



# PROVIDER COMMUNICATION BULLETIN

JULY 3, 2025 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 1

**IN THIS ISSUE:** Provider Touchpoint | Vaya Holiday Closing | Provider Portal Weekend Maintenance | IRIS and Incident Reporting Updates | TCM Services and Referral Options | Clarification on Referrals for Housing Supports Through TCM | Child and Family Team (CFT) 1 Revised Training

## ALL NETWORK PROVIDERS

### Provider Touchpoint

**July 11, 2025, 11 a.m. – 12 p.m.**

The Provider Touchpoint webinar 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 – JULY 11, 2025**

### Vaya Holiday Closing

In observance of the Independence Day holiday, Vaya offices will be closed Friday, July 4, 2025. Our Provider Support Service Line (1-866-990-9712) and Member and Recipient Service Line (1-800-962-9003) continue to operate 7 a.m. – 6 p.m., Monday – Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) is available 365 days a year.

### Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, July 5, to 6 a.m. Sunday, July 6, 2025. Please do not attempt to use the portal during this time.

## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

### IRIS and Incident Reporting Updates

Please review the memo linked below for important NCDHHS updates about the North Carolina Incident Response Improvement System (IRIS), incident reporting, and related requirements. These updates apply to provider organizations and are effective immediately.

### [Memo: IRIS and Incident Reporting Updates](#)

---

## TCM Services and Referral Options

Care management is a free benefit available to qualifying Vaya members who may need special medical and social support. Care managers work with members to identify their strengths, understand their needs, and build a personalized plan of care that is right for them.

Tailored Care Management (TCM) may be provided by a primary care provider (also called an Advanced Medical Home Plus), a Care Management Agency, or Vaya's Care Management Department. Vaya offers multiple avenues for members to access TCM, including referrals from medical management programs such as disease management or health information lines, member or caregiver referrals, practitioner referrals, and referrals by those involved in discharge planning.

For more information, visit our [Care Management](#) webpage. To make a referral, or for a member to opt in to TCM, call the Vaya Member and Recipient Service Line at 1-800-962-9003 or download and submit the [TCM Opt In/Out or Change Form](#).

---

## Clarification on Referrals for Housing Supports Through TCM

It has come to Vaya's attention some providers have been referring members to TCM for access to housing supports or Medicaid 1915(i) housing services. However, upon outreach, these members are not interested in TCM. **Please note members may access housing and/or 1915(i) services even if they are not interested in participating in TCM, and no TCM referral is necessary.** While care managers do help members connect to housing supports, TCM cannot guarantee housing or approval of 1915(i) services.

Additional housing resources are available on Vaya's [Housing Initiatives](#) webpage. Further, Vaya maintains a dedicated Housing Support Line at 1-800-893-6246, ext. 4560, to connect members and recipients experiencing homelessness or housing insecurity with appropriate resources.

For more information on 1915(i) services, visit the [Covered Services](#) page of Vaya's Provider Central website and our [1915\(i\) Service Guidelines](#). To access 1915(i) services, providers can connect with the member's assigned care manager/care coordinator or call Vaya's Member and Recipient Service Line at 1-800-962-9003.

Please visit Vaya's [Care Management](#) webpage or access the [Tailored Care Management Provider Manual](#) for additional information. Thank you for your ongoing support of the people we mutually serve.

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Child and Family Team (CFT) 1 Revised Training

**Aug. 28 – 29, 2025, 9 a.m. – 4 p.m.**

This free, virtual course provides 11 contact hours of training related to System of Care and the CFT process; 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 online](#) by Aug. 18, 2025. Attendance is capped at 25 participants. Registrants will receive a link to the training a few days before the event. If you have questions, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

**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](https://providers.vayahealth.com)



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!