



PROVIDER COMMUNICATION BULLETIN

APRIL 3, 2025 | PROVIDER COMMUNICATION BULLETIN 2024-25, ISSUE 61

IN THIS ISSUE: Provider Touchpoint Webinar | Authorization or Claims Questions? Join Open Office Hours with Vaya and EviCore | Reminders: Provider Portal Systems Access Administrators and Third-Party Billing | Provider Portal Weekend Maintenance | NC Medicaid Updates | Primary Care Physicians Initiative: Loan Repayment Program | Nurse Corps Scholarship Program | Upcoming Children with Complex Needs Trainings | Enhancing Pediatric Care to Treat Opioid Use Disorders Among Adolescents | Quit For Life Webinar

ALL NETWORK PROVIDERS

Provider Touchpoint Webinar April 4, 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 – APRIL 4, 2025

Authorization or Claims Questions? Join Open Office Hours with Vaya and EviCore

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 flexibilities](#) for non-Innovations Waiver services ended Feb. 28, 2025.

Additionally, we will have a representative from EviCore on hand to help answer questions related to claims or authorizations for specialty physical health services requested through EviCore's portal. 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 April (April 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

Reminders: Provider Portal Systems Access Administrators and Third-Party Billing

Vaya is seeing an increase in requests for technical assistance related to systems access administrators (SAAs) for third-party billing agents. Be sure to note the following reminders about Vaya's [Provider Portal](#):

- Each provider organization is required to designate one SAA for their organization. It is within the SAA's scope to manage access for *all* individuals their organization has deemed necessary, including any third parties providing billing services on their behalf.
- Any third-party billing agents who require access to Vaya's [Provider Portal](#) on behalf of a provider organization should coordinate with the provider organization's SAA for assistance. If you are the SAA and need further help from Vaya, email ServiceDesk@vayahealth.com.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, April 5, through 6 a.m. Sunday, April 6, 2025. Please do not attempt to use the portal during this time.

NC Medicaid Updates

Please note the following communications from NC Medicaid:

- [Updates on Electronic Visit Verification for Home Health Care Services and Direct Billing](#)
- [Quarterly Provider Update – Spring 2025](#) (information on the Provider Ombudsman, Children and Families Specialty Plan, and upcoming credentialing changes)
- [Corrections to 2025 CPT Code Update Bulletin Effective Jan. 1, 2025](#) (corrects end date for code G9920)

PHYSICAL HEALTH PROVIDERS

Primary Care Physicians Initiative: Loan Repayment Program

The North Carolina Office of Rural Health [offers qualifying physicians incentive payments to repay student loan debts](#) tax-free through the Primary Care Physicians Initiative. Incentive payments are available to eligible physicians in exchange for providing comprehensive primary care services in outpatient settings at eligible sites serving people with the highest needs in [Tier 1 and Tier 2 economically distressed counties](#).

Funding is limited and will be awarded on a first-come, first-serve basis for eligible, complete applications. The application portal opens at 8 a.m., April 21, 2025. Learn more about [program guidelines](#).

Nurse Corps Scholarship Program

The U.S. Health Resources & Services Administration [Nurse Corps Scholarship Program](#) awards funding to help pay for nursing school education for participants who commit to work at a critical shortage facility after graduation. This year's application cycle is open through April 24, 2025. [Learn more and apply](#).

LEARNING AND PARTICIPATION OPPORTUNITIES

Upcoming Children with Complex Needs Trainings

In partnership with the National Association for the Dually Diagnosed (NADD) and NC South Regional Area Health Education Center, Vaya will offer four, two-hour virtual trainings for up to 300 participants per session. This training project is designed to provide attendees with tools and resources to enrich the lives of people with I/DD and co-occurring mental health needs.

Trainings are provided through a Children with Complex Needs (CWCN) Workforce Development fund allocation Vaya received from NCDHHS. We encourage you to share this announcement with your colleagues to spread word of the opportunities below.

All trainings will be from 1 – 3 p.m. Eastern time:

- **April 10, 2025 – Innovative Practices: Improving Substance Use Treatment for Individuals with Co-Occurring I/DD and Mental Health Needs** with Lori Ann Eldridge, PhD, LRT, CTRS. [Learn more](#) and [register online](#).
- **April 29, 2025 – Conduct Disorder, Intermittent Explosive Disorder, Oppositional Defiant Disorder, and Impulse Disorder in People with I/DD** with Shaina Knight, MSW, LICSW, NADD-CC. [Learn more](#) and [register online](#).
- **May 29, 2025 – Addressing the Needs of People with I/DD and Complex Health Conditions** with Melissa Cheplic, MPH, NADD-CC. [Learn more](#) and [register online](#).
- **June 24, 2025 – Understanding I/DD with Co-Occurring Mental Health Conditions** with Melissa Cheplic, MPH, NADD-CC. [Learn more](#) and [register online](#).

For more information about CWCN, visit the NCDHHS [Children with Complex Needs](#) webpage. [Learn more about NADD](#) online.

Enhancing Pediatric Care to Treat Opioid Use Disorders Among Adolescents

The American Academy of Pediatrics will host a webinar series, Enhancing Pediatric Care Through Evidence-based Practices to Treat Opioid Use Disorders Among Adolescents, to equip pediatricians and other health care professionals with the knowledge and skills to effectively address opioid use disorders in adolescents. Participants will gain insights and strategies to better understand, treat, and support adolescents and their families.

Series webinars will be held monthly from April through July, with the initial webinar at **12 p.m. Eastern time (11 a.m. Central time) April 23, 2025**. [Learn more](#) and [register](#).

Quit For Life Webinar

May 15, 2025, 1 – 1:30 Eastern time (12 – 12:30 p.m. Central time)

Join this webinar to learn about why quitting tobacco is so hard, the nicotine replacement therapies available to help, and what people can do to support a friend or loved one. Quit For Life gives Vaya Tailored Plan Medicaid members the online resources they need to create a plan and quit tobacco for good. [Learn more](#) and [register for the webinar](#).



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!