



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Canceled for June 13, 2025

Our Provider Touchpoint town hall is canceled this week following our 2025 Provider Summit. Review past webinar recordings and slide decks on our [Provider Touchpoint](#) webpage.

Provider Summit Recording Available

Vaya Health's annual Provider Summit highlights the latest trends and best practices in physical and behavioral health care for providers and other industry professionals. Our virtual conference for 2025 was held on June 5, 2025. [View the recording online.](#)

Preferred Drug List (PDL) Updates

NCDHHS uses a uniform PDL across all NC Medicaid Managed Care plans to ensure access to cost-efficient, medically appropriate drug therapies that maximize patient health outcomes.

NC Medicaid updates the PDL quarterly. For key changes effective July 1, 2025, visit the [Pharmacy](#) page of our Provider Central website.

The Pharmacy webpage also features a full list of covered pharmaceuticals and pharmaceutical management procedures, including copay information, prior authorization requirements, use of generic substitutions, and limits on refills, doses, or prescriptions. For more information about medication coverage, call Vaya's Pharmacy Service Line at 1-800-540-6083, available 7 a.m.-6 p.m., Monday-Saturday, including holidays.

Member Care Plan Letter Enhancements

Vaya has implemented three enhancements to the Member Care Plan Letter to decrease

duplication within care plan documents and improve readability for members and providers. Please note the following [updates](#).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Innovations Waiver Flexibilities Ending July 1

Temporary NC Innovations Waiver Appendix K flexibilities approved by the Centers for Medicare & Medicaid Services following Hurricane Helene will expire after June 30, 2025. We encourage providers to work with waiver participants' care management providers to ensure any flexibilities used since Sept. 26, 2024, when the state of emergency was declared, will not be utilized beginning July 1, 2025.

Learn more: [NC Medicaid Guidance on Sunsetting of Innovations Waiver Appendix K Flexibilities](#)

If you have questions, email Vaya's Utilization Management Team at UM@vayahealth.com.

NC Suicide Prevention Action Plan Posted for Public Comment

NCDHHS is seeking public comment on its [Suicide Prevention Action Plan \(2026-2030\)](#). Strategies highlighted in the plan include having a statewide coordinated infrastructure, implementing and promoting safe storage practices, providing expanded mental health training in non-traditional settings, and ensuring at-risk populations are reached effectively. The public is invited to read the plan and [provide feedback](#) by July 9, 2025.

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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