



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint May 30, 2025, 11 a.m. – 12 p.m.

Our Provider Touchpoint town hall 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 – MAY 30, 2025

Provider Summit Agenda Available June 5, 2025, 9 a.m. – 5 p.m.

Mark your calendars for Vaya's Provider Summit for 2025. The theme for this year's virtual conference is "Better Together: A Celebration of Whole-Person Care."

[Review the agenda](#). Registration is not required. [Join online](#).

This year's summit will include honorary awards to recognize network provider excellence. To nominate a practitioner or provider organization, submit the appropriate form below by May 16, 2025. Anyone can nominate a provider, and we welcome both peer and self-nominations:

- [2025 Office Manager of the Year Award Nomination Form](#)
- [2025 Integration Innovation Award Nomination Form](#)
- [2025 Person-Centered Provider Award Nomination Form](#)

Submission and Reimbursement of Non-UCR Invoices

Please note the following guidance for non-UCR invoice submission:

- All non-UCR invoices for State Special Categorical expenses incurred through **June 2** are due **Monday, June 2, 2025**.
- Non-UCR invoices for federal allocations for expenses incurred through **May 31** are due by **Monday, June 2, 2025**.

For services rendered in June, Vaya requests that providers submit final non-UCR invoices no later than July 7, 2025, with an absolute deadline of July 20, 2025.

Per provider contracts with Vaya, providers must submit invoices for all non-UCR expenses within 45 days after the month in which the expenses were paid, except for services rendered in June of each year. **For services rendered in June, providers must submit non-UCR invoices no later than July 20 of the same year, except for invoices funded with non-UCR State Special Categorical Funds.**

Please use the current Vaya [Non-UCR Invoice](#) template for your submissions.

2025 Provider Satisfaction Survey

We encourage all Vaya network providers and Employers of Record (EORs) to participate in our [2025 Provider Satisfaction Survey](#). This survey takes 10-15 minutes to complete and is available through May 30, 2025. Survey results will help Vaya offer targeted training and support to network providers and EORs.

PHYSICAL HEALTH PROVIDERS

Primary Care Physicians Initiative: Loan Repayment Program

The North Carolina [Office of Rural Health](#) offers qualifying physicians incentive payments to repay their student loan debt tax-free. Funding is limited, and the awards will be made on a first-come, first-served basis for eligible and complete applications. [Learn more](#).

LEARNING AND PARTICIPATION OPPORTUNITIES

CFT Training: A Cross-System Training from the Family's Perspective

July 14 – 15, 2025, 9 a.m. – 4 p.m.

This free, virtual course provides 11 contact hours of training related to System of Care and the Child and Family Team (CFT) process. It gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective and teaches strategies and facilitation skills to support youth and families.

To receive credit for the training, participants must attend both full days and have their cameras on with audio capability. Preference will be given to members/recipients and providers in the Vaya region. Only three individuals from each provider organization may register.

[Get more information and register](#) by **May 24, 2025**. Attendance is capped at 28. Registrants will receive a link to the training a few days before the event. If you have questions, email provider.training@vayahealth.com.



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