



PROVIDER COMMUNICATION BULLETIN

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IN THIS ISSUE: Provider Touchpoint | Draft Provider Operations Manual Available for Review | Provider Portal Weekend Maintenance | LPA Coordination of Benefits Change | 'Strong Minds, Strong Communities' RFA | NC Medicaid Stakeholder Engagement: Substance Use Disorder CCPs | The Arc to Host Asheville Listening Session | Virtual Person-Centered Thinking Training

ALL NETWORK PROVIDERS

Provider Touchpoint

Aug. 8, 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 – AUG. 8, 2025

Draft Provider Operations Manual Available for Review

A [draft of the updated Vaya Provider Operations Manual](#) is available for review for a 30-day comment period. Your feedback is important to us. Please send any comments to manuals@vayahealth.com by Aug. 30, 2025.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Aug. 2, to 6 a.m. Sunday, Aug. 3, 2025. Please do not attempt to use the portal during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

LPA Coordination of Benefits Change

Vaya has implemented a system bypass to allow licensed psychological associates (LPAs) to bill Psychological Testing CPT codes (96130, 96131, 96136, and 96137) for Medicare beneficiaries

without having to enroll with Medicare. Moving forward, LPAs may be reimbursed for those codes for dual-eligible members without first billing Medicare

If you have questions, please email provider.info@vayahealth.com.

‘Strong Minds, Strong Communities’ RFA

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services, in partnership with the University of North Carolina at Greensboro, is seeking applications from community organizations to implement the [“Strong Minds, Strong Communities”](#) mental health intervention, which helps expand access to care for underserved populations. Selected organizations can receive up to \$166,950 in Year 1 funding to recruit, hire, and manage a team of community health workers and a licensed clinical supervisor.

Informational sessions will take place [2-3 p.m. Aug. 5, 2025](#), and [10-11 a.m. Aug. 7, 2025](#). Applications are due Sept. 1, 2025.

Review the [request for applications](#) and [download the application](#) online. For more information, email Claire Poindexter at c_poinde@uncg.edu.

LEARNING AND PARTICIPATION OPPORTUNITIES

NC Medicaid Stakeholder Engagement: Substance Use Disorder CCPs

NC Medicaid will offer virtual office hours for providers to share feedback on the implementation of clinical coverage policies (CCPs) for substance use disorder services promulgated on Oct. 1, 2024:

- Aug. 5, 2025, 9-9:30 a.m.: [CCP 8A-11, Medically Monitored Inpatient Withdrawal Services](#) (ASAM Level 3.7-WM). [Join online](#).
- Aug. 8, 2025, 11:30 a.m.-12 p.m.: [CCP 8A-7, Ambulatory Withdrawal Management Without Extended Onsite Monitoring](#) (ASAM Level 1-WM) *and* [CCP 8A-8, Ambulatory Withdrawal Management With Extended On-Site Monitoring](#) (ASAM Level 2-WM) [Join online](#).

Email questions in advance to eboni.burton@dhhs.nc.gov.

The Arc to Host Asheville Listening Session Aug. 14, 2025, 4-6 p.m.

Join The Arc of North Carolina’s CEO, Lisa Poteat, for the first stop on a new in-person CEO Listening Tour to hear your pressing issues and concerns. [Learn more](#).

Virtual Person-Centered Thinking Training Aug. 18-19, 2025, 9 a.m.-4 p.m.

This free, virtual training is a two-day, 12-hour workshop that introduces the principles and use of person-centered thinking (PCT). Vaya trainers will review and discuss the origins, research, and values of PCT. This training will provide an essential framework for effectively supporting a person in navigating life's challenges and opportunities.

Participants must participate on both days to receive a certificate of completion. Each day will include a lunch break. Participants will receive the training handouts two weeks prior to the event. Only three individuals from each provider organization may register.

[Learn more and RSVP by Aug. 8, 2025](#). If you have questions, 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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