



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint June 27, 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 27, 2025

Provider Portal Updates

Please note Vaya will implement the following updates to our [Provider Portal](#) today, July 26, 2025:

- The “PH Outpatient Other” authorization type will be added back to the dropdown option in the portal Authorizations section. This option was previously inadvertently removed.
- An “NEMT” authorization type will be added to the dropdown option in the Authorizations section. **Note this option for use only by Vaya’s Non-Emergency Medical Transportation vendor.**
- “Staff Qualification” radio button selections will be required when completing a State-funded services recipient enrollment request before you can submit the request through the portal.

PHYSICAL HEALTH PROVIDERS

Personal Care Services Authorizations

Please note the following guidance on claims for Personal Care Services (PCS):

- To ensure timely processing of PCS claims, remember to review and update the ICD-10

- diagnostic code in HHAExchange as necessary.
- Verify the authorization diagnostic code is consistent with the diagnostic code being billed.
- The billing code on the authorization must meet ICD-10 criteria, as this code is exported on claims.

For additional information and guidance, please refer to the instructions on changing the diagnosis code for billing on the [HHAExchange troubleshooting page](#).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Standard Rate Schedule Updates for Behavioral Health, I/DD, and TBI Services

New standard rate schedules for the State Fiscal Year beginning July 1, 2025, are available on the [Rate and Checkwrite Schedules](#) page of Vaya's Provider Central website. Please note the following updates:

- **Tailored Plan/Medicaid Direct Non-Clinician-Based Services:** Updates to Assertive Community Treatment "in-lieu-of" services, H2022 Family-Centered Treatment modifiers, and T1017HT Tailored Care Management (TCM) rates effective July 1, 2025.
- **Medicaid 1915(c) (NC Innovations Waiver) Services:** Updates for improved readability for Employer of Record and T1017HT TCM rates effective July 1, 2025.
- **Medicaid 1915(i) Services:** Updates to the T1017HT TCM rate effective July 1, 2025, and direct care worker (DCW) rate increases effective Jan. 1, 2024 (DCW rates were already in place in Vaya's claims system, and providers do not need to resubmit claims).
- **Non-Medicaid (State-funded) Clinician-Based Services:** Updates to reimburse State-funded outpatient clinician services at the same rates as Vaya's published Tailored Plan/Medicaid Direct clinician-based services, effective for dates of service on or after July 1, 2025.

Providers should bill their usual and customary charges. **To continue receiving the full reimbursement rate, service charges on claims must be billed at or above the published rate floor or contracted service rates.**

If you have questions, please contact your provider network contract manager or email provider.info@vayahealth.com.

TCL Clinical Quality Follow-Up Reviews, Trends, and Patterns

Vaya's Quality Management Department recently completed Phases I and II clinical quality follow-up reviews of Assertive Community Treatment and Community Support Team services delivered by network providers to Transitions to Community Living participants. The information in the memo below reflects patterns and trends compiled from both reviews related to service quality and best practices.

We recommend providers update their policies and procedures to ensure they mitigate and resolve identified items. [Read more](#).

LEARNING AND PARTICIPATION OPPORTUNITIES

Mental Health First Aid – Adult Aug. 7, 2025, 8 a.m. – 5 p.m.

Vaya's Mental Health First Aid training teaches participants how to identify, understand, and

respond to signs of mental health and substance use disorders. This eight-hour, in-person training in Lenoir will focus on skills needed to provide initial support to someone who may be developing a behavioral health concern or crisis by connecting them to appropriate care. Mental Health First Aid also covers ways to combat stigma, de-escalate a crisis, and support someone who may be having thoughts of suicide.

Registration is capped at **25 participants** and closes July 28, 2025. [Learn more and RSVP 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](#).

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