



# PROVIDER COMMUNICATION BULLETIN

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**IN THIS ISSUE:** IN THIS ISSUE: Provider Touchpoint Webinar | Authorization or Claims Questions? Join Open Office Hours | Reminders: Provider Portal Systems Access Administrators and User Profiles | Updated Provider Operations Manual | Short Provider Surveys to Launch This Spring | Analeniski Inpatient Behavioral Health Unit Accepting Referrals | Updates to ILOS Definitions | Guidance on CPR and First Aid Training for Innovations Providers and EORs | NCI® Survey: Thank You to Providers | NC Health Workforce Survey | I/DD Legislative Caucus Listening Session | Applied Suicide Intervention Skills Training (ASIST)

## ALL NETWORK PROVIDERS

### Provider Touchpoint Webinar March 21, 2025, 11 a.m. – 12 p.m.

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 21, 2025

### Authorization or Claims 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 or any associated claims issues. 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. *Registration is not required.*

We will hold sessions from 2 – 3 p.m. on Tuesdays during March and April (March 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*

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## Reminders: Provider Portal Systems Access Administrators and User Profiles

Please note the following reminders about Vaya's [Provider Portal](#):

Each provider organization is required to designate one systems access administrator (SAA) for their organization. If an SAA leaves your organization, you are responsible for completing the [Network Provider Systems Access Administrator Designation](#) form to request deactivation of the previous SAA's profile and assignment of a new SAA immediately.

For security purposes, Provider Portal profiles are automatically disabled if the user does not log in to their account for 90 days. We recommend logging in to the portal at least once per month to ensure uninterrupted access. If your profile has been disabled, contact your organization's SAA to have it reenabled. If you are the SAA, email [ServiceDesk@vayahealth.com](mailto:ServiceDesk@vayahealth.com).

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## Updated Provider Operations Manual

Vaya has published an updated [Provider Operations Manual](#) on our Provider Central website. The manual features minor revisions to the Member Rights and Responsibilities section to align with National Committee for Quality Assurance (NCQA) requirements effective March 14, 2025.

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## Short Provider Surveys to Launch This Spring

Provider feedback plays a vital role in Vaya's ability to serve members and recipients with excellence, thoughtfulness, and integrity. Over the next few weeks, physical and behavioral health providers can expect to receive surveys from Vaya on various topics. Your participation is instrumental to our continued efforts enhance performance and increase provider satisfaction. If you have questions, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

### Analenisgi Inpatient Behavioral Health Unit Accepting Referrals

The Analenisgi Inpatient Unit at Cherokee Indian Hospital Authority offers a safe and supportive 10-bed facility in Cherokee for adults facing acute mental health challenges. Services include inpatient psychiatric stabilization and detoxification in an environment that fosters recovery and hope.

The unit is accepting voluntary admissions for Vaya Medicaid members, including beneficiaries enrolled in the Behavioral Health and I/DD Tailored Plan and those in NC Medicaid Direct. Patients do not have to be an enrolled member of the Eastern Band of Cherokee Indians to be eligible. [Learn more](#).

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## Updates to ILOS Definitions

Vaya has updated the following "in lieu of" services (ILOS) definitions on the [Covered Services](#) page of our Provider Central website:

- Family-centered Treatment: H2022 U5 U1, H2022 U5 U2, H2022 U5 U3, and H2022 U5 U4
- High-fidelity Wraparound: H0032 U5

Please review the definitions carefully for updated requirements and code revisions. If you have questions, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## Guidance on CPR and First Aid Training for Innovations Providers and EORs

Providers of NC Innovations Waiver services are responsible for ensuring direct care workers are certified in CPR and First Aid prior to delivering services. For details on the requirement, please review [NC Medicaid Clinical Coverage Policy 8-P](#).

To ensure staff have appropriate skills to respond to life-threatening events, Vaya is requiring CPR and First Aid training (initial and ongoing recertification) be provided by a live instructor. Live instruction ensures a certified trainer can both demonstrate and evaluate critical life-saving skills in person.

Providers should begin implementing this standard by May 1, 2025. For more information, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## NCI® Survey: Thank You to Providers

Vaya would like to extend a heartfelt thank you to all providers who participated in the 2025 National Core Indicators® survey. Your efforts allow members to share feedback that gives Vaya, network providers, and NCDHHS a better understanding of their needs and helps improve services for individuals with I/DD. We appreciate the amount of time and work this endeavor requires.

## LEARNING AND PARTICIPATION OPPORTUNITIES

### NC Health Workforce Survey: Employer Participation Requested

The [NC Health Care Workforce Survey](#) gathers key data on jobs critical to health care operations to drive statewide workforce improvements. If you have not already taken the survey or directly shared your data with the University of North Carolina's Cecil G. Sheps Center for Health Services Research, we encourage you to respond by **April 4, 2025**. For more information, email [htadata@ncahec.net](mailto:htadata@ncahec.net).

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### I/DD Legislative Caucus Listening Session March 26, 2025, 11 a.m. – 1 p.m.

The I/DD Legislative Caucus will hold a listening session at the Legislative Building in Raleigh. [Registration](#) is suggested but not required. If you have already registered, you do not need to register again; however, please note the time change.

The North Carolina Council on Developmental Disabilities is encouraging attendees to schedule visits with legislators before and after the event. [Find your legislators](#) by entering your address and clicking NC House and NC Senate. Click the legislative assistant's name to send an email to request a meeting.

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# Applied Suicide Intervention Skills Training (ASIST)

## April 15 – 16, 2025, 8 a.m. – 5 p.m.

Vaya and Buncombe County Health and Human Services will offer a free, in-person [LivingWorks](#) ASIST Suicide Prevention training for community members. This two-day workshop features powerful videos, discussions, and simulations to teach you how to support someone experiencing a behavioral health concern or crisis and to help prevent suicide by recognizing signs, providing skilled interventions, and developing a safety plan.

The workshop will be held at Vaya's administrative office, 200 Ridgefield Court, Suite 218, Asheville, NC 28806.

[Register online](#) by April 8, 2025. Attendance is capped at 30 participants. For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

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](https://providers.vayahealth.com)



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