



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. Due to technical issues, the recording from May 2, 2025, is unavailable, but slides are posted for review. If you have questions, email provider.training@vayahealth.com.

PROVIDER TOUCHPOINT: ALL NETWORK PROVIDERS – MAY 30, 2025

Coming Next Week: Provider Summit 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](#).

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 tomorrow, May 30, 2025. Survey results will help Vaya offer targeted training and

Year-End Due Dates for Non-UCR Expenditures

On May 27, 2025, Vaya received the formal announcement from the NCDHHS Office of the Controller regarding deadlines for processing non-UCR payments for State Fiscal Year (SFY) 2024-25. Providers must submit any invoices for actual non-UCR expenditures incurred through May 31, 2025, to Vaya's Finance Department **by the end of the day on June 2, 2025**. Invoices for actual non-UCR expenditures incurred between June 1-2, 2025, **also must be submitted to Vaya's Finance Department by this time** to allow Vaya time to submit the Financial Status Report to NCDHHS by June 5, 2025.

Please note NCDHHS does not allow submission of estimated or projected non-UCR expenditures. To ensure reimbursement for any additional actual non-UCR expenditures incurred through June 30, 2025, Vaya requests providers submit final non-UCR invoices by July 7, 2025, with an absolute deadline of July 20, 2025.

For more information, review the following NCDHHS memos:

- [SFY25 Year-End Non-UCR Federal Payment and Settlement Process](#)
- [SFY25 Year-End Non-UCR State Special Categorical Funds Payment Process](#)

If you have questions, contact your provider network contract manager or email provider.info@vayahealth.com. You may also contact Senior Staff Accountant Jamie Brendle at jamie.brendle@vayahealth.com or Special Projects Manager Chad Swicegood at chad.swicegood@vayahealth.com.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Guidance for RB-BHT, Specialized Consultation Services

Vaya's Utilization Management (UM) Team has provided additional guidance for providers of Research-Based Behavioral Health Treatment as covered by NC Medicaid Clinical Coverage Policy (CCP) 8-F and Specialized Consultation Services (CCP 8-P):

- [Research-Based Behavioral Health Treatment Guidance](#)
- [Specialized Consultation Services Guidance](#)

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

Network Opportunity for Psychologists, LPAs

Vaya is recruiting licensed psychologists and licensed psychological associates throughout North Carolina to provide psychological testing services for individuals with I/DD. Practitioners must be Vaya network providers or willing to enroll with NC Medicaid and contract with Vaya.

For more information, contact Tom Wilson, I/DD Network Development Director, at tom.wilson@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

Vaya Cohort PCIT Training: Notification of Interest Due Tomorrow

In partnership with the North Carolina Child Treatment Program (NCCTP), Vaya will offer an in-person Parent-Child Interaction Therapy (PCIT) training in July and October 2025 for providers in the Vaya region at no cost to providers. Participants must attend in both July and October.

Vaya will work directly with NCCTP to cover the cost of training. Funding is also available to cover travel expenses and facility/technology enhancements that providers may need to implement the model. There are still slots available in this cohort.

Cohort details:

- Notifications of interest are due by **May 30, 2025**, to Darden White at darden.white@duke.edu and Laura Nelson at laura.heredia@duke.edu.
- Applications are due by June 6, 2025. [Apply online](#).
- Training dates are July 21-24 and Oct. 20-22, 2025.

For more information, view the [Vaya Cohort PCIT Training Information Guide](#) or contact Ashley Parks, Child and Family Treatment Continuum Director, at ashley.parks@vayahealth.com.

Disaster Preparedness for Members with Chronic Conditions

NC Area Health Education Centers and NCDHHS will hold a new NC Medicaid Managed Care webinar series, "Disaster Preparedness for Members with Chronic Conditions," from 12-1 p.m. June 12, July 15, and Aug. 19. [Learn more and register online](#).

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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