



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint

July 25, 2025, 11 a.m.–12 p.m.

Our Provider Touchpoint webinar is your source for the latest information on topics that affect Vaya Health network providers. Due to recent technical issues with Microsoft Teams town hall meetings, we will return to using Teams live events for upcoming sessions.

Please use the link below and disregard any links published in previous Provider Communication Bulletins. For the best user experience, download the Teams application before joining the event.

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

Utilization Management Resources

Vaya's Utilization Management (UM) Team evaluates service authorization requests using applicable federal and state rules, regulations, clinical coverage policies, and other guidance. To access guidelines for both Medicaid and State-funded services, visit the [Authorization Guidelines](#) page of our Provider Central website. This page also includes guidance about mental health parity and requests for Research-Based Behavioral Health Treatment and Specialized Consultation Services.

For information about clinical practice guidelines and shared decision-making tools, peer review, and the Medicaid Early and Periodic Screening, Diagnostic, and Treatment benefit, visit our [Authorization Information](#) webpage. If you have questions about UM criteria, please email UM@vayahealth.com.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Reminder: 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](#).

LEARNING AND PARTICIPATION OPPORTUNITIES

NCDHHS Telehealth Infrastructure Grant Program: Wave 4 Now Open

NCDHHS has opened Wave 4 of the Telehealth Infrastructure Grant Program Request for Applications. This grant opportunity aims to strengthen and expand telehealth services in rural areas across North Carolina, with awards of up to \$250,000 per eligible organization. This wave gives preference to independent primary care and OB/GYN providers.

To learn more about the grant and how to apply, visit the [program webpage](#). The application deadline is Aug. 11, 2025.

Initial Local Certified Forensic Evaluator Training Aug. 22, 2025, 9 a.m.–4 p.m.

Providers interested in becoming certified to complete forensic evaluations must attend an approved initial training. Initial training is offered twice per calendar year. To apply for consideration to attend, email the completed [Local Certified Forensic Evaluator Training Registration Form](#) in electronic MS Word format to provider.training@vayahealth.com by 5 p.m. Aug. 11, 2025.

Separate forms are required for each person who wishes to attend. For more information, email 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





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