youth Villages, 828-250-3700, [youthvillages.org](https://youthvillages.org); currently offered in all 32 counties

**Authorization Guidelines:** Prior authorization is required.

**Additional information:** This service is governed by the [Vaya Transitional Youth Services “in Lieu of” Service Definition](#). Referrals can be made by submitting the [Youth Villages Referral Form](#).

## Family-Centered Treatment

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Family-Centered Treatment (FCT) supports families experiencing difficulties associated with child abuse or neglect, juvenile delinquency, child or parental developmental disabilities, or mental health concerns. A licensed clinician provides in-home intensive services to children and parents to address family functioning and unaddressed trauma while focusing on changes in how a family experiences each other to ensure stability and long-term success. FCT may be appropriate for families experiencing a child re-entering the home from residential placement, potential removal of children from the home, multiple children in multiple placements, a history of poor outcomes from prior mental health services, or a child who is a juvenile offender who has required residential placement or crisis services.

**Eligibility:** Ages 3 to 20

**Provider:** Multiple providers; currently offered in Alamance, Buncombe, Caswell, Chatham, Franklin, Granville, Henderson, Madison, Person, Rowan, Stokes, Transylvania, and Vance counties

**Authorization Guidelines:** Prior authorization is not required.

**Additional Information:** This service is governed by the [Vaya Family-Centered Treatment “in Lieu of” Service Definition](#).

## Treatment Alternatives for Sexualized Kids (TASK)

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Treatment Alternatives for Sexualized Kids (TASK) is a treatment model designed to meet the needs of youth who have a history of sexual harm, adjudicated of a sexual offense, or experiencing dysregulation that is influencing sexually problematic behaviors requiring skills development. Treatment occurs primarily through an in-home, outpatient model that provides structured family, individual, and group therapy, with an emphasis on safety planning. The average length of service is nine to 12 months. All youth complete a Comprehensive Evaluation of Sexual Harm (CESH).

**Eligibility:** Ages 8 to 20

**Provider:** Children’s Hope Alliance, 844-226-8855, [childrenshopealliance.org](http://childrenshopealliance.org); currently offered in Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Swain, Transylvania, Watauga, Wilkes and Yancey counties

**Authorization Guidelines:** Prior authorization is required.

**Additional information:** This is a non-standard service request that is available only under EPSDT.

## Problem Sexual Behavior Cognitive Behavioral Therapy

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Problem Sexual Behavior Cognitive Behavioral Therapy (PSB-CBT) helps adolescents with problematic or illegal sexual behavior through outpatient treatment. It offers a 40-to-52-week program for youth ages 13 to 18 and their caregivers.

Youth can be referred for behaviors including:

- Repeatedly exposing themselves to others
- Engaging in excessive masturbation
- Failing to recognize socially acceptable physical boundaries
- Demonstrating a preoccupation with pornography and other sexualized content
- Generating and/or disseminating sexualized images of the self or others
- Engaging in aggressive sexual acts

Treatment begins with an assessment to determine PS-CBT is appropriate. Upon program acceptance, most youth are referred to the group-based treatment modality. Treatment also can be completed one-to-one. Caregivers are required to participate in PSB-CBT weekly to learn skills to support youth.

**Eligibility:** Ages 13 to 18

**Provider:** Multiple providers; currently available in all counties through telehealth

**Authorization Guidelines:** Prior authorization is required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8C ([Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers](#)).

## Supported Employment

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Supported Employment (SE) helps individuals with behavioral health disorders or an I/DD and for whom competitive employment has not been achieved or has been interrupted or intermittent to choose, acquire, and maintain employment. The primary outcome of SE is competitive employment, which is defined as a job that pays at least minimum wage, for which anyone can apply, and that is not specifically set aside for people with disabilities. SE must be provided in an integrated work setting where the individual works alongside people who do not have disabilities or in a business owned by the individual.

SE may include onboard training/education, career or educational counseling, job shadowing, assistance using education resources, resume development training, job interview skills training, help learning skills for job retention and monitoring, supervision and assistance with job tasks, and counseling to help the individual complete job training. It may not be provided during the same time/place as any other direct support Medicaid service, by family members, in licensed facilities such as day programs and residential treatment facilities, to youth ages 16 to 21 who reside in a Medicaid-funded group residential treatment facility, or to individuals living in an Intermediate Care Facility for Individuals with Intellectual Disabilities.

**Eligibility:** Individuals ages 16 and older who are not otherwise eligible for service under a program funded under the Rehabilitation Act of 1973, P.L. 94-192, and meet one of the following criteria: (1) Individuals with an I/DD who are functionally eligible for (but not enrolled in) the NC Innovations Waiver, or (2) individuals with severe and persistent mental illness who are clinically appropriate for SE

**Provider:** Multiple providers; currently offered in all 32 counties

**Authorization Guidelines:** Prior authorization is required.

**Additional Information:** For mental health/substance use service requirements, please see [Vaya Supported Employment \(b\)\(3\) Waiver Service](#). For I/DD service requirements, please see [NC Innovations Waiver Services](#).

## Equine-Assisted Therapy

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### ELIADA HOMES (BUNCOMBE COUNTY, NC) FOR MEMBERS ACROSS THE VAYA REGION

Eliada Homes | 828-254-5356, ext. 304 | [equine@eliada.org](mailto:equine@eliada.org) | [eliadaequinetherapy.org](http://eliadaequinetherapy.org)

Through [Equine-Assisted Therapy at Eliada](#), youth learn about themselves and others by participating in physical activities involving horses and processing thoughts, beliefs, behaviors, and patterns that arise during the experience. Eliada practices the EAGALA (Equine Assisted Growth and Learning Association) model, the basis of which is that all participants can discover the best solutions for themselves when given the opportunity. This team approach involves a licensed mental health professional, equine specialist, and horse all working in collaboration with the participant. The service is designed for youth with at-risk backgrounds (placements and services in the foster care/child welfare and mental health systems) with prior or current histories of behavioral, psychological, or biological needs and issues or other harmful or disruptive behaviors or symptoms.

### GAITS OF HOPE (CALDWELL COUNTY, NC) FOR MEMBERS ACROSS THE VAYA REGION

Gaits of Hope | 828-234-4540 | [magicj1998@embarqmail.com](mailto:magicj1998@embarqmail.com) | [magicj1998.wixsite.com/website](http://magicj1998.wixsite.com/website)

Gaits of Hope offers more than 20 years of experience helping individuals who have experienced trauma. Therapeutic interventions comprise two components that promote healing:

1. Relationship-building through attachment and relationship with the horse
2. Rhythmic riding to music to bring the human brain and body back into rhythm

Bonding with horses allows a person to explore how they develop trust, manage anxiety, and deal with uncertainty. Engaging with horses through the rhythmic riding nature of mounted work and music helps to reorganize and heal the traumatized brain. By using horses, sound principles of equine psychology, and an awareness of human brain development to repair and enhance all of life's relationships, Gaits of Hope provides a conduit to hope and healing.

**Eligibility:** Ages 12 to 21

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8C ([Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers](#)) as a type of Outpatient Therapy.

## Child-Focused Assertive Community Treatment

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Child-Focused Assertive Community Treatment (Child ACT) provides an intensive team-based, multidisciplinary approach to serving children in their homes, kinship placements, and/or DSS foster homes. It is an option for discharge from a more restrictive residential setting when children are unresponsive to conventional outpatient treatment. This service is designed to meet the needs of youth with a serious emotional disturbance and severe symptoms who would otherwise be referred to a Psychiatric Residential Treatment Facility (PRTF).

**Eligibility:** Ages 12-18; resident of Alamance County

**Provider:** Children's Hope Alliance, 1-844-226-8855; currently offered in Alamance County

**Authorization Guidelines:** Prior authorization is required.

**Additional information:** This service is governed by the Vaya Child-Focused Assertive Community Treatment "in Lieu of" Service Definition. This definition is under development and will be available on the Vaya website when finalized. To refer, contact Vaya's Care Management Department (referrals must come through Care Management).

## Thompson's Placement Stabilization Unit

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This treatment provides a community-based crisis stabilization team to support youth at risk of disrupting their current placement or transitioning back to a home setting and in need of additional support to avoid disruption. Placement may include biological family, family foster home, or therapeutic foster home for children at risk of sleeping in a DSS office. The team's primary mission is to engage with both the youth and caregiver, providing services that include 24/7 on-call coverage. The team includes a program supervisor and youth partner who offer direct mentoring, coaching, support, and crisis intervention to address the needs of these youth and their caregivers. This is not a clinical service; however, it can be used to bridge the gap until an enhanced clinical service can begin.

**Eligibility:** Children and adolescents residing in Buncombe, Haywood, Henderson, Jackson, Madison, McDowell, and Yancey counties

**Provider:** Thompson Child & Family Focus, [thompsoncff.org](http://thompsoncff.org)

**Authorization Guidelines:** Prior authorization is not required if member is currently receiving an enhanced service.

**Additional information:** This service is governed by the [Vaya Enhanced Crisis Response "in Lieu of" Service Definition](#). Referrals can be made by completing the referral form available at [Submit a Referral – Thompson Child & Family Focus & Services](#). For "service requested," select "Thompson's Placement Stabilization Unit (TPSU) – North Carolina."

# NON-INNOVATIONS I/DD SERVICES

## Research-Based Behavioral Health Treatment

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Research-Based Behavioral Health Treatment (RB-BHT) services are interventions that prevent or minimize disabilities and behavioral challenges associated with autism spectrum disorder (ASD) and promote adaptive functioning to the extent practicable. RB-BHT has shown clinical efficacy in treating ASD and helps prevent or minimize adverse effects of ASD.

RB-BHT includes a behavioral, adaptive, or functional assessment and development of an individualized treatment plan. Service delivery includes:

- Adapting environments to promote positive behaviors and learning while reducing negative behaviors
- Applying treatment procedures to change behaviors and promote learning
- Teaching techniques to increase positive behaviors, build motivation, and develop social, communication, and adaptive skills
- Using peers who do not have ASD to teach and interact with youth with ASD
- Applying technological tools to change behaviors and teach skills
- Training parents, guardians, and caregivers on interventions consistent with RB-BHT

**Eligibility:** Ages 3 to 21

**Providers:** Multiple providers; currently offered in Alamance, Avery, Buncombe, Caswell, Chatham, Franklin, Granville, Haywood, Henderson, Person, Rowan, Stokes, Vance, Watauga, and Wilkes counties

**Authorization Guidelines:** Prior authorization is required.

**Additional Information:** This service is governed by NC Medicaid Clinical Coverage Policy 8F ([Research-Based Behavioral Health Treatment \[RB-BHT\] For Autism Spectrum Disorder \[ASD\]](#)).

## 1915(i) SERVICES

### Respite

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Respite services give caregivers a break while knowing that their loved one is cared for. Care for the member may be provided in or out of the home and include overnight, weekend, and/or emergency care.

**Eligibility:** For caregivers of youth ages 3-20 with a serious emotional disturbance or substance use disorder and caregivers of individuals ages 3 or older with an I/DD or TBI

**Providers:** Multiple providers across multiple counties

**Authorization Guidelines:** Prior authorization is not required for up to 1,200 units per year; 1,200-unit limit per plan year.

**Additional Information:** This service is governed by NC Medicaid Clinical Coverage Policy 8H-4 ([1915\[i\] Respite](#)).

### Community Transition

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This service offers up to \$5,000 in credit to help members move from an institution or approved setting, such as a state-operated health care facility, a foster or group home, a Psychiatric Residential Treatment Facility (PRTF), or an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID), to their own home. Funds may cover expenses such as security deposits, essential furnishings, moving costs, and utility set-up fees.

**Eligibility:** Individuals of all ages with a serious mental illness, severe and persistent mental illness, substance use disorder, I/DD, or TBI

**Providers:** Multiple providers across multiple counties

**Authorization Guidelines:** Prior authorization is required.

**Additional Information:** This service can be provided no more than 90 days prior to transition or up to 90 days after transition. This service is governed by NC Medicaid Clinical Coverage Policy 8H-6 ([1915\[i\] Community Transition](#)).

## Individual Placement and Support – Supported Employment

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This service helps members learn skills to find, get, and keep a job. It may include career planning and discovery, resume assistance, job interview practice, support with assigned job tasks, and transportation services.

**Eligibility:** Individuals with a serious mental illness, severe and persistent mental illness, serious emotional disturbance, substance use disorder, I/DD, or TBI; ages 16 and older

**Providers:** Multiple providers across multiple counties

**Authorization Guidelines:** Prior authorization is not required.

**Additional Information:** This service is governed by NC Medicaid Clinical Coverage Policies 8H-1 ([1915\[i\] Supported Employment for I/DD and TBI](#)) and 8H-2 ([1915\[i\] Individual and Placement Support for Mental Health and Substance Use](#))

## Individual and Transitional Support

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This service offers personalized support for recovery from mental health or substance use disorders. It may include helping members with recovery, finding transportation or housing, managing finances, and continuing their education.

**Eligibility:** Individuals ages 16 and older with a substance use disorder, individuals ages 18 and older with a serious mental illness or severe and persistent mental illness, and individuals ages 16-21 with a serious emotional disturbance

**Providers:** Multiple providers across multiple counties

**Authorization Guidelines:** Notification SAR required for electronic visit verification (EVV) services. Prior authorization not required for non-EVV services.

**Additional Information:** This service is governed by NC Medicaid Clinical Coverage Policy 8H-3 ([1915\[i\] Individual and Transitional Support](#))

## Community Living and Support

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Community Living and Support (CLS) supports members in learning skills to help them live independently at home and participate in the community. CLS may include assistance with managing eating, bathing, dressing, personal care, hygiene, and other daily activities; life skills, such as shopping and banking; and extra support for health and safety.

**Eligibility:** Individuals ages 3 and older with an I/DD or TBI

**Providers:** Multiple providers across multiple counties

**Authorization Guidelines:** Prior authorization is required.

**Additional Information:** This service is governed by NC Medicaid Clinical Coverage Policy 8H-5 ([1915\[i\] Community Living and Supports](#))

# RESIDENTIAL SERVICES

## Transitional Therapeutic Foster Care

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Transitional Therapeutic Foster Care (T-TFC) offers emergency treatment, structure, stabilization, and supervision to youth experiencing a behavioral health crisis who need immediate or intermediary support while awaiting linkage to a higher level of care or therapeutic stabilization. This service is designed to be short-term and to not to exceed 30 days.

**Eligibility:** Ages 5-18

**Provider:** Thompson Child & Family Focus, 704-536-0375, [thompsoncff.org](http://thompsoncff.org), [info@thompsoncff.org](mailto:info@thompsoncff.org); Pinnacle Family Services, 919-790-8580, [pinnaclefamilyservices.com](http://pinnaclefamilyservices.com); and Alexander Youth Network, 855-362-8470, [alexanderyouthnetwork.org](http://alexanderyouthnetwork.org); currently offered in all 32 counties

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service provided through 131-D Licensed TFC homes and is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). To refer, contact Vaya's Care Management Department (referrals must come through Care Management).

## Therapeutic Foster Care – Level II Family Type

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Therapeutic Foster Care (TFC) is a family-based service licensed by DSS. Organizations offering the service are licensed as child-placing agencies and responsible for recruiting homes to be licensed to provide TFC. Individual homes work for the provider organization. TFC parents are not necessarily awake during sleep time but must always be available to respond to the child's needs, including while the child is participating in activities at school or other settings. No more than two members can be served simultaneously in the same home. Youth with frequent, severely disruptive verbal aggression, frequent and moderate property damage, or occasional moderate aggression can receive this service. The child is likely also experiencing moderate to severe functional problems in school or vocational settings. Each home is supervised by a qualified professional working for the provider. Vaya recommends youth receive outpatient therapy and/or medication management services while in residential treatment, which may be provided in-house or through an outside provider.

If a provider serves any member at risk for inappropriate sexual behavior, a specialized evaluation must be completed to determine the level of risk. To serve this population, the TFC home must be supervised by a QP who has experience in working with children with sexualized behavior.

**Eligibility:** Ages 20 and younger

**Provider:** Multiple providers; currently offered in all 32 counties

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)).

## Intensive Alternative Family Treatment®

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[Intensive Alternative Family Treatment \(IAFT®\)](#) is a specialized in-home, family-based foster care option. Candidates for this level of care include youth who exhibit severe emotional or behavioral difficulties, are at risk for hospitalization or institutionalization, may have experienced multiple failed placements, and may or may not have an additional functional development diagnosis. This team-based service provides a more intense level of care than Therapeutic Foster Care and also serves youth as they step down from a more restrictive level of care. The goal of IAFT® is to ensure long-lasting

recovery and successful transition to home or a lower level of care by providing clinically focused treatment in a licensed foster home using a System of Care philosophy.

IAFT® places only one youth per treatment family to ensure individualized care and attention. Treatment parents find this to be a significant motivating factor for participation, as they are able to provide better care and experience increased support from their IAFT® Partner Agency, which provides daily supervision. Treatment includes weekly face-to-face meetings for the IAFT® parent(s), staff, and supervisors. Shared parenting is highly recommended between the parent(s)/family of permanence and the IAFT® treatment team to ensure transference of shared goals and interventions.

**Eligibility:** Ages 20 and younger

**Provider:** Rapid Resource for Families, 704-516-4870, [ncrapidresource.org](http://ncrapidresource.org); currently offered in all 32 counties

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)).

## Intensive Treatment Foster Care

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Intensive Treatment Foster Care (I-TFC) is a specialized residential treatment designed to improve access to the TFC level of care, eliminate placement disruptions, and improve outcomes for youth who present with complex/high behavioral health needs, such as inappropriate sexual behaviors, high levels of aggression, problem behaviors related to conduct or being “absent without leave”, and urinary/fecal soiling. To be eligible, the youth must have experienced placement difficulties due to disruptive behavior, are stepping down from an extensive Psychiatric Residential Treatment Facility (PRTF) stay, have a history of multiple treatment episodes within a PRTF or Level III setting without sustained progress, or have experienced multiple hospitalizations or emergency department visits within a short period of time.

**Eligibility:** Ages 5 to 17 with a mental health or mild I/DD diagnosis

**Provider:** Alexander Youth Network, 855-362-8470, [alexanderyouthnetwork.org](http://alexanderyouthnetwork.org); currently offered in all 32 counties

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). To refer, contact Vaya’s Care Management Department (referrals must come through Care Management).

## Therapeutic Foster Care Placement for Children with Autism Spectrum Disorder

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Therapeutic Foster Care Placement for Children with Autism Spectrum Disorder (TFC-ASD) homes are specialized foster care homes for youth with ASD. These homes serve as either a step-down from a higher level of residential care or as a diversion to a higher level of care. Vaya’s partnership with Access Family Services combines a family setting with wraparound Research-Based Behavioral Health Treatment (RB-BHT) as a new, innovative approach to working with children with ASD.

RB-BHT interventions aim to prevent or minimize the disabilities and behavioral challenges associated with ASD and promote adaptive functioning to the extent practicable. TFC-ASD homes allow for the most therapeutic environment for youth with ASD, using modalities such as Applied Behavior Analysis (ABA) therapy. TFC-ASD foster parents have the following training and supports:

- Characteristics of ASD and ABA therapy
- Behavior de-escalation strategies
- How to ask for help and who is on their team
- What ABA services look like in the home (parent training, direct therapy, supervision, data collection, etc.)

A family of permanence (to transition to after leaving the ASD-TFC home) must be in place at the time of referral or within 90 days of placement for continuation of residential placement. The family of permanence participates in service planning, shared parenting, and other meetings as needed and participates in all cross-functional team and permanent planning meetings.

**Eligibility:** Ages 20 and younger

**Provider:** Access Family Services, 828-670-7723, [accessfamilyservices.com](https://www.accessfamilyservices.com); currently offered in all 32 counties

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). RB-BHT services are governed by NC Medicaid Clinical Coverage Policy 8F ([Research-Based Behavioral Health Treatment \[RB-BHT\] for Autism Spectrum Disorder \[ASD\]](#)). To refer, contact Vaya's Care Management Department (referrals must come through Care Management).

## Therapeutic Foster Care – Level II Program Type (Group Home)

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This service offers the same level of care as Therapeutic Foster Care (TFC) but is provided in a group setting instead of a private family home. Often rotating staff, commonly known as house parents, may have their own living quarters while working at the home and may work several consecutive full days prior to being replaced by other staff. The residential home is owned by the provider organization and is not a private family's personal home. Admission criteria is technically the same as for TFC. The requirements regarding sexualized behavior of members are the same as TFC. Vaya recommends youth receive outpatient therapy and/or medication management services while in residential treatment, which may be provided in-house or through an outside provider.

**Eligibility:** Ages 20 and younger

**Provider:** Multiple providers; currently offered in Alamance, Buncombe, Burke, Caldwell, Catawba, Cleveland, Davidson, Forsyth, Guilford, Henderson, McDowell, Mecklenburg, Rowan, Rutherford, Union, Wake, and Wilkes counties

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)).

## Level III Group Home

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Residential Treatment – Level III services are provided in a highly structured facility group home licensed by the North Carolina Division of Health Service Regulation (DHSR). Youth in need of this level of care generally display the following:

- Inability to be maintained in a lower level of care, including the inability to maintain healthy relationships
- Frequent physical aggression, including severe property damage or moderate to severe aggression toward self/others
- Significant difficulty managing their personal health, welfare, and safety without intense support and supervision
- Severe functional difficulties in social setting due to **significantly** disruptive behaviors

Interventions include the following:

- Adaptive skills training
- Anger and stress management
- Therapy
- Daily living, social, family living, communication skills
- Mentoring
- Behavioral interventions
- Recreational activities when used as a strategy
- Psychiatric consultation

Staffing requirements include a full-time qualified professional, a full-time associate professional, a licensed professional for 10 hours per week and direct care staff at the paraprofessional level. The direct care staff-to-member ratio is two staff to every one to four youth. This is a staff secure setting, meaning staff are awake overnight. More direct care staff must be available if the youth's needs require additional care and interventions above the usual staffing pattern. Vaya recommends youth receive outpatient therapy and/or medication management services while in residential treatment, which may be provided in-house or through an outside provider.

**Eligibility:** Ages 20 and younger

**Provider:** Multiple providers; currently offered in Alamance, Cabarrus, Caldwell, Chatham, Cleveland, Cumberland, Davidson, Forsyth, Gaston, Guilford, Halifax, Harnett, Iredell, Johnston, McDowell, Mecklenburg, Onslow, Pender, Randolph, Robeson, Rockingham, Rowan, Rutherford, Union, and Wake counties

**Authorization Guidelines:** Authorization is required after an initial 120-day passthrough.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)).

## Reuter Transitional Care – Level III Group Home

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The [Reuter Transitional Cottage](#) is a Level III cottage designed for students who are transitioning back to the community after spending an extended period in a higher level of care. This 30- to 45-day program partners with area agencies to return the student to the family home with varying levels of wraparound support or step them down to Therapeutic Foster Care with additional supports. This service is intended to keep youth from re-entering a Psychiatric Residential Treatment Facility.

**Eligibility:** Ages 12 to 17; male, female, and non-binary

**Provider:** Eliada Homes, 828-254-5356, ext. 322, [eliada.org](http://eliada.org); located in Buncombe County

**Authorization Guidelines:** Authorization is required after an initial 120-day passthrough.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). To refer, contact [referral@eliada.org](mailto:referral@eliada.org).

## Clear Sky Targeted Transition Program – Level II and III Group Home

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Clear Sky focuses on helping members obtain their high school diplomas through a partnership with McDowell Technical Community College and on career readiness training through a partnership with NCWorks. This career readiness training earns members a nationally recognized certificate. To further enhance job skills training, members attend continuing education classes that focus on hands-on trade skills.

**Eligibility:** Ages 16 to 17; male only

**Provider:** Clear Sky Behavioral, 828-559-0346, [clearskybehavioral.com](http://clearskybehavioral.com); located in McDowell County

**Authorization Guidelines:** Prior authorization is not required for Level II. For Level III, authorization is required after a 120-day passthrough.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). To refer, email [mark@clearskybehavioral.com](mailto:mark@clearskybehavioral.com) or call 828-559-0346 (press \*2).

## Cummings Assessment Center – Level III Group Home

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Eliada Homes offers a Level III group home assessment center serving male and female youth. The facility has eight beds, with a 30- to 45-day length of stay. While in the program, youth receive a comprehensive multidisciplinary evaluation to determine the most appropriate level of care to meet youth and family needs in the least restrictive

setting. Participants also receive campus-based education through Day Treatment, specialized behavioral interventions, psychiatric evaluation, medication management, crisis stabilization, and clinical services. Youth with co-occurring substance use disorders or developmental disabilities are considered on a case-by-case basis.

**Eligibility:** Ages 11 to 17

**Provider:** Eliada Homes, 828-254-5356, [eliada.org](http://eliada.org); located in Buncombe County

**Authorization Guidelines:** Authorization is required after an initial 120-day passthrough.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). To refer, contact [referral@eliada.org](mailto:referral@eliada.org).

## Complex Residential

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This service aims to meet the needs of members with a primary I/DD diagnosis and a co-occurring mental health diagnosis (or significant behavioral challenges) by helping them develop connections to community activities, education, and vocational supports. Complex Residential is designed for youth who have experienced multiple placements and have had difficulty functioning in community settings or who have severe needs that are not appropriate for less restrictive settings. **Currently, this service is provided at a group home that serves only male youth.**

**Eligibility:** Ages 10-18; male only; must meet the functional eligibility requirements for (but not be enrolled in) the NC Innovations Waiver

**Provider:** Recovery Oriented Practices and Engagement for Success (R.O.P.E.S.), 704-595-3335, [ropesforsuccess.wixsite.com/ropes](http://ropesforsuccess.wixsite.com/ropes); located in Mecklenburg County

**Authorization Guidelines:** Authorization is required after an initial 120-day passthrough.

**Additional information:** This service is governed by the Vaya Complex Residential “in Lieu of” Service Definition. This service definition is under development and will be available on the Vaya website when finalized. To refer, contact Vaya’s Care Management Department (referrals must come through Care Management).

## Level IV Group Home

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This is a secured group home setting licensed by the North Carolina Division of Health Service Regulation (DHSR).

Members in need of this level of care generally display:

- A need for a secured setting
- Severe functional deficits in social settings
- (If identified with inappropriate sexual behavior) current caregiver is unable to provide the supervision necessary for the safety of the community; moderate to high risk of victimizing others

In addition to Level III interventions, Level IV interventions include physical restraints, time-out rooms, coordination with the local school system for educational services to be delivered in the facility, and psychiatric and/or onsite psychological consultation. Staff-to-member ratios are:

- Three staff for up to six members
- Four staff for seven to nine members
- Five staff for 10 to 12 members

For any number of members, three staff must be present during sleep hours, two of which must be awake at all times.

**Eligibility:** Ages 20 and younger

**Provider:** The Carter Clinic, 919-848-0132, [thecarterclinic.com](http://thecarterclinic.com), located in Wake County; and Precious Haven, 910-868-6092, [precioushaven.com](http://precioushaven.com), located in Cumberland County

**Authorization Guidelines:** Prior authorization is required for youth ages 12 and younger. Authorization is required after an initial 120-day passthrough for youth ages 13 and older.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)).

## Psychiatric Residential Treatment Facility

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A Psychiatric Residential Treatment Facility (PRTFs) provides **non-acute inpatient facility care** for youth with a mental health or substance use disorder. PRTFs may be locked or unlocked and are licensed by the North Carolina Division of Health Service Regulation DHSR. Youth in need of this level of care generally:

- Do not meet criteria for acute inpatient care
- Require supervision and specialized interventions on a 24-hour basis
- Cannot be maintained in, or have not benefited from, treatment at a lower level of care

Interventions include psychiatric treatment; individual, family, and group therapy; and medication management. The provider may also provide specialized substance use treatment if qualified, but providers are not required to offer this specialty. The staff-to-client ratio is always two staff to every six clients. Staffing includes registered nurses, and treatment is directed by a psychiatrist.

**Eligibility:** Ages 20 and younger

**Provider:** Multiple providers; located in Anson, Brunswick, Cumberland, Hoke, Lenoir, Mecklenburg, Moore, Onslow, and Stanly counties; also located in surrounding states

**Authorization Guidelines:** Prior authorization is required for members 12 and younger. Authorization is required after initial 60-day passthrough for members 13 and older.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-1 ([Psychiatric Residential Treatment Facilities](#)).

## New Hope Turning Point Program

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The New Hope Turning Point program in Rock Hill, South Carolina, is designed for youth in immediate need of placement for short-term stabilization to avoid psychiatric hospitalization/incarceration and requires a comprehensive evaluation to determine discharge treatment and supervision options. It is a Psychiatric Residential Treatment Facility (PRTF) level of care program that provides a comprehensive diagnostic assessment, outlining treatment and care needs within 30 days. Other assessments may be used as indicated for issues such as autism spectrum disorder, substance use, adaptive functioning, and sexual harm. Program features include:

- 3:1 resident to staff ratios and nursing services 24/7
- Accredited education program
- Referral and admission services outside of traditional business hours
- Mental health medical and screenings, risk assessment
- Initial service plan within 72 hours of placement
- Onsite medical care
- Recreation therapy and life skills training
- Drug and alcohol testing and substance use counseling (when indicated)
- Encouragement of family visitation and engagement
- 1:7 case manager to youth caseload
- Comprehensive transition plan outlining the level of care and type of treatment services indicated

**Eligibility:** Ages 12 to 18; male and female

**Provider:** New Hope Treatment Centers, 1-800-776-6482, [newhopetreatment.com](http://newhopetreatment.com); located in Rock Hill, South Carolina

**Authorization Guidelines:** Prior authorization is required for youth ages 12 and younger. Authorization is required after an initial 60-day passthrough for youth ages 13 and older.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-1 ([Psychiatric Residential Treatment Facilities](#)).

## **Intensive Psychiatric Residential Treatment Facility**

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The Intensive Psychiatric Residential Treatment Facility (iPRTF) model promotes increased family engagement, decreases PRTF lengths of stay, and improves overall outcomes for youth when they leave a PRTF. iPRTF is staffed with one family partner/case manager and one master's-level clinician to provide family treatment services to a caseload of up to four active participants at a time. Additionally, the family partner/case manager can follow 12 to 15 youth who have discharged from the program. Family involvement is key to the success of iPRTF, and eligible youth must have an identified long-term family in place to work with both prior to and following discharge. These individuals may include biological family, kinship, foster family, and adoptive/pre-adoptive family. After discharge, the iPRTF clinical team maintains contact with the family through home visits, phone calls, and/or attending Individualized Education Program (IEP) meetings or treatment team meetings with community-based providers.

**Eligibility:** Ages 13 to 17; male and female; must have an identified aftercare home. Due to the location of the PRTF and opportunities for family involvement and aftercare support, consideration is given to youth in Alamance, Caswell, Chatham, and Person counties.

**Provider:** Alexander Youth Network, (855) 362-8470, [alexanderyouthnetwork.org](http://alexanderyouthnetwork.org); located in Guilford County.

**Authorization Guidelines:** Prior authorization is required for youth ages 12 and younger. Authorization is required after an initial 60-day passthrough for youth ages 13 and older.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-1 ([Psychiatric Residential Treatment Facilities](#)).

## **Enhanced Residential Treatment Center**

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Enhanced Residential Treatment Center (ERTC) is a short-term (45- to 60-day) Psychiatric Residential Treatment Facility (PRTF) program. The service focuses on assessment and stabilization to transition the youth back to their home community with wraparound supports that begin at admission. Children and families receive a full psychological evaluation and comprehensive clinical assessment. The youth and their identified aftercare support engage in Family-centered Treatment and High-Fidelity Wraparound, services that transition following discharge. If either service is not available locally, the ERTC provider connects the youth to an alternate community-based service and completes a warm handoff for transition of care. Due to a high level of family treatment and planned discharge back into the community, the youth must have an identified aftercare home.

**Eligibility:** Male youth ages 11 to 16; female youth ages 11 to 15; must have an identified aftercare home

**Provider:** Thompson Child & Family Focus, Matthews Campus, [thompsoncfff.org](http://thompsoncfff.org); located in Mecklenburg County

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-1 ([Psychiatric Residential Treatment Facilities](#)).

## Enhanced Residential Treatment Center (ERTC) Professional Foster Parenting Step-Down Program

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Male youth who complete treatment at Thompson's Enhanced Residential Treatment Center (ERTC) but need additional support before transitioning to their aftercare home may be considered for Thompson's Professional Foster Parenting Step-Down Program. At ERTC admission, if identified for the program, the member and their identified aftercare support begin working with the Therapeutic Foster Care (TFC) parent to enhance engagement in treatment and build rapport. The youth transitions to the identified TFC home upon ERTC program completion. The Professional Foster Parenting Step-Down Program supports the member and their identified aftercare support for up to 120 days post-discharge from the ERTC. Members and their aftercare support engage in Family-centered Treatment and High-Fidelity Wraparound in the TFC home as they work toward a successful transition to their long-term placement/ permanency plan.

**Eligibility:** Male youth ages 11 to 16; must have an identified aftercare home

**Provider:** Thompson Child & Family Focus, Matthews Campus, [thompsoncff.org](http://thompsoncff.org); located in Mecklenburg County

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)).

## Cross Area Service Program (CASP) – Substance Use Services

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### PORT HEALTH SERVICES

The PORT Adolescent Substance Use Program provides residential and day treatment care for adolescents who have not been successful with other interventions and those needing 24-hour supervised care. The program provides specific therapies to address the youth's strengths, needs, abilities, and preferences and is designed to address their behavioral, emotional, environmental, academic, and vocational needs during their program stay. A combination of evidence-based treatment philosophies and one-on-one counseling help adolescents and their families internalize and maintain their therapeutic gains as they reintegrate into their respective communities. To be determined eligible, the youth must have a primary diagnosis of substance use (they may also have mental health symptoms or a mental health diagnosis) and:

- Be experiencing symptoms/behaviors related to their diagnosis that severely impair functional ability in academic, social, vocational, community, or family domains
- Be unable to attain/maintain abstinence from drugs/alcohol in a significant outpatient effort
- Has the potential for completing a minimum of three months of treatment
- Has the cognitive ability to process program information and behavioral dynamics
- Will have their parent/guardian or other caring adult participating in treatment to include onsite support when needed, visitation, transportation, home visits, child-family team meetings, and a program-facilitated family event

**Eligibility:** Ages 13 to 17½

**Provider:** Port Health Services, 252-413-1951, [porthealth.org](http://porthealth.org); located in Moore and Pitt counties

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** Family participation in family sessions is required while the youth is in treatment. Documentation of TB screening, immunizations, and physical examination is required.

# CRISIS/SHORT-TERM PLACEMENT SERVICES

## Emergency Placement Program

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Vaya's Emergency Placement Program is a unique collaboration with Anderson Behavioral Health in Marshville, North Carolina, to serve youth who need a customized placement. This program provides emergency short-term housing, stabilization, assessment of needs, and linkage to services.

The Nucleus program serves Vaya members with an emergency placement need identified by the Child and Family Team. The program provides placement and treatment for 30 to 90 days or longer if necessary. Intake and admission are available 24/7, every day of the year. Daily programming includes a balance of structure, choice, engaging activities, and free time. Available supports include a dedicated full-time behavioral health clinician, a comprehensive clinical assessment/addendum within two weeks (if needed), trauma screening, and risk assessment, as well as individual/group therapy and life skills classes. Services are provided in a home-like, youth-friendly environment. This program accepts children and adolescents regardless of sexual orientation, gender identity, or HIV/AIDS status. The Nucleus program specializes in treatment for adjustment/attachment disorders, co-occurring/dual diagnosis mental health and substance use disorders, bipolar disorder, depression/anxiety, oppositional defiant disorder, and schizophrenia.

**Eligibility:** Male youth ages 5 to 14

**Provider:** Anderson Behavioral Health, 704-624-4620, [andersonhealthservices.com](http://andersonhealthservices.com); located in Union County

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). To refer, contact Vaya's Care Management Department (referrals must come through Care Management).

## Mobile Crisis Management

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Mobile Crisis Management (MCM) involves all support, services, and treatments necessary to provide integrated crisis response, crisis stabilization interventions, and crisis prevention activities. MCM services are available 24/7, every day of the year. Crisis response provides an immediate evaluation, triage, and access to acute mental health, substance use, or I/DD services and supports to effect symptom reduction/harm reduction or to safely transition individuals to appropriate crisis stabilization and detoxification supports or services. MCM includes immediate telephonic response to assess the crisis and determine the risk, mental status, medical stability, and appropriate response. MCM also includes crisis prevention and supports designed to reduce the incidence of recurring crises. This service is primarily delivered face-to-face and in locations outside the organization's facility.

For individuals new to receiving public services, the MCM provider develops a crisis plan that can be shared with the individual, providers, and/or caregivers prior to discharge. For individuals who are already receiving services, the MCM provider recommends revisions to existing crisis plan components in person-centered plans, as appropriate.

**Services that cannot be concurrently provided with MCM include:**

- Assertive Community Treatment
- Intensive In-Home Services
- Multisystemic Therapy
- Medical Community Substance Abuse Residential Treatment
- Non-Medical Community Substance Abuse Residential Treatment
- Detoxification services

- Inpatient substance use treatment
- Inpatient psychiatric treatment and Psychiatric Residential Treatment Facility (except for the day of admission).

**Eligibility:** All ages

**Provider:** Multiple providers; currently offered in all counties in Vaya’s region

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8A ([Enhanced Mental Health and Substance Abuse Services](#)).

## **Mobile Outreach, Response, Engagement, and Stabilization (MORES)**

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MORES is a team-based crisis response intervention for children and adolescents ages 3-21 experiencing escalating emotional and/or behavioral needs. MORES can provide the following supports:

- Access to a licensed clinician trained in child and adolescent interventions
- Access to a Family Support Partner (an individual with lived experience of caring for a child with behavioral health challenges) who provides support and resources to the youth and family
- Access to psychiatric consultation
- Access to care management to provide connection to needed resources
- Up to four weeks of follow-up care after the onsite crisis response to help the family and youth get services and supports

MORES is available in Buncombe, Henderson and Chatham counties as an additional support when Mobile Crisis Management (MCM) is contacted during a behavioral health crisis.

**Eligibility:** Ages 3 to 21

**Provider:** RHA Health Services (Buncombe and Henderson counties), 1-888-573-1006, [rhahealthservices.org](http://rhahealthservices.org); Daymark Recovery Services (Chatham County), 866-275-9552, [daymarkrecovery.org](http://daymarkrecovery.org)

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8A ([Enhanced Mental Health and Substance Abuse Services](#)).

## **Facility-Based Crisis**

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Facility-Based Crisis (FBC) services for children and adolescents offer an alternative to hospitalization for eligible youth who require treatment in a 24-hour residential facility due to a mental health or substance use disorder. FBC centers provide intensive short-term, medically supervised services in a physically secure setting that is available 24/7, every day of the year. Expected length of stay is five to seven days. FBC options include:

### **CAIYALYNN BURRELL CHILD CRISIS CENTER (ASHEVILLE, NC)**

**Daymark Recovery Services | 877-277-8873 | [daymarkrecovery.org](http://daymarkrecovery.org)**

The [Caiyalynn Burrell Child Crisis Center](#) is an FBC and Non-Hospital Medical Detox program located at 277 Biltmore Ave., Asheville, NC 28801. Located in Buncombe County.

### **RICHMOND CHILD FACILITY-BASED CRISIS (ROCKINGHAM, NC)**

**Daymark Recovery Services | 910-719-4320 | [daymarkrecovery.org](http://daymarkrecovery.org)**

The Richmond Child FBC offers an alternative to emergency department use and inpatient hospitalization. Located in Richmond County.

### **SECU YOUTH CRISIS CENTER (CHARLOTTE, NC)**

**Monarch | Toll-free: 844-263-0050 | Local: 704-206-2342 | [monarchnc.org](http://monarchnc.org)**

The [SECU Youth Crisis Center](#) is a child and adolescent FBC located at 1810 Back Creek Drive, Charlotte, NC 28213. Located in Mecklenburg County.

### **YOUTH & ADOLESCENT FACILITY-BASED CRISIS CENTER (GREENSBORO, NC)**

**Alexander Youth Network | 336-231-0670 | [alexanderyouthnetwork.org](http://alexanderyouthnetwork.org)**

The [Alexander Youth Network's FBC Center](#) offers an alternative to emergency room use and inpatient hospitalization. Located in Guilford County.

**Eligibility:** Ages 6 to 17; male and female; youth experiencing a crisis due to escalated behavior and who reside in the Vaya region (either at their private residence or a residential treatment location)

**Authorization Guidelines:** Prior authorization is not required for Medicaid members.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8A-2 ([Facility-Based Crisis Service for Children and Adolescents](#)).

## **Short-Term Placement**

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Short-term placement services help prevent unnecessary residential placements and support transitions between treatment services.

### **CARE HAVEN RESPITE FACILITY (MARION, NC)**

**A Caring Alternative | House Main Number: 828-475-1705 | Melisa Tate: 828-608-3408, ext. 751**

**[carehaven@caringalternative.com](mailto:carehaven@caringalternative.com) | [caringalternative.com](http://caringalternative.com)**

Care Haven is a five-bed community Respite facility serving youth with a mental health diagnosis. The facility provides temporary placement for youth for up to 24 days in a calendar year without prior authorization (same-day intake). It also provides 24-hour awake staff who are paraprofessionals (with Therapeutic Foster Care parent training) for supervision.

**Located in McDowell County. Licensed for ages 5 to 17**

### **HAWTHORN HEIGHTS (BRYSON CITY, NC)**

**Kara Long (Director) | 828-488-6512 | Fax: 828-488-7975 | [referrals@hawthornheights.org](mailto:referrals@hawthornheights.org)**

Hawthorn Heights is a nine-bed licensed community Respite facility with four dedicated beds for members with a primary mental health diagnosis. The remaining beds are for children involved with the Division of Juvenile Justice and Delinquency Prevention. The facility provides temporary/periodic placement for youth, with 24/7 admissions (requests at least two hours' notice of transport after referral has been accepted for placement). The home provides 24-hour awake staff with youth separated by age and gender to ensure safety.

**Located in Swain County. Licensed for ages 12 to 17**

### **GREEN COMMUNITY RESPITE WITH ELIADA HOMES (ASHEVILLE, NC)**

**Eliada Homes | 828-254-5356 | [eliada.org](http://eliada.org)**

Green Community Respite is a licensed community Respite facility with four beds dedicated to Vaya members. It serves both male and female youth ages 6-17 for up to 14 days. The facility provides temporary/periodic placement for youth with a mental health diagnosis and/or mild I/DD. Referrals must be completed by Vaya Care Management.

**Located in Buncombe County. Licensed for ages 6 to 17**

### **INTERLUDE (ASHEVILLE, NC)**

**Brandi Nicole Family Enrichment Center | 828-687-3776 | [brandinichole.org](http://brandinichole.org)**

Interlude serves youth with mental health, substance use, and I/DD needs. To learn more, contact Jewel Richardson at [jewel@brandinichole.org](mailto:jewel@brandinichole.org) or Karen Cowen at [karen@brandinichole.org](mailto:karen@brandinichole.org).

**Located in Buncombe County. Licensed for ages 5 to 17**

## RAPID RESPONSE BEDS (LOCATION VARIES)

Carolina Therapeutic Services | [ctshealth.org](https://ctshealth.org)

Unique Caring Foundation | [uniquecaringfoundation.com](https://uniquecaringfoundation.com)

Rapid Response beds are provided to youth who are appropriate for Level II Therapeutic Foster Care (TFC) and who need emergency placement for up to 21 days. This service may also be appropriate for youth recommended for Level III services and can assist members who have had their current foster care placement disrupted or who will transition back to community following stabilization. Services are provided through TFC licensed homes, with only one member per home. All situations are assessed on a case-by-case basis, with no diagnostic rule-outs. *All referrals for CTS Health Rapid Response Beds should be made by a Vaya care manager.*

**Located in Mecklenburg and Gaston counties. Licensed for ages 5 to 18**

## FOCUS BEHAVIORAL HEALTH EMERGENCY LEVEL II

Focus Behavioral Health | 828-439-8191 | [focusbhslc.com](https://focusbhslc.com)

This program, developed through a collaborative effort with Vaya and Focus Behavioral Health, provides two beds to youth who are appropriate for Level II group home care and need emergency placement. Two beds are designated for Vaya members for emergency Respite placements within a Level II group home located in Morganton. To refer, the Vaya care manager or DSS must submit documentation to the Focus Behavioral Health Access Unit for all emergency Respite placement referrals at [access@focusbhs.com](mailto:access@focusbhs.com). Identify referrals as "RESPITE ONLY." Upon receipt and review of the referral, Focus will schedule an interview with the member and their legal guardian for potential admission.

**Located in Burke County. Licensed for male youth ages 13 to 18**

## THE SWING CENTER – COMMUNITY RESPITE

Nazareth Child and Family Connection | 704-279-5556 | [crrreferrals@nazcfc.org](mailto:crrreferrals@nazcfc.org)

The Swing Center offers five community Respite beds for youth who are experiencing a placement disruption or need interim support between residential placements. Members with all level of care recommendations will be considered. The program provides educational supports, as applicable, during the youth's stay, including access to a school liaison who helps with appropriate educational services, tutoring, or other needed supports. Youth engage in meaningful activities during their stay, both on and off campus, and receive individual therapy through Nazareth clinicians.

**Located in Rowan County. Licensed for male and female youth ages 10 to 17. *Serving only male youth at this time.***

**Authorization Requirements:** Prior authorization is not required.

**Additional information:** This service is governed by the Vaya Respite "in Lieu of" Service Definition and/or NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). The service definition is under development and will be available on the Vaya website when finalized. To refer, contact Vaya's Care Management Department (referrals must come through Care Management).

## Crisis Stabilization Program

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This service provides crisis stabilization treatment to youth who are in DSS custody and who:

- Are experiencing behavioral health challenges that have resulted in the unplanned loss of placement within the child welfare system and/or behavioral health system; AND
- Do not require an inpatient level of care.

This includes children who have disrupted a residential setting and are unable to return to that setting. To avoid multiple moves for the youth, all efforts to resolve issues in the residential setting must be made before pursuing this service. Youth with serious behaviors who are a danger to the self or others, are not medically stable, who have serious/psychiatric symptoms that require medical attention or an inpatient stay, and/or who have been charged with or convicted of a crime involving sexual harm are excluded from this service.

**Eligibility:** Ages 10-17; must be in the custody of a local DSS agency within the Vaya region

**Provider:** Thompson Child & Family Focus, Matthews Campus, [thompsoncff.org](http://thompsoncff.org); located in Mecklenburg County

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is a Level IV Residential Treatment program and is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). To refer, contact Vaya's Care Management Department (referrals must come through Care Management).

## Crisis Stabilization and Transition Program

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Youth Haven's Crisis Stabilization and Transition Program (CSTP) provides this service in a Level III group home to support members who are connected to DSS in our region and who need crisis or transitional residential treatment supports. Members must be connected to DSS either through investigation or family in-home or who are in DSS custody. The program is intended to provide support for up to 45 days through enhanced staffing ratios and can help with updating clinical documentation to support with transition planning.

CSTP staff receive referrals during standard business hours (8 a.m. to 5 p.m., Monday through Friday) and are available to receive admissions from 9 a.m. to 10 p.m., Monday through Friday. Referrals can be made by care management using the Client Care Web Bedboard.

**Eligibility:** Ages 10-17; must be involved with DSS within the Vaya region

**Provider:** Youth Haven Services, Faith House, [youthhavenservices.com](http://youthhavenservices.com); located in Rockingham County

**Authorization Guidelines:** Prior authorization is required.

**Additional information:** This service is a Level III Residential Treatment program and is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). To refer, contact Vaya's Care Management Department (referrals must come through Care Management).

## New Hope Short Term Crisis Stabilization Program

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This program is located within New Hope's Psychiatric Residential Treatment Facility (PRTF) in Rock Hill, South Carolina. New Hope provides four beds in its general psychiatric unit to support Vaya members in DSS custody who are experiencing a placement disruption or at risk of sleeping at a DSS office. The program includes two male and two female beds. It is intended to support members for up to 45 days, with the ability to extend if clinically indicated; however, extension is not guaranteed upon admission. Members who stay in the program past 30 days will require an approved Interstate Compact on the Placement of Children (ICPC).

**Eligibility:** Ages 12-17; must be involved with a local DSS agency within the Vaya region and meet criteria for PRTF

**Provider:** New Hope Treatment Centers, 1-800-776-6482, [newhopesetreatment.com](http://newhopesetreatment.com); located in Rock Hill, South Carolina

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is provided in a licensed Psychiatric Residential Treatment Facility (PRTF) and is governed by NC Medicaid Clinical Coverage Policy 8D-2 ([Residential Treatment Services](#)). To refer, contact Vaya's Care Management Department (referrals must come through Care Management).

## UNC Hospitals Youth Behavioral Health (YBH)

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This program, located in Butner, is a 54-bed inpatient facility that serves children and teens who need short-term hospitalization to stabilize a mental health disorder. Patients are accepted by referral only. YBH is not a drop-off or walk-in location for a youth in crisis, and it is not a long-term residential behavioral health facility. The program provides care for children with acute psychiatric conditions and co-occurring developmental disabilities or substance use conditions. The goal of the YBH is to help each child recover and return home as quickly as possible. YBH's team of social workers,

therapists, and nurses work collaboratively to support youth, execute discharge planning, and help arrange for step-down outpatient care so youth can continue to recover after returning home. The average length of stay at YBH is 14 days. YBH offers four units for youth based on age and mental health needs:

- 1 YBH is a 14-bed unit that provides comprehensive psychiatric care for youth ages 12 to 15 who require acute psychiatric stabilization.
- 2 YBH is a 16-bed unit that provides comprehensive psychiatric care for youth ages 14 to 17 who require acute psychiatric stabilization.
- 3 YBH is a 14-bed unit that evaluates, treats, and monitors older adolescents (ages 18 to 24) who need acute psychiatric stabilization.
- 4 YBH is a 10-bed unit for youth ages 10 to 17 with autism spectrum disorder, an intellectual disability, or a related neurodevelopmental disability who need crisis stabilization.

**Eligibility:** Ages 10-24 (dependent on treatment need)

**Provider:** UNC Hospitals Youth Behavioral Health, 919-338-8500, [unchealth.org](https://www.unchealth.org); located in Granville County

**Authorization Guidelines:** Prior authorization is not required.

**Additional information:** This service is governed by NC Medicaid Clinical Coverage Policy 8-B ([Inpatient Behavioral Health Services](#)). Referrals must come from hospitals directly to UNC YBH.

# CARE MANAGEMENT

Care management is a free benefit available to qualifying Vaya members who may need special medical and social support. Care managers work with members to identify their strengths and needs and to ensure they are connected to appropriate services and community supports. Care managers may be employed by Vaya or by a qualified network provider organization.

Members may be eligible for either Tailored Care Management or Vaya care coordination. For more information, visit the [Care Management](#) page of the Vaya website.

For assistance, call our Member and Recipient Service Line at 1-800-962-9003.

# DSS ESCALATION STRATEGY TOOL

At Vaya, we hold service providers to a high standard. We are committed to monitoring provider performance, protecting the integrity of our Medicaid managed care program, and promoting the provision of high-quality services. If a provider fails to meet these requirements, our quality assurance and compliance oversight processes help ensure they are held accountable while enabling us to work with the provider as efficiently and effectively as possible.

If DSS staff have concerns about a member’s care, we want to know. Vaya has developed the DSS Escalation Strategy Tool below to encourage DSS to follow our recommended process for resolving issues and escalating concerns at the appropriate level. The tool includes a list of suggested strategies to employ in the following hypothetical scenarios, which were created based on DSS feedback.

Effective April 1, 2023, Vaya has Coordinated Response Protocols in place with all DSS agencies in our region. This tool was developed by the North Carolina Child and Family Improvement Initiative, in collaboration with Vaya Care Management and DSS staff, to support collaboration between LME/MCOs and DSS agencies. The protocol supports proactive engagement when working with children and families involved in the child welfare system. We encourage our DSS partners to use their Coordinated Response Protocols and work closely with their embedded care manager to update the protocol at least annually to ensure it remains effective.

Additionally, Vaya follows a “no wrong door” approach for submitting grievances or complaints. To file a grievance or complaint with Vaya about a Vaya provider, a Vaya staff member, or any aspect of the service delivery system, call our Member and Recipient Service Line at 1-800-962-9003 or [visit the Vaya website](#) for additional information on ways to file online, by email, or by U.S. mail.

HYPOTHETICAL SCENARIO	RECOMMENDED ESCALATION STRATEGY
<b>Concerns about safety related to hospital discharge plans</b>	Notify Vaya care manager before going to pick up child. Care manager will begin strategy with Vaya Provider Network Operations Department, Vaya Chief Medical Officer, and hospital.
<b>Concerns about safety related to PRTF discharge plans</b>	Notify Vaya care manager before going to pick up child. Care manager will begin strategy with Vaya Provider Network Operations Department, Vaya Chief Medical Officer and PRTF.
<b>Daymark Child Facility-Based Crisis Center turning down referrals that seem appropriate</b>	Notify the assigned Vaya care manager, who can escalate the concern internally.
<b>Child Facility-Based Crisis intake process taking longer than 24 hours after an available bed is identified</b>	If child is in active crisis, contact Mobile Crisis Management (MCM) for an initial assessment. MCM can transport to the child FBC. If the child needs IVC, an MCM team will handle the IVC initiation. If DSS transports the child to the FBC, the social worker and child will go through the intake process. If there are concerns about the process, DSS should file a complaint with Daymark or with Vaya using the process described above.
<b>TFC discharging youth for behaviors that do not meet criteria for discharge (e.g., refusing to do homework)</b>	Contact the TFC provider agency and speak with the clinical director or other leadership about concerns. File a complaint with the provider or with Vaya using the process described above. If further support is needed, contact the Vaya Care Management Supervisor (see contact information below).

HYPOTHETICAL SCENARIO	RECOMMENDED ESCALATION STRATEGY
A Youth Villages service (Intercept, MST, Transitional Youth Services, High Fidelity Wraparound) is at capacity and child is put on waitlist	Contact Youth Villages at <a href="mailto:thewncplacement@youthvillages.org">thewncplacement@youthvillages.org</a> . If Youth Villages is not able to accommodate the referral, notify <a href="mailto:provider.info@vayahealth.com">provider.info@vayahealth.com</a> , and Vaya will work with Youth Villages to expand capacity.
Assessment and recommendation(s) appear to be poor quality (e.g., unclear, does not match known information)	File a complaint with the provider or with Vaya using the process described above. If further support is needed, contact the Vaya Care Management supervisor (see contact information below). In counties where a shared (DSS/Vaya/provider) case staffing is occurring, the social worker can discuss this issue(s) in that forum.
Time-sensitive (14 days or fewer) or urgent (one to three days) assessments needed	If your DSS utilizes Youth Villages Single Point of Assessment (SPOA), contact your onsite or assigned assessor. If there is a delay, contact <a href="mailto:thewncplacement@youthvillages.org">thewncplacement@youthvillages.org</a> . If an urgent assessment timeframe need cannot be met through the SPOA, go to local walk-in center (see below).
Child is in crisis and needs immediate crisis intervention	Contact Mobile Crisis Management (MCM) or take the child to a local walk-in center (listed below).
Immediate placement needs	Contact the assigned Vaya-based or provider-based care manager. If you do not know the care manager's name/contact information, call Vaya's Member and Recipient Service Line at 1-800-962-9003. If there is no care manager, contact the Vaya care management manager for the county as listed below. Vaya Care Management will help and escalate the request as needed.

## Mobile Crisis Management

COUNTY	MCM PHONE #
Alamance, Caswell, Franklin, Granville, Person, or Vance	1-844-709-4097
Alexander, Buncombe, Caldwell, Henderson, Madison, McDowell, Mitchell, Polk, Transylvania, or Yancey	1-888-573-1006
Alleghany, Ashe, Avery, Rockingham, Rowan, Stokes, Watauga, or Wilkes	1-866-275-9552
Chatham	1-800-568-7235
Cherokee, Clay, Graham, Haywood, Jackson, Macon, or Swain	1-888-315-2880

## Walk-in Centers

Walk-in center addresses and phone numbers are listed below and on the [Vaya website](#).

COUNTY	WALK-IN CENTER INFORMATION
Alamance	RHA Health Services: 336-229-5905, 2732 Ann Elizabeth Drive, Burlington, NC 27215
Alexander	RHA Health Services: 828-848-2515, 395 3rd Ave. SW, Taylorsville, NC 28681
Alleghany	Daymark Recovery Services: 336-372-4095, 1650 N.C. Highway 18 S., Sparta, NC 28675
Ashe	Daymark Recovery Services: 336-246-4542, 101 Colvard St., Jefferson, NC 28640
Avery	Daymark Recovery Services: 828-733-5889, 360 Beech St., Newland, NC 28657
Buncombe	RHA Health Services: 828-254-2700, 356 Biltmore Ave., Asheville, NC 28801
	Family Preservation Services: 828-225-3100, 1314-F Patton Ave., Asheville, NC 28806
Caldwell	RHA Health Services: 828-394-5563, 2415 Morganton Blvd., SW, Lenoir, NC 28645

COUNTY	WALK-IN CENTER INFORMATION
Caswell	RHA Health Services: 336-694-1175, 1150 NC Highway 86 N., Yanceyville, NC 27379
Chatham	Daymark Recovery Services: 919-633-2955, 1105 E. Cardinal St., Siler City, NC 27344
	Monarch: 866-272-7826, 193 Lowes Rd., Suite 102, Pittsboro, NC 27312
Cherokee	Appalachian Community Services: 828-837-0071, 750 US Hwy. 64 W, Murphy, NC 28906
Clay	Appalachian Community Services: 828-389-1494, 254 Church St., Hayesville, NC 28904
Franklin	Vision Behavioral Health Services: 919-496-7781, 104 N. Main St. #200, Louisburg, NC 27549
Graham	Appalachian Community Services: 828-479-6466, 217 S. Main St., Robbinsville, NC 28771
Granville	Vision Behavioral Health Services: 984-742-7781, 111 Hilltop Drive., Oxford, NC 27565
Haywood	Appalachian Community Services: 828-452-1395, 1482 Russ Ave., Waynesville, NC 28786
	Meridian Behavioral Health Services (adults): 828-456-8604, 131 Walnut St., Waynesville, NC 28786
	Meridian Behavioral Health Services (children): 828-476-2997, 1207 East St., Waynesville NC 28786
Henderson	Family Preservation Services: 828-697-4187, 120 Chadwick Square Court, Ste. C, Hendersonville, NC 28739
Jackson	Meridian Behavioral Health Services: 828-631-3973, 44 Bonnie Lane, Sylva, NC 28779
Macon	Appalachian Community Services: 828-524-9385, 100 Thomas Heights, Suite 206, Franklin, NC 28734
	Meridian Behavioral Health Services: 828-524-6342, 674 Highlands Road, Franklin NC 28734
Madison	RHA Health Services: 828-649-9174, 13 S. Main St., Marshall, NC 28753
McDowell	RHA Health Services: 828-652-2919, 486 Spaulding Road, Suite B, Marion, NC 28752
Mitchell	RHA Health Services: 828-765-0894, 129 Skyview Circle, Spruce Pine, NC 28777
Person	Freedom House Recovery Center: 336-599-8366, 355 S Madison Blvd., Roxboro, NC 27573
	RHA Health Services: 336-514-9399, 145 Weeks Dr., Roxboro, NC 27573
Polk	Blue Ridge Health: 828-894-2222, 161 Walker St., Columbus, NC 28722
Rockingham	Daymark Recovery Services: 336-342-8316, 355 County Home Rd. Reidsville, NC 27320
Rowan	Daymark Recovery Services: 704-633-3616, 2129 Statesville Blvd., Salisbury, NC 28147
Stokes	Daymark Recovery Services: 336-983-0941, 232 Newsome Road, King, NC 27021
Swain	Appalachian Community Services: 828-488-3294, 100 Teptal Terrace, Bryson City, NC 28713
Transylvania	Meridian Behavioral Health Services (adults): 828-883-2708, 69 N. Broad St., Brevard, NC 28712
	Meridian Behavioral Health Services (children): 828-883-2708, (65 N. Broad St., Brevard, NC 28712
Vance	Daymark Recovery Services: 252-433-0061, 943 W. Andrews Ave., Henderson, NC 27536
Watauga	Daymark Recovery Services: 828-264-8759, 132 Poplar Grove Connector, Ste. B, Boone, NC 28607
Wilkes	Daymark Recovery Services: 336-667-5151, 1400 Willow Lane, West Park, North Wilkesboro, NC 28659
Yancey	RHA Health Services: 828-682-2111, 72 Blue Ridge Lane, Burnsville, NC 28714

## Vaya Care Management – Manager Contacts

For telephone calls, dial 1-800-893-6246 and enter the extension listed below.

COUNTY	MANAGER	EMAIL	EXT.
Alamance	Corey Ellison	<a href="mailto:corey.ellison@vayahealth.com">corey.ellison@vayahealth.com</a>	6584
Alamance	Justina Simmons	<a href="mailto:justina.simmons@vayahealth.com">justina.simmons@vayahealth.com</a>	6576
Alexander	Amber Gulley-Wilson	<a href="mailto:amber.gulley@vayahealth.com">amber.gulley@vayahealth.com</a>	2969
Alleghany	Jimmy Poplin	<a href="mailto:jimmy.poplin@vayahealth.com">jimmy.poplin@vayahealth.com</a>	4420
Ashe	Jimmy Poplin	<a href="mailto:jimmy.poplin@vayahealth.com">jimmy.poplin@vayahealth.com</a>	4420
Avery	Adrian Boles	<a href="mailto:adrian.boles@vayahealth.com">adrian.boles@vayahealth.com</a>	4580
Buncombe	Madi Stephens	<a href="mailto:madi.stephens@vayahealth.com">madi.stephens@vayahealth.com</a>	1209
Buncombe	April Pryor	<a href="mailto:april.pryor@vayahealth.com">april.pryor@vayahealth.com</a>	1474

COUNTY	MANAGER	EMAIL	EXT.
Caldwell	Lauren Staley-Stone	<a href="mailto:lauren.staleystone@vayahealth.com">lauren.staleystone@vayahealth.com</a>	1564
Caldwell	Adrian Boles	<a href="mailto:adrian.boles@vayahealth.com">adrian.boles@vayahealth.com</a>	4580
Caswell	Shari Puckett	<a href="mailto:shari.puckett@vayahealth.com">shari.puckett@vayahealth.com</a>	1058
Chatham	Quintosha Cox	<a href="mailto:quintosha.cox@vayahealth.com">quintosha.cox@vayahealth.com</a>	1631
Cherokee	Brandi Rutan	<a href="mailto:brandi.rutan@vayahealth.com">brandi.rutan@vayahealth.com</a>	1559
Clay	Jessica Justice-Swart	<a href="mailto:jessica.justice-swart@vayahealth.com">jessica.justice-swart@vayahealth.com</a>	1508
Franklin	Justina Simmons	<a href="mailto:justina.simmons@vayahealth.com">justina.simmons@vayahealth.com</a>	6576
Graham	Brandi Rutan	<a href="mailto:brandi.rutan@vayahealth.com">brandi.rutan@vayahealth.com</a>	1559
Graham	Gretchen Anthony	<a href="mailto:gretchen.anthony@vayahealth.com">gretchen.anthony@vayahealth.com</a>	1278
Granville	Heather Fairley	<a href="mailto:heather.fairley@vayahealth.com">heather.fairley@vayahealth.com</a>	1261
Haywood	Courtney McLaughlin	<a href="mailto:courtney.mclaughlin@vayahealth.com">courtney.mclaughlin@vayahealth.com</a>	1278
Henderson	Amy Van Vlack	<a href="mailto:amy.vanvlack@vayahealth.com">amy.vanvlack@vayahealth.com</a>	1474
Jackson	Courtney McLaughlin	<a href="mailto:courtney.mclaughlin@vayahealth.com">courtney.mclaughlin@vayahealth.com</a>	1278
Macon	Brandi Rutan	<a href="mailto:brandi.rutan@vayahealth.com">brandi.rutan@vayahealth.com</a>	1278
Madison	Courtney Stiles	<a href="mailto:courtney.stiles@vayahealth.com">courtney.stiles@vayahealth.com</a>	6402
McDowell	Courtney Stiles	<a href="mailto:courtney.stiles@vayahealth.com">courtney.stiles@vayahealth.com</a>	6402
McDowell	Amber Gulley-Wilson	<a href="mailto:amber.gulley@vayahealth.com">amber.gulley@vayahealth.com</a>	2969
Mitchell	Amber Gulley-Wilson	<a href="mailto:amber.gulley@vayahealth.com">amber.gulley@vayahealth.com</a>	2969
Person	Quintosha Cox	<a href="mailto:quintosha.cox@vayahealth.com">quintosha.cox@vayahealth.com</a>	1631
Polk	April Pryor	<a href="mailto:april.pryor@vayahealth.com">april.pryor@vayahealth.com</a>	1474
Rockingham	Jenny Escue	<a href="mailto:jenny.escue@vayahealth.com">jenny.escue@vayahealth.com</a>	6575
Rockingham	Shari Puckett	<a href="mailto:shari.puckett@vayahealth.com">shari.puckett@vayahealth.com</a>	1058
Rowan	Gretchen Anthony	<a href="mailto:gretchen.anthony@vayahealth.com">gretchen.anthony@vayahealth.com</a>	6573
Rowan	Jenny Escue	<a href="mailto:jenny.escue@vayahealth.com">jenny.escue@vayahealth.com</a>	6575
Stokes	Shari Puckett	<a href="mailto:shari.puckett@vayahealth.com">shari.puckett@vayahealth.com</a>	1058
Swain	Jessica Justice-Swart	<a href="mailto:jessica.justice-swart@vayahealth.com">jessica.justice-swart@vayahealth.com</a>	1508
Transylvania	Jessica Justice-Swart	<a href="mailto:jessica.justice-swart@vayahealth.com">jessica.justice-swart@vayahealth.com</a>	1508
Vance	Rosalind Brunson	<a href="mailto:rosalind.brunson@vayahealth.com">rosalind.brunson@vayahealth.com</a>	6605
Watauga	Adrian Boles	<a href="mailto:adrian.boles@vayahealth.com">adrian.boles@vayahealth.com</a>	4580
Wilkes	David Porter	<a href="mailto:david.porter@vayahealth.com">david.porter@vayahealth.com</a>	1535
Wilkes	Jimmy Poplin	<a href="mailto:jimmy.poplin@vayahealth.com">jimmy.poplin@vayahealth.com</a>	4420
Yancey	Courtney Stiles	<a href="mailto:courtney.stiles@vayahealth.com">courtney.stiles@vayahealth.com</a>	6402

# SUPPORT AND ADVOCACY ORGANIZATIONS

Multiple statewide organizations offer support, resources, and advocacy for youth, families, communities, and service providers with the shared goal of improving treatment outcomes and the wellbeing of youth and families who are engaged with multiple systems and services.

## NC Youth and Family Voices Amplified, UNC Greensboro

- **Mission:** “Our mission is to amplify the voice of NC’s youth and families in systems and services that support their mental health and well-being. We do this through education, community partnerships, and support to enhance family-driven and youth-led care.”
- **Learn more:** [ncvoicesamplified.uncg.edu](https://ncvoicesamplified.uncg.edu)

## NC Families United

- **Mission:** “NC Families United supports and unites the voice of children, youth, and families with mental health concerns to educate, support, and advocate for improved services and lives.”
- **Learn more:** [ncfamiliesunited.org](https://ncfamiliesunited.org)

## National Alliance on Mental Illness (NAMI) of North Carolina

- **Mission:** “NAMI NC provides mental health advocacy, education, support, and public awareness so that all individuals and families can build better lives.”
- **Learn more:** [naminc.org](https://naminc.org)

## Family Support Network of North Carolina

- **Mission:** “Providing caring connections and support to families of children with disabilities, mental health challenges, and special healthcare needs and their community since 1985.”
- **Learn more:** [fsnnc.org](https://fsnnc.org)

## Mental Health Transformation Alliance

- **Mission:** “We strive to ensure families, youth, and community and state partners have access to the support and resources needed to implement a family driven, youth guided system of care.”
- **Learn more:** [mentalhealthtransformationalli.godaddysites.com](https://mentalhealthtransformationalli.godaddysites.com)

## Strong Able Youth Speaking Out (SaySO) NC

- **Mission:** “The Mission of SaySo is to work to improve the substitute care system by educating the community, speaking out about needed changes, and providing support to youth who are or have been in substitute care.”
- **Learn more:** [saysonc.org](https://saysonc.org)

## Grupo Poder y Esperanza

- **Mission:** “Our mission is to provide support and resources to individuals and families affected by one of four categories of medical conditions: Intellectual and Developmental Disabilities (IDD), Mental Health (MH), Traumatic Brain Injury (TBI), and Substance Use (SU). Our goal is to share information, techniques, and resources within the community through workshops, professional speaking engagements, trainings, and community information sessions. By learning to recognize the problems and needs faced by group members, we strive to find viable solutions through advocacy and support from community leaders. Our ultimate goal is to create a more inclusive and supportive community for all.”
- **Learn more:** [grupopoderyesperanza.com](https://grupopoderyesperanza.com) (in Spanish, with English translation available)