



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 public managed care organization (MCO) that oversees Medicaid, federal, state, and local funding for services and supports related to mental health, substance use disorder, intellectual/developmental disabilities (I/DD), and traumatic brain injury (TBI). Services are provided through more than 1,000 health care providers and practitioners in our contracted network. As a local government agency of the state of North Carolina, Vaya currently operates three health plans:

- **Medicaid 1915(b) Waiver:** Mental health, substance use, I/DD, and TBI services for people who receive Medicaid.
- **Medicaid 1915(c) Waiver (NC Innovations):** Home and community-based I/DD services for Medicaid beneficiaries who meet institutional level of care criteria (limited number of slots allocated by the NC Department of Health and Human Services [NCDHHS]).
- **Non-Medicaid (State-funded) services:** Mental health, substance use, I/DD, and TBI services for eligible individuals without insurance.

In July 2021, Vaya was awarded a four-year Behavioral Health and I/DD Tailored Plan contract by NCDHHS. We expect to begin operating a Tailored Plan in our region in 2024. For more information about Tailored Plans, refer to the [NCDHHS website](#).

Counties Served

Vaya's region (also called a catchment area) currently includes 31 counties in North Carolina:

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

Please note that Rockingham County will join the Vaya region effective Feb. 1, 2024.

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

Referrals to Services

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.

In 2022, Vaya and the state's other LME/MCOs released an updated [Universal Child and Adolescent Residential Placement Referral Form](#) as part of the NC Child and Family Improvement Initiative. The form 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

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. Prior authorization is generally required for all services managed by Vaya, except for emergency/crisis services and basic outpatient services, such as assessments, medication management, and therapy for individuals with less severe needs. 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), the 1915 (b)/(c) Waiver and Medicaid Clinical Coverage Policies, and other service definitions established or approved by NCDHHS. For additional Medicaid Service Authorization Documentation Requirements, review Vaya's Medicaid 1915(b) Authorization Guidelines for Mental Health/Substance Use Services – Child on 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 the 1915(b) 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 that a requested service may not meet criteria, the request will be reviewed by a licensed psychologist or medical doctor (peer reviewer) 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 the services and supports available for children and adolescents across the Vaya region. This Resource Guide is updated as needed to ensure it contains current information for our communities.

COMMUNITY-BASED SERVICES

BEHAVIORAL HEALTH SERVICES

Outpatient Therapy

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 contracted providers and walk-in center locations, addresses and telephone numbers, please visit the [Vaya website](#).

Eligibility: All ages

Provider: Multiple providers; currently offered in all 31 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 and Adolescent Day Treatment

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 identified needs. This service is designed to serve children who, as a result of their 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, thus increasing the potential for the child to experience a positive transition back to a traditional school setting. This service requires licensure by the NC 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 required.

Documentation Requirements: Person-centered plan, CCP, Service Order, ASAM Criteria LOC (if applicable)

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

Intensive In-Home Services

Intensive In-Home (IIH) is a team approach designed to address the identified 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. The service is intended to reduce presenting psychiatric or substance use disorder symptoms, provide first responder intervention to diffuse current crisis, ensure linkage to community services and resources and prevent out-of-home placement for the beneficiary. IIH services may include, but are not limited to, the following intervention as clinically appropriate:

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

This service is delivered by a three-person team that includes a licensed therapist (LP) as the team leader and two additional staff, one of which must be a qualified professional (QP). The third staff may be either a QP or an associate professional (AP). IIH is designed to be delivered in the home and community, and the team is on call 24/7. The service 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 required.

Documentation Requirements: Person-centered plan, CCP, Service Order, CCA, ASAM Criteria LOC (if applicable)

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

Bridging Families

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) homes. The program works with youth and families to address deficits that led to the disruption of family placements. Bridging Families 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 consisting 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 social, emotional, psychological, and physical well-being of children 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 family reunification
- Reducing the total time of out-of-home placement
- Employs 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 identified educational and academic needs

Eligibility: Ages 3 to 18

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

Authorization Guidelines: Prior authorization is required.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Multisystemic Therapy (MST)

Multisystemic Therapy (MST) strives to keep youth in the home by delivering an 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 serious emotional disturbances or a substance use disorder

MST services include an initial assessment to identify the focus of the MST intervention, individual therapeutic interventions 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. Duration of the service is expected to be three to five months.

Eligibility: Ages 12 to 17

Provider: Youth Villages, 828-250-3700, youthvillages.org; currently offered in all 31 counties

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

Documentation Requirements (Post-Payment Review): CCA, person-centered plan, CCP, Signature Page

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

This intensive, team-based service provides coordinated, holistic, family-driven care to meet the complex needs of youth who are 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 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. Participating youth may experience academic challenges and family stressors, such as poverty and parental mental health and substance use issues.

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

Eligibility: Ages 3 to 21 with serious emotional disturbance or serious mental illness covered by child Medicaid

Providers: Youth Villages, 828-250-3700, youthvillages.org, currently offered in Alamance, Alexander, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Person, Polk, Stokes, Swain, Transylvania, Vance, Wilkes, and Yancey counties; and Thompson Child & Family Focus, 704-536-0375, thompsoncfff.org, info@thompsoncfff.org, currently offered in Rowan County

Authorization Guidelines: Prior authorization is required.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

Additional Information: This service is governed by the [Vaya Health High-Fidelity Wraparound Alternative or "in Lieu of" Service Definition](#).

Intercept

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; currently offered in all 31 counties

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

Documentation Requirements (Post-Payment Review): CCA, person-centered plan, CCP, Signature Page

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 at youthvillages.org/intensive-in-home-treatment/intercept/ or by emailing Intercept@youthvillages.org.

Transitional Youth Services

This home and community-based outpatient intervention supports youth and young adults with mental health and/or substance use disorders in re-establishing the knowledge and skills necessary to live independently. This service primarily serves youth who are leaving foster care or the juvenile justice system or who otherwise do not have the developmentally appropriate and 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; currently offered in all 31 counties

Authorization Guidelines: Prior authorization is required.

Documentation Requirements: CCA, Ansell Casey Life Skills Assessment

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

Family-Centered Treatment

Family-Centered Treatment supports families experiencing difficulties associated with child abuse, 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. Family-Centered Treatment may be appropriate for families that are experiencing a child re-entering the family 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 required.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Treatment Alternatives for Sexualized Kids (TASK)

[Treatment Alternatives for Sexualized Kids \(TASK\)](#) is a treatment model designed to meet the complex needs of youth who have a history of sexual harm, who are adjudicated of a sexual offense, or who are experiencing dysregulation that is influencing sexually problematic behaviors that require 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 receive a Comprehensive Evaluation of Sexual Harm (CESH).

Eligibility: Ages 8 to 20

Provider: Children's Hope Alliance, 844-226-8855, 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.

Documentation Requirements: Person-centered plan, CCP, Signature Page, Comprehensive Evaluation of Sexual Harm (CESH)

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

Problem Sexual Behavior Cognitive Behavioral Therapy (PSB-CBT)

Adolescents with problematic or illegal sexual behavior can be helped with outpatient treatment. PSB-CBT offers a 40-to-52-week program for adolescents ages 13 to 18 and their caregivers. Youth can be referred for behaviors including:

- Repeatedly exposing themselves to others
- Excessive masturbation
- Failure to recognize socially acceptable physical boundaries
- Preoccupation with pornography and other sexualized content
- Generation and/or dissemination of sexualized images of self or others
- 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 once the assessment is completed.

Documentation Requirements: PSB-CBT initial assessment, person-centered plan, CCP

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

Supported Employment

Supported Employment (SE) provides assistance with choosing, acquiring, and maintaining employment for individuals who are diagnosed with an I/DD, mental illness and/or substance use disorder for whom competitive employment has not been achieved or has been interrupted or intermittent. 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 is not specifically set aside for people with disabilities. SE services must be provided in integrated work settings where the individual works alongside people who do not have disabilities or in a business owned by the individual.

Services may include onboard training/education, career or educational counseling, job shadowing, assistance in the use of education resources, resume development training, job interview skills training, assistance in learning skills necessary for job retention and monitoring, supervision and assistance in job tasks, and counseling to help the individual complete job training. SE 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 institutional care facility for individuals with intellectual disabilities (ICF-IID).

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 31 counties

Authorization Guidelines: Prior authorization is required.

Documentation Requirements: Person-centered plan, CCP, Service Order; CCA, ASAM Criteria LOC (if applicable)

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

Equine-Assisted Therapy

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

Eliada Homes | 828-254-5356, ext. 304 | equine@eliada.org | 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 | magicj1998.wixsite.com/website

Gaits of Hope counseling services offers over 20 years of extensive experience helping individuals who have experienced trauma. Focus on the therapeutic intervention comprises two components that promote positive healing of the heart:

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 for the wounded heart.

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 (Child ACT) Team

This treatment 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 who have 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.

Documentation Requirements: CCA, person-centered plan, CCP, Service Order

Additional information: This service is governed by the Vaya Health Child-Focused Assertive Community Treatment (Child ACT) Team Alternative or "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).

NON-INNOVATIONS I/DD SERVICES

Community Guide

Community Guide services provide support to members and planning teams that help members develop social networks and connections within local communities. The purpose of this service is to promote self-determination, increase independence, and enhance the member's ability to interact with and contribute to the community. Community Guide services emphasize, promote, and coordinate the use of natural and generic supports (unpaid) to address the member's needs, in addition to paid services.

Community Guide services are intermittent and fade as community connections develop and skills increase. Community Guides assist and support (rather than direct and manage) the member throughout the service delivery process. This service is intended to enhance, not replace, existing natural and community resources. Specific functions are:

- Assistance in forming and sustaining a full range of relationships with natural and community supports that allow the member meaningful community integration and inclusion
- Support to develop social networks with community organizations to increase the member's opportunity to expand valued social relationships and build connections within the local community
- Assistance in locating and accessing non-Medicaid community supports and resources that are related to achieving service plan outcomes (this includes social and educational resources, as well as natural supports)
- Instruction and counseling that guides the member in problem-solving and decision-making
- Advocacy and collaboration with other individuals and organizations on behalf of the member
- Supporting the member in preparing, participating in, and implementing plans of any type (e.g., IEP, ISP, service plan)
- Assistance in locating options for renting or purchasing a personal residence; assisting with purchasing furnishings for the personal residence

Eligibility: Ages 3 to 21; must be functionally eligible for (but not enrolled in) the NC Innovations Waiver

Provider: Multiple providers; currently offered in all 31 counties

Authorization Guidelines: Prior authorization is required.

Documentation Requirements: psychological evaluation; person-centered plan/CCP or plan of care/ISP, Service Order

Additional information: For service requirements, please see [Vaya Health Community Guide \(b\)\(3\) Waiver Service](#).

Research-Based Behavioral Health Treatment

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

RB-BHT services include a behavioral, adaptive, or functional assessment and development of an individualized treatment plan. Delivery of RB-BHT services 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.

Documentation Requirements: Service Order, clinical documentation validating diagnosis of ASD using scientifically validated tool(s)

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

RESIDENTIAL SERVICES

Emergency Placement Program

Vaya's Emergency Placement Program is a unique collaboration with Anderson Behavioral Health in Marshville, NC to serve children and 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 CCA/ 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; located in Union County

Authorization Guidelines: Prior authorization is required after an initial 180-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Transitional Therapeutic Foster Care (T-TFC)

Transitional Therapeutic Foster Care (T-TFC) offers emergency treatment, structure, stabilization, and supervision to youth who are experiencing a behavioral health crisis and 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, thompsoncfff.org, info@thompsoncfff.org; Pinnacle Family Services, 919-790-8580, pinnaclefamilyservices.com; and Alexander Youth Network, 855-362-8470, alexanderyouthnetwork.org; currently offered in all 31 counties

Authorization Guidelines: Prior authorization is required after an initial 180-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

Additional information: This service provided through 131D Licensed Therapeutic Foster Care (TFC) homes and is governed by NC Medicaid Clinical Coverage Policy 8-D-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

Therapeutic Foster Care (TFC) is a family-based service that is licensed by DSS. Agencies that offer this service are licensed as Child Placing Agencies and are responsible for recruiting homes to be licensed to provide this service. The individual homes work for the provider agency. Therapeutic foster 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 other activities at school or other settings. No more than two members can be served simultaneously in the same home. Children 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 (QP) working for the provider agency. Vaya recommends that youth often receive outpatient therapy and/or medication management services while in residential treatment, which may be provided in-house or through an outside provider agency.

If an agency serves any member who is at risk for inappropriate sexual behavior, a specialized evaluation of the behavior must be completed to determine 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: Under age 21

Provider: Multiple providers; currently offered in all 31 counties

Authorization Guidelines: Prior authorization is required after an initial 180-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Intensive Alternative Family Treatment® (IAFT®)

[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 lower level of care by providing clinically focused therapeutic treatment in a licensed foster home using a System of Care philosophy.

IAFT® places only one child/teen 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: Under age 21

Provider: Rapid Resource for Families, 704-516-4870, ncrapidresource.org; currently offered in all 31 counties

Authorization Guidelines: Prior authorization is required after an initial 180-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Intensive Treatment Foster Care (I-TFC)

This service is a specialized residential treatment designed to improve access to the Therapeutic foster Care (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 member must have experienced placement difficulties due to disruptive behavior, are stepping down from an extensive 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 (ED) 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; currently offered in all 31 counties

Authorization Guidelines: Prior authorization is required after an initial 180-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Service Order

Additional information: This service is governed by NC Medicaid Clinical Coverage Policy 8-D-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 (TFC-ASD)

TFC-ASD homes are specialized foster care homes for youth with ASD. These foster 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 Behavioral Analysis (ABA) therapy. TFC-ASD foster parents will 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: Under age 21

Provider: Access Family Services, 828-670-7723, accessfamilyservices.com; currently offered in all 31 counties

Authorization Guidelines: Prior authorization is required after an initial 180-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

Additional information: This service is governed by NC Medicaid Clinical Coverage Policy 8-D-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).

Treatment Foster Care – Oregon (TFC-O)

This specialized residential treatment model targets youth who are involved in both the child welfare and juvenile justice systems and who have complex high needs, multiple failed placements, and escalating acuity after each unsuccessful treatment attempt. This treatment offers an alternative to institutional, residential, and group care placement and creates the opportunity for children to receive needed support in a family-like setting. The following youth are excluded from this service: individuals who present with serious behaviors that are a danger to self or others, individuals who are not medically stable, and individuals with serious medical/psychiatric symptoms that require medical attention/inpatient stay.

Eligibility: Ages 12 to 17; must have a mental health or mild I/DD diagnosis and demonstrated behavioral health problems such as chronic anti-social behavior, emotional disturbance, and/or delinquency; must have access to an aftercare family

Provider: Thompson Child & Family Focus, 704-536-0375, thompsoncff.org, info@thompsoncff.org; currently offered through homes in Alamance, Henderson, Mecklenburg, and Wilkes counties

Authorization Guidelines: Prior authorization is required after an initial 180-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Service Order

Additional information: It is recommended that the youth's aftercare family be within 60 miles of the TFC-O home. This service is governed by NC Medicaid Clinical Coverage Policy 8-D-2 ([Residential Treatment Services](#)). To refer, contact Vaya's Care Management Department (referrals must come through Care Management).

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

This service offers the same level of care as Therapeutic Foster Care 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. This residential home is owned by the provider agency and is not a private family's personal home. Admission criteria is technically the same as for Therapeutic Foster Care. The requirements regarding sexualized behavior of members are the same as Therapeutic Foster Care. Vaya recommends that youth receive outpatient therapy and/or medication management services while in residential treatment, which may be provided in-house or through an outside provider agency.

Eligibility: Under age 21

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 required after an initial 180-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Level III Group Home

Residential Treatment – Level III services are provided in a highly structured facility group home licensed by the NC 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 (QP), a full-time associate professional (AP), a licensed professional (LP) for 10 hours per week and direct care staff at the paraprofessional (PP) level. The direct care staff-to-member ratio is two staff to every one to four consumers. This is a staff secure setting, meaning staff are awake overnight. More direct care staff must be available if the needs of a member require additional care and interventions above the usual staffing pattern. Vaya recommends that youth receive outpatient therapy and/or medication management services while in residential treatment, which may be provided in-house or through an outside provider agency.

Eligibility: Under age 21

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: Prior authorization is required after an initial 120-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Reuter Transitional Care – Level III Group Home

The [Reuter Transitional Cottage](#) is a Level III cottage designed to care for students who have been in higher levels of care for extended periods and are transitioning back to the community. 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 (PRTF).

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

Provider: Eliada Homes, 828-254-5356, ext. 322, eliada.org; located in Buncombe County

Authorization Guidelines: Prior authorization is required after an initial 120-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

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

Clear Sky focuses on clients obtaining their high school diplomas through a partnership with McDowell Technical Community College. Clear Sky also focuses on career readiness training through a partnership with NC Works. This career readiness training earns their clients a nationally recognized certificate that is desired in industry. To further enhance job skills training, Clear Sky partners with McDowell Tech and their clients attend Continuing Education classes. These classes focus specifically with hands-on trade skills where their clients receive a nationally recognized certificate upon class completion.

Eligibility: Male Vaya members ages 16 to 17

Provider: Clear Sky Behavioral, 828-559-0346, clearskybehavioral.com; located in McDowell County

Authorization Guidelines: Prior authorization is required after initial 180-day (level II) or 120-day (level III) pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Cummings Assessment Center – Level III Group Home

Eliada Homes offers a level III group home assessment center. This home serves both male and female youth ages 11-17. 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; located in Buncombe County

Authorization Guidelines: Prior authorization is required after an initial 120-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Complex Residential

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 connection to community activities, education, and vocational supports to achieve a successful outcome. Complex Residential is designed for members 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: Male Vaya members ages 10-18; 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; located in Mecklenburg County

Authorization Guidelines: Prior authorization is required after an initial 120-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Service Order

Additional information: This service is governed by the Vaya Health Complex Residential Alternative or “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

This is a secured group home setting licensed by 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 those 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, and two of those staff must be awake at all times.

Eligibility: Under age 21

Provider: The Carter Clinic, 919-848-0132, thecarterclinic.com, located in Wake County; and Precious Haven, 910-868-6092, precioushaven.com; located in Cumberland County

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

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Psychiatric Residential Treatment Facility (PRTF)

Psychiatric Residential Treatment Facilities (PRTFs) provide **non-acute inpatient facility care** for youth who have a mental health or substance use disorder. PRTFs may be locked or unlocked and are licensed by 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 provide this specialty. The staff-to-client ratio is always two staff to every six clients. Staffing also includes registered nurses, and treatment is directed by a psychiatrist.

Eligibility: Under age 21

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 pass-through for members 13 and older.

Documentation Requirements: Certificate of Need, CCA, person-centered plan, CCP, Signature Page

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

New Hope Turning Point Program

The [New Hope Turning Point](#) program in Rock Hill, SC, 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 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; located in Rock Hill, South Carolina

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

Documentation Requirements: Certificate of Need, CCA, person-centered plan, CCP, Signature Page

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

Intensive Psychiatric Residential Treatment Facility (iPRTF)

The 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 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 will be given to youth in Alamance, Caswell, Chatham, and Person counties.

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

Authorization Guidelines: Prior authorization is required after initial 60-day pass-through for youth ages 13 and older.

Documentation Requirements: Certificate of Need, CCA, person-centered plan, CCP, Signature Page

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

Enhanced Residential Treatment Center (ERTC)

ERTC is a short-term (45 to 60-day) PRTF program for male youth ages 11-16. The service focuses on assessment and stabilization to transition the child back to their home community with wraparound supports that begin at admission. While engaged in the ERTC, children and families receive a full psychological evaluation and comprehensive clinical assessment. The youth and their identified aftercare support engage in Family-Centered Treatment (FCT) and High-Fidelity Wraparound (HFW), 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, thompsoncfc.org; located in Mecklenburg County

Authorization Guidelines: Prior authorization is not required.

Documentation Requirements: Certificate of Need, CCA, person-centered plan, CCP, Signature Page

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

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

Male youth ages 11-16 who complete treatment at Thompson's ERTC but need additional support before transitioning to their identified aftercare home may be considered for Thompson's Professional Foster Parenting Step-Down Program. At ERTC admission, if identified for the Professional Foster Parenting Step-Down 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 member 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 (FCT) 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; located in Mecklenburg County

Authorization Guidelines: Prior authorization is required after an initial 180-day pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signature Page

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

Cross Area Service Program (CASP) – Substance Use Services

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 and provides specific therapies to address their strengths, needs, abilities, and preferences. The program is designed to address the behavioral, emotional, environmental, academic, and vocational needs of patients 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 teen 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 impairs 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 parent/guardian or other caring adult participating in treatment to include onsite support when needed, visitation, transportation, home visits, child-family team meetings, and program facilitated family event

Eligibility: Ages 13 to 17½

Provider: Port Health Services, 252-413-1951, porthealth.org/treatment/youth-services/port-residential; located in Moore and Pitt counties

Authorization Guidelines: Prior authorization is not required.

Additional information: Family participation in family sessions is required while the child is in treatment.

Documentation of TB screening, immunizations, and physical examination is required.

CRISIS/SHORT-TERM PLACEMENT SERVICES

Mobile Crisis Management

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, I/DD or substance use services, treatment and supports to effect symptom reduction, harm reduction or to safely transition individuals to appropriate crisis stabilization and detoxification supports or services. These services include 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 that are designed to reduce the incidence of recurring crises. MCM services are primarily delivered face-to-face and in locations outside the agency's facility.

For individuals new to the public system, MCM must develop a crisis plan before discharge. This crisis plan shall be provided to the beneficiary, caregivers (if appropriate) and any agencies that may provide ongoing treatment and supports after the crisis has been stabilized. For individuals who are already receiving services, MCM must recommend 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 Abuse Treatment
- Inpatient Psychiatric Treatment, and Psychiatric Residential Treatment Facility (except for the day of admission)
- MCM services may be provided to a person who receives inpatient psychiatric services on the same day of service.

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](#)). Prior authorization is not required.

Facility-Based Crisis Services for Children and Adolescents

Facility-Based Crisis (FBC) Services for Children and Adolescents provide an alternative to hospitalization for an eligible youth who require treatment in a 24-hour residential facility due to a mental health or substance use disorder. FBCs 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

The [Caiyalynn Burrell Child Crisis Center](#) is a Facility-Based Crisis 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

The Daymark Richmond Child Facility-Based Crisis center 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

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

The [Alexander Youth Network's Facility-Based Crisis Center](#) offers an alternative to hospitalization or emergency room visits. Located in Guilford County.

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

Authorization Guidelines: Prior authorization is required.

Documentation Requirements: Admissions assessment (for initial pass-through)

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

Short-term placement services are designed to 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 | 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

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. The facility provides temporary/periodic placement for youth. The provider has 24/7 admission (requests at least two hours' notice of transport after referral has been accepted for placement). The home provides 24-hour awake staff with youth being 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

Green Community Respite is a licensed community respite facility with four beds dedicated to Vaya members. The home 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

Interlude serves youth with mental health, substance use, and intellectual/developmental disability needs. To learn more, contact Jewel Richardson at jewel@brandinichole.org or Karen Cowen at karen@brandinichole.org.

Located in Buncombe County. Licensed for ages 5 to 17

RAPID RESPONSE BEDS (LOCATION VARIES)

Carolina Therapeutic Services | ctshealth.org

Unique Caring Foundation | 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 a period up to 21 days. This service may also be appropriate for youth recommended for Level III services. This program can also 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 | focusbhsllc.com

The Focus Behavioral Health Emergency Program provides two beds to youth who are appropriate for Level II group home care and need emergency placement. This program was developed through a collaborative effort with Vaya Health and Focus Behavioral. 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. Referrals should be identified "RESPIRE ONLY" to be considered for this program. Upon receipt and review of the referral, Focus Behavioral Health 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 RESPIRE

Nazareth Child and Family Connection | 704-279-5556 | crreferrals@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 assists 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 required after initial pass-through.

Documentation Requirements: CCA, person-centered plan, CCP, Signed Service Order

Additional information: This service is governed by [Vaya Health Respite \(b\)\(3\) Waiver Service](#) and/or NC Medicaid Clinical Coverage Policy 8-D-2 ([Residential Treatment Services](#)).

Crisis Stabilization Program

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 within the Vaya region

Provider: Thompson Child & Family Focus, Matthews Campus, thompsoncfc.org; located in Mecklenburg County

Authorization Guidelines: Prior authorization is not required.

Documentation Requirements: Clinical documentation required for review for consideration. Additional documentation required by provider upon acceptance.

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

Crisis Stabilization and Transition Program

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 Vaya's region who are in need of crisis or transitional residential treatment supports. Members ages 10 to 17 who are connected to DSS either in the investigation, family in home or who are in DSS custody are eligible for the program. The program is intended to provide support for up to 45 days through enhanced staffing ratios and can assist with updating clinical documentation to support with transition planning.

CSTP staff receive referrals during standard business hours (8 a.m. -5 p.m., Monday through Friday) and will be 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 a local DSS within the Vaya region

Provider: Youth Haven Services, Faith House, www.youthhaveservices.com; located in Rockingham County

Authorization Guidelines: Prior authorization is not required.

Documentation Requirements: Clinical documentation required for review for consideration. Additional documentation required by provider upon acceptance.

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

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.

Members may be eligible for either Tailored Care Management or Vaya care management/care coordination. Any organization or individual can refer a child or adult member for care management services by completing and submitting the [Care Management and Care Coordination Referral Form](#) available on our website.

For more information, visit vayahealth.com/benefits-services/care-management/. For help with a referral, 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
Concerns about safety related to hospital discharge plans	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.
Concerns about safety related to PRTF discharge plans	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.
Daymark Child Facility-Based Crisis Center turning down referrals that seem appropriate	Notify the assigned Vaya care manager, who can escalate the concern internally.
Child Facility-Based Crisis intake process taking longer than 24 hours after an available bed is identified	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.
TFC discharging youth for behaviors that do not meet criteria for discharge (e.g., refusing to do homework)	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 thewncplacement@youthvillages.org . If Youth Villages is not able to accommodate the referral, please notify provider.info@vayahealth.com , 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), please contact your onsite or assigned assessor. If there is a delay, contact thewncplacement@youthvillages.org . If urgent assessment timeframe need cannot be met through 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, 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 (<i>address to change when new site opens in spring 2024</i>)
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
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	corey.ellison@vayahealth.com	6584
	Justina Simmons	justina.simmons@vayahealth.com	6576
Alexander	Savannah Englebach	savannah.englebach@vayahealth.com	4708
Alleghany	Jimmy Poplin	jimmy.poplin@vayahealth.com	1058
Ashe	Jimmy Poplin	jimmy.poplin@vayahealth.com	1058
Avery	Adrian Boles	adrian.boles@vayahealth.com	4580
Buncombe	Mark Van Tuyl	mark.vantuyl@vayahealth.com	5239
	Meredith Comer	meredith.comer@vayahealth.com	5325
Caldwell	Lauren Staley-Stone	lauren.staleystone@vayahealth.com	1564
Caswell	Shari Puckett	shari.puckett@vayahealth.com	1058
Chatham	Quintosha Cox	quintosha.cox@vayahealth.com	1631

COUNTY	MANAGER	EMAIL	EXT.
Cherokee	Brandi Rutan	brandi.rutan@vayahealth.com	1559
Clay	Brandi Rutan	brandi.rutan@vayahealth.com	1559
Franklin	Justina Simmons	justina.simmons@vayahealth.com	6576
Graham	Brandi Rutan	brandi.rutan@vayahealth.com	1559
Granville	Heather Fairley	heather.fairley@vayahealth.com	1261
Haywood	Mark Van Tuyl	mark.vantuyl@vayahealth.com	5239
	Courtney McLaughlin	courtney.mclaughlin@vayahealth.com	1278
Henderson	Amy Van Vlack	amy.vanvlack@vayahealth.com	2619
	April Pryor	april.pryor@vayahealth.com	1474
Jackson	Courtney McLaughlin	courtney.mclaughlin@vayahealth.com	1278
Macon	Brandi Rutan	brandi.rutan@vayahealth.com	1559
Madison	Courtney Stiles	courtney.stiles@vayahealth.com	6402
McDowell	Amber Gulley-Wilson	amber.gulley@vayahealth.com	2969
	Courtney Stiles	courtney.stiles@vayahealth.com	6402
Mitchell	Amber Gulley-Wilson	amber.gulley@vayahealth.com	2969
Person	Quintosha Cox	quintosha.cox@vayahealth.com	1631
Polk	April Pryor	april.pryor@vayahealth.com	1474
Rockingham	Jenny Escue	jenny.escue@vayahealth.com	6575
	Shari Puckett	shari.puckett@vayahealth.com	1058
Rowan	Jenny Escue	jenny.escue@vayahealth.com	6575
	Gretchen Anthony	gretchen.anthony@vayahealth.com	6573
Stokes	Shari Puckett	shari.puckett@vayahealth.com	1058
Swain	Jessica Justice-Swart	jessica.justice-swart@vayahealth.com	1508
Transylvania	Jessica Justice-Swart	jessica.justice-swart@vayahealth.com	1508
Vance	Rosalind Brunson	rosalind.brunson@vayahealth.com	6605
Watauga	Adrian Boles	adrian.boles@vayahealth.com	4580
Wilkes	David Porter	david.porter@vayahealth.com	1535
	Jimmy Poplin	jimmy.poplin@vayahealth.com	1058
Yancey	Courtney Stiles	courtney.stiles@vayahealth.com	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

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

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

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

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