



PROVIDER COMMUNICATION BULLETIN

AUG. 7, 2025 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 8

IN THIS ISSUE: Provider Touchpoint | Provider Portal Update: Restricted Services on Authorization Requests by Provider Contract | Vaya's Provider Directory—Updating Your Data | Provider Portal Weekend Maintenance | Reminder: Managed Care EVV Home Health Implementation | Updated Record Management and Documentation Manual Available | Updated 1915(i) Assessment Tool | RFI Opportunity: I/DD Services for the Eastern Band of Cherokee Indians | Coming Soon: 2025 Perception of Care Survey | Free Training to Strengthen the DSP Workforce

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

Provider Portal Update: Restricted Services on Authorization Requests by Provider Contract

Effective Aug. 1, 2025, please note the following changes to the Authorizations section of Vaya's Provider Portal.

Memo: [Provider Portal Update: Restricted Services on Authorization Requests by Provider Contract](#)

Vaya's Provider Directory—Updating Your Data

Vaya continually seeks opportunities to ensure provider data is up to date, properly maintained, and accurately displayed in our online [Provider Directory](#). Please note the following reminders to keep your information current by submitting updates via NCTracks.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 8 p.m. Saturday, Aug. 9, to 5 a.m. Sunday, Aug. 10, 2025. Please do not attempt to use the portal during this time.

PHYSICAL HEALTH PROVIDERS

Reminder: Managed Care EVV Home Health Implementation

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.

EVV Resources and Contacts

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

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Updated Record Management and Documentation Manual Available

NCDHHS has published an updated [Record Management and Documentation Manual](#), also known as the RMDM. The updated version is effective July 8, 2025. For more information, email provider.info@vayahealth.com.

Updated 1915(i) Assessment Tool

NCDHHS has announced the updated 1915(i) Assessment Tool will be effective Oct. 1, 2025. [Access the tool and learn more about recent changes.](#) If you have any questions, contact your provider network contract manager or email provider.info@vayahealth.com.

RFI Opportunity: I/DD Services for the Eastern Band of Cherokee Indians

The Eastern Band of the Cherokee Indians (EBCI) is developing a comprehensive service and support system for individuals with I/DD, including autism, and has released a request for information (RFI). Through the RFI, the EBCI aims to gather insights, capabilities, and recommendations from qualified providers to inform the service planning and decision-making process.

[Review the full RFI](#), which includes background information on the initiative, submission guidelines, and important dates. **Vaya encourages all interested providers to review the RFI and submit responses by 4 p.m. Sept. 5, 2025, to EBCIRFI@ccr-email.com.** Your input will be invaluable in shaping the direction of this initiative.

For more information, email Kara Froberg at kfroberg@ccr-email.com by Aug. 11, 2025. Questions or requests for clarification will not be answered individually; rather, they will be added to a Question and Answer (Q&A) document that will be distributed to all interested parties by Aug. 15, 2025. The Q&A will not attribute questions to any one provider.

Coming Soon: 2025 Perception of Care Survey

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services oversees administration of the annual Consumer Perceptions of Care Survey. Survey results help inform policy decisions designed to improve the public service system.

The survey administration period is planned to begin Aug. 11, 2025. All survey responses will be submitted electronically via the NCDHHS web-based survey platform. Telephonic and two-way audio-video administration will also be permitted.

Vaya will email all participating providers with information about survey administration guidelines, helpful tips, and additional resources. We appreciate your collaboration and participation in this year's survey.

LEARNING AND PARTICIPATION OPPORTUNITIES

Free Training to Strengthen the DSP Workforce

NCDHHS and the state's community colleges will launch an Advanced Training Certificate program for current direct support professionals (DSPs) and people interested in pursuing a career in the field. The DSP workforce is critical in helping people with I/DD live, work, and thrive in communities of their choice. [Learn more.](#)

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



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



Try email marketing for free today!