



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint

Aug. 22, 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. 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. 22, 2025

Update: Claims Taxonomy Guidance and Timely Filing Exception

Effective Sept. 3, 2024, Vaya updated our claims system to validate taxonomy codes submitted on claims to the provider's enrolled taxonomy information in the NC Medicaid Provider Enrollment File. Please see [Provider Communication Bulletin 2024-2025, Issue 18 \(Sept. 12, 2024\)](#) for details.

We recently completed the recoupment process related to the claims system updates and will allow providers who did not resubmit claims prior to the recoupment to submit corrected claims with the appropriate taxonomy. **For claims received by 5 p.m. Oct. 15, 2025, Vaya will provide an exception to override timely filing requirements to allow claims to be adjudicated.**

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

Preferred Drug List Changes

Effective Oct. 1, 2025, NCDHHS will make several formulary changes to the NC Medicaid Preferred Drug List (PDL). **The changes include updates to highly utilized drug classes, including analgesics, anticonvulsants, ADHD treatments, insulin, anti-narcolepsy agents, and gastrointestinal (GI) treatments.**

For a full list of changes, visit the [Pharmacy](#) page of our Provider Central website and scroll to the bottom of the page. To review the full PDL, visit the [NCDHHS PDL](#) webpage. All Vaya members negatively affected by these changes will receive a letter in early September 2025 encouraging them to follow up with their prescriber.

To learn more, join our [Provider Touchpoint webinar on Aug. 22, 2025](#), or view the recording afterward on our [Provider Touchpoint](#) webpage.

NCDHHS established the NC Medicaid PDL to ensure access to cost-efficient, medically appropriate drug therapies that maximize patient health outcomes for all beneficiaries. All managed care plans are required to follow the NC Medicaid PDL. NCDHHS staff make recommendations for changes, which are approved by the NC Medicaid PDL Review Panel and Physician Advisory Group Pharmacy and Therapeutics Committee.

For more information on the PDL process or to provide feedback, visit the [Preferred Drug List Review Panel](#) webpage.

Hurricane Erin: Pharmacy Emergency Preparedness Protocol

NCDHHS has enacted the [Pharmacy Emergency Preparedness Protocol](#) in response to Hurricane Erin and Gov. Josh Stein's declaration of a state of emergency. Vaya has waived early refill limitations and prior authorization requirements for impacted members from Aug. 19 to Sept. 2, 2025.

Pharmacies are reminded to use Submission Clarification Code 13 (Payer-Recognized Emergency/Disaster Assistance Request) to allow claims to process. For additional information or support, call our Pharmacy Service Line at 1-800-540-6083.

PHYSICAL HEALTH PROVIDERS

Collaborative Care Management Capacity-Building Funding Available

The [North Carolina General Assembly has earmarked \\$5 million](#) for capacity-building for NC Medicaid-enrolled primary care practices across the state to adopt Collaborative Care Management (CoCM). Eligible practice sites can qualify to receive up to \$50,000 to support implementation of the model in-house, \$30,000 to expand an existing in-house model, or \$20,000 to newly adopt CoCM by outsourcing the model to an external vendor.

To date, 62 practices have been awarded funding to start CoCM services, with nearly \$1,260,000 distributed so far. To apply, connect with the Area Health Education Center's [practice support coaches](#). For more information about the funding opportunity or the CoCM model, visit the [Community Care of North Carolina](#) website.

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