



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Webinar

March 7, 2025, 11 a.m. – 12 p.m.: All Network Providers

The Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya Health network providers. We encourage all network providers to attend. Registration is not required. For past webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

PROVIDER TOUCHPOINT: ALL NETWORK PROVIDERS – MARCH 7, 2025

Authorization Questions? Join Open Office Hours for Providers

Join Vaya's virtual open office hours for answers to your questions about the expiration of prior authorization flexibilities. As a reminder, [physical health authorization flexibilities for Tailored Plan launch](#) ended Jan. 31, 2025, and [Hurricane Helene prior authorization flexibilities](#) for non-Innovations Waiver services ended Feb. 28, 2025.

We invite you to drop in or stay for the full session. Additionally, subject matter experts will be available to answer other questions, such as claims-related inquiries. Registration is not required.

We will hold sessions from 2 – 3 p.m. on Tuesdays during March and April (March 18 and 25 and April 1, 8, 15, 22, and 29, 2025). [Join on Microsoft Teams](#).

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

Updated Service Desk Form for Claims Inquiries

Vaya recently combined the [Provider Service Desk Request Form](#) with our legacy Claims Inquiry Form. This change will simplify the claims inquiry process and improve our ability to respond quickly to provider requests.

The combined form includes updated drop-down options for claims questions. All links that historically routed to the Claims Inquiry Form will redirect users to the combined form.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, March 8, through 6 a.m. Sunday, March 9, 2025. Please do not attempt to use the portal during this time.

Vaya Network Participation

Vaya thanks network providers for all you do. If you know of other providers wishing to participate in our network, please share the information below.

Interested providers can visit the [Network Participation](#) and [Provider Enrollment](#) webpages of our Provider Central website to learn about the criteria and process to become a Vaya network provider. To formally initiate the contracting and enrollment process, providers must complete the [Vaya Health Provider Contract Request Form](#).

If you have questions, email provider.info@vayahealth.com or call our Provider Support Service Line at 1-866-990-9712.

PHYSICAL HEALTH PROVIDERS

Physical Health Service Codes Requiring Prior Authorization

A list of [physical health codes requiring prior authorization](#) is available under the Vaya Total Care Physical Health Services Authorization Guidelines section of our [Authorization Guidelines](#) webpage. This list contains most inpatient and outpatient physical health service codes that require prior authorization under the Vaya Behavioral Health and I/DD Tailored Plan for Medicaid beneficiaries, also known as Vaya Total Care. This list is subject to change and may not contain all codes requiring prior authorization.

Please note Vaya does not manage dental services. Vaya follows NC Medicaid [clinical coverage policies](#) (CCPs), except for Diagnostic Imaging Services. Vaya's [Diagnostic Imaging Services CCP](#) is available on our [Authorization Guidelines](#) webpage.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

IFDS Employer Handbook Revised for 2025

Vaya has published a new version of our [Individual and Family Directed Services \(IFDS\) Employer Handbook](#). The handbook includes updated information on NC Innovations Waiver requirements and Vaya processes and reflects Employer of Record (EOR) feedback.

We thank all EOR stakeholders for their contributions during the handbook review. If you have questions or want to share feedback, email innovations.stakeholder@vayahealth.com.

NC Innovations Provider Self-Review of Member Record Submission Deadline

The NC Innovations Provider Self-Review of Member Record is due on the 10th of each month following the end of the quarter. The review must be submitted on the [current form](#), available on the [Forms](#) page of our Provider Central website.

Before submitting your form, please ensure you:

- Use the correct version.
- Include your signature and the date.
- Include the member's correct birthdate.
- Note the coverage quarter.
- Select all checkboxes (or mark "Not applicable").
- Complete the grid (if your organization has an authorization to provide a service during any portion of the quarter).

Vaya will return the review form if corrections are needed. For help, review our [Self-Review of Innovations Member Record Job Aid](#), contact your provider network contract manager, or email provider.info@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

Mental Health First Aid March 18, 2025, 8 a.m. – 5 p.m.

Vaya and Buncombe County Health and Human Services will offer a free, in-person Mental Health First Aid training at Vaya's administrative office, 200 Ridgefield Court, Suite 218, Asheville, NC 28806. This eight-hour training will teach participants how to identify, understand, and respond to signs of mental health and substance use disorders, as well as to build skills to provide initial support to someone who may be developing a behavioral health concern or crisis by connecting them to care.

[Register online](#). If you have questions, contact Beth Pfister, Community Training Manager, at beth.pfister@vayahealth.com or 1-800-893-6246, ext. 6346.

Why did I receive this email? Vaya Health requires network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).

providers.vayahealth.com



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