



PROVIDER COMMUNICATION BULLETIN

JUNE 5, 2025 | PROVIDER COMMUNICATION BULLETIN 2024-25, ISSUE 73

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ALL NETWORK PROVIDERS

Provider Touchpoint June 13, 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 – JUNE 13, 2025

Healthy Opportunities Pilot Services Ending July 1, 2025

Due to a lack of funding currently available in the North Carolina General Assembly's Senate or House budget bills, NCDHHS will stop Healthy Opportunities Pilots (HOP) services for all NC Medicaid beneficiaries as of July 1, 2025. **Based on this stop date, Vaya will not accept new HOP authorization or enrollment requests after 5 p.m. tomorrow, Friday, June 6, 2025.**

[Please review the memo for additional details from NCDHHS.](#) If you have questions, email provider.info@vayahealth.com.

Tobacco-Free Policy Delayed

[NCDHHS has announced](#) the tobacco-free policy requirements for providers of Medicaid and State-funded services have been delayed until Jan. 1, 2027. If you have questions, email provider.info@vayahealth.com.

Provider Portal Downtime This Weekend

Vaya's Provider Portal will be unavailable from 10 p.m. Saturday, June 7, to 6 a.m. Sunday, June 8, 2025, due to system maintenance. Please do not attempt to use the portal during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

NC Innovations Provider Quarterly Self-Review of Member Record Submission Deadline

The NC Innovations Provider Quarterly Self-Review of Member Record is due on the 10th of each month following the end of the quarter. Providers must submit reviews 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 form if corrections are needed. If you need 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

Community Navigator Summer Training Series

Secure Direction NC's Community Navigator staff will offer a summer training series for members/Employers of Record (EORs) and Representatives participating in the Individual and Family-Directed Services (IFDS) option of the NC Innovations Waiver. Training sessions will provide education and guidance on specific IFDS responsibilities and tasks to help attendees enhance their self-direction management skills and meet program requirements. [Learn more](#).

Advancing Whole-Person Health Care for All Through North Carolina's State Transformation Collaborative June 24, 2025, 2 – 5 p.m.

Health policy leaders will discuss the progress of the North Carolina State Transformation Collaborative (NC STC) on advancing value-based primary care and reducing provider burden. This event will take place virtually and in person at Duke University's Fuqua School of Business in Durham. Speakers will:

- Highlight the importance of multistakeholder alignment initiatives to advance value-based and whole-person care, especially in a rapidly evolving policy landscape
- Share the NC STC's progress on key activities, including aligning performance measures, improving data-sharing infrastructure, and enhancing health disparities data to enable advanced, coordinated primary care models
- Showcase the impact of the NC STC through stories and perspectives from organizations that have signed on to the Alignment Proposal
- Discuss future efforts, building on the foundation established since the launch

Register to attend [in person](#) or [virtually](#).

A recording of this meeting will be uploaded to Duke University's Margolis Institute for Health Policy's [events webpage](#) about three to five business days after the event. If you have questions, contact margolisevents@duke.edu.

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](#).

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