



# PROVIDER COMMUNICATION BULLETIN

JULY 17, 2025 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 5

**IN THIS ISSUE:** Provider Touchpoint | NC Medicaid 2024 Survey Reports | Managed Care EVV Home Health Implementation Reminder | Quarterly Provider Incident Report (Form QM-11) Waiver | ILOS Update | Building Health Equity Training Now Available | Governor's Institute Podcast Features State Opioid Expert

## ALL NETWORK PROVIDERS

### Provider Touchpoint

July 25, 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 25, 2025**

### NC Medicaid 2024 Survey Reports Released

NC Medicaid has published three survey reports detailing the experiences of beneficiaries and providers during 2024. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, the Home- and Community-Based Services CAHPS survey, and the North Carolina Provider Experience Survey are now available. [For full reports and two-page summaries, visit the NCDHHS website.](#)

## PHYSICAL HEALTH PROVIDERS

### Managed Care EVV Home Health Implementation Reminder

Managed care electronic visit verification (EVV) implementation hard launch for Home Health services takes effect Oct. 1, 2025. Services that require EVV include:

- Home Health Aide
- Physical Therapy
- Speech Therapy
- Occupational Therapy

- Skilled Nursing visits

### Managed Care Direct Billing Option

Home Health providers intending to bill managed care plans directly (instead of billing through HHAeXchange) should take the following steps, if they have not already done so:

1. **Notify both HHAeXchange and the health plans** with which they are contracted.
2. **Request HHAeXchange to disable e-billing configuration** for Home Health services in the HHAeXchange provider portal (recommended by HHAeXchange).

*Please note that even if billing directly, providers must continue to submit visit data to HHAeXchange. For dates of service on or after Oct. 1, 2025, EVV claims submitted to health plans are payable only if the provider has submitted the corresponding visit data to HHAeXchange.*

### Vaya Billing Updates

- Vaya has launched the direct billing option for Home Health claims with **dates of service on or after July 1, 2025**.
- If your organization submits claims during this time without corresponding visit data, Vaya will contact you to provide technical assistance. We are committed to partnering with providers to ensure a smooth transition.
- If you experience difficulties, email [ServiceDesk@vayahealth.com](mailto:ServiceDesk@vayahealth.com).

### EVV Resources and Contacts

- HHAeXchange Customer Support: [NCsupport@hhaexchange.com](mailto:NCsupport@hhaexchange.com) or 1-855-400-4429
- [Vaya EVV webpage](#)
- [NCDHHS EVV webpage](#)

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

### Quarterly Provider Incident Report (Form QM-11) Waiver

Vaya has obtained a waiver of Rule [10A NCAC 27G .0604\(e\)](#) from NCDHHS. Under current requirements, Category A (licensed) providers and Category B (non-licensed) providers submit quarterly summaries of Level I, II, and III member/recipient incidents to Vaya via the Quarterly Provider Incident Report (Form QM-11).

The approved request waives the requirement to submit quarterly incident reports (Form QM 11) to Vaya. **Effective July 17, 2025, through June 30, 2028, Vaya will not require Form QM-11 submissions.** Prior to the expiration of the NCDHHS waiver, we will reassess the need for an additional waiver request.

Providers must continue to submit timely reports on all Level II and III incidents in the NC Incident Response Improvement System in accordance with Rule [10A NCAC 27G .0604\(a\) through \(d\)](#). Additionally, providers must maintain Level I incident reports onsite and make them available to Vaya upon request. If you have questions, please email Vaya's Quality Management Department at [IncidentReport@vayahealth.com](mailto:IncidentReport@vayahealth.com).

---

### ILOS Update

Please note the following Vaya "in lieu of" services (ILOS) will sunset Nov 30, 2025:

- Assertive Community Treatment Step-Down (H0040 U5)
- Residential Services – Complex Needs (H0018 HA Child and H0018 HB Adult)

Any member receiving either of these services must transition to another service prior to Dec. 1, 2025. If you have questions, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

## LEARNING AND PARTICIPATION OPPORTUNITIES

## Building Health Equity Training Now Available

This free, self-paced Vaya training provides an overview of health equity research, guiding principles, and terminology. In this virtual course, participants will learn about:

- Social determinants of health
- Social and economic factors that affect health equity
- Environments that promote vulnerability
- Marginalized people who experience disparities
- System factors that impact lasting change
- How to build an equity and empowerment lens using the “Five Ps”
- Resources that support self-reflection and personal and community accountability
- How to identify and understand a person’s needs and link them to appropriate resources

Visit the **Vaya Learn Portal** to [access the training](#). First, log in to your account. After watching each video linked to specific slides, navigate to the upper left-hand corner of your screen and use the “back” arrow to return to the PowerPoint presentation.

We encourage provider organizations to consider using this training with their staff as a group. It includes suggested discussion questions to help support strategic planning for assessing, building, and strengthening health equity. For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

---

## Governor’s Institute Podcast Features State Opioid Expert

Expanding use of medications for opioid use disorder (MOUD) is a priority intervention in the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services’ [five-year strategic plan](#) and has contributed to a reduction in overdose deaths. Anna Stanley, NCDHHS State Opioid Treatment Authority Administrator, recently spoke with the Governor’s Institute about opioid treatment programs on the Addiction Medicine Podcast.

Stanley discussed a recent [Yale University study](#) finding that, from an overdose perspective, abstinence-based treatment models are more harmful than no treatment at all. MOUD are the gold standard of care for the treatment of opioid use disorder. [Watch the podcast 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](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!