



Provider Touchpoint

**Friday, August 22nd
2025**

Provider Touchpoint

Friday, August 22nd, 2025

- Welcome
- World Cancer Support Month
- Provider Network Announcements
- Learning & Participation Opportunities
- Final Q&A

Before We Begin

- The moderated Q&A is available in the controls bar at the top of your screen.
- Submit questions through the moderated Q&A feature *at any time* throughout the broadcast.
- **We will take multiple breaks throughout the broadcast to address Q&A submissions.**
- When asking a question, *please identify your organization and any relevant details* so our subject matter experts (SMEs) can answer your question as accurately as possible.
- If you need to ask a question that is specific to your agency or the services you provide, please contact your provider network contract manager or email provider.info@vayahealth.com
- **Keep an eye out for trivia!**

Where Can I Find...



Provider Touchpoint
Recordings & Resources

[Provider Central](#) > [Resources](#)
> [Provider Touchpoint](#)

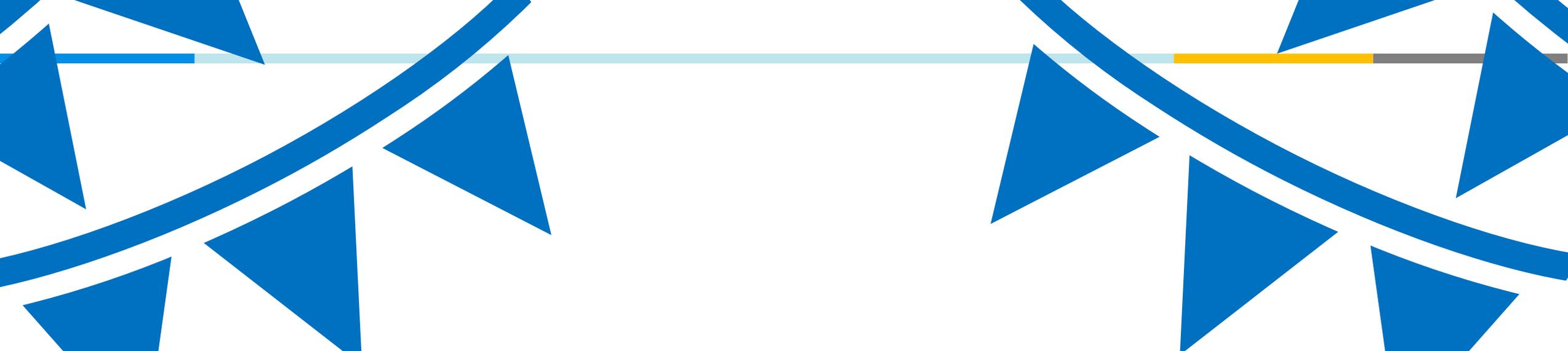


**Provider Communication
Bulletin**
Sign-up & Archive

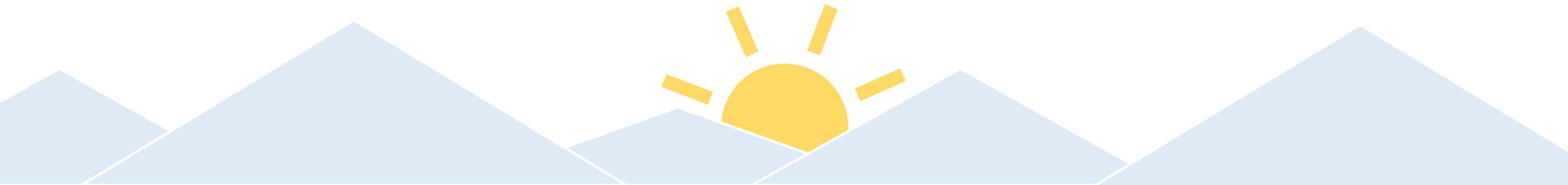
[Provider Central](#) > [Resources](#) >
[Communication Bulletins](#)

Today's Guests

- **Ashley Parks**, Child & Family Treatment Continuum Director
- **David Boyd**, BH Provider Network Director (Host)
- **Donald Reuss**, Vice President of BH & IDD Network Operations
- **Dr. Jay Vora**, Pharmacy Director of NC Medicaid Managed Care
- **Kate Glance**, Regulatory Reporting Director
- **Kendra Chapman**, Provider Educator (Q&A Moderator)
- **Olivia Wilson**, Provider Educator (Co-Producer)



Welcome!



World Cancer Support Month

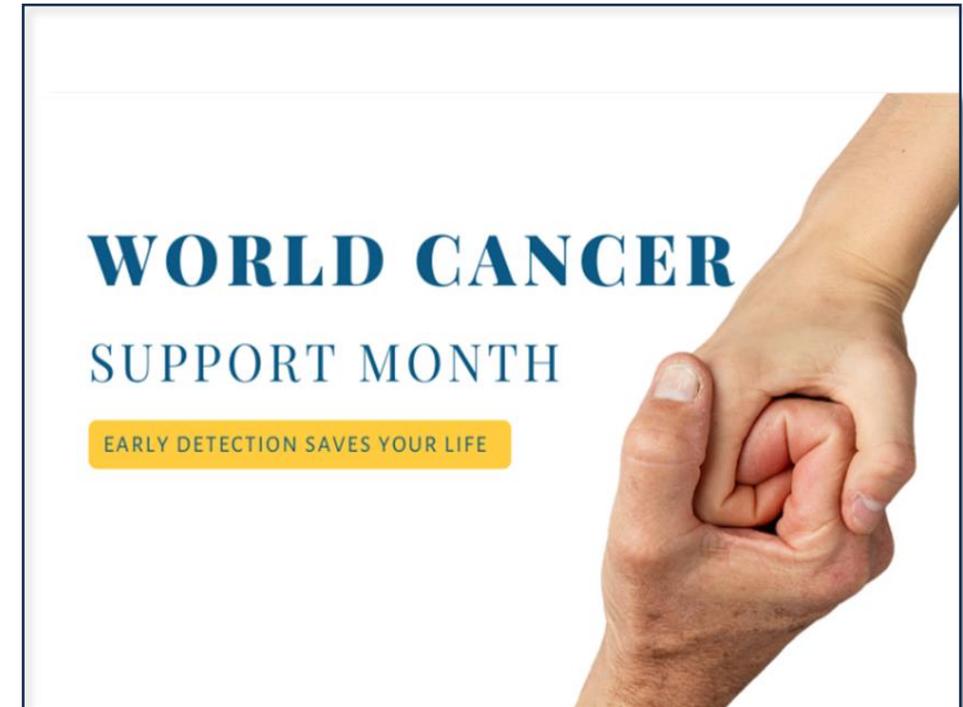
World Cancer Support Month shines a light on the holistic support needed beyond the hospital walls.

Support can look different for everyone:

- **Emotional support** through counseling, peer groups, or simply having someone to listen.
- **Practical support** such as meal deliveries, transportation to appointments, or help managing daily responsibilities.
- **Financial support** through assistance programs and fundraising efforts to ease the burden of medical costs.

By recognizing these needs, communities can work together to ensure no one feels left behind in their cancer journey.

[World Cancer Support Month - Hope Cancer Wellness Center](#)



Data Dig

With Kate Glance



Cancer in the United States in 2025

In 2025, 2,041,910 new cancer cases and 618,120 cancer deaths are projected to occur in the United States.

The cancer mortality rate continued to decline through 2022, averting nearly 4.5 million deaths since 1991 because of smoking reductions, earlier detection for some cancers, and improved treatment.

Native American people experience the highest cancer mortality, including rates that are two to three times those in White people for kidney, liver, stomach, and cervical cancers.

Black people have two-fold higher mortality than White people for prostate, stomach, and uterine corpus cancers.

Overall cancer incidence has generally declined in men but has risen in women.

Rates in women aged 50-64 years have already surpassed those in men, and younger women have an 82% higher incidence rate than their male counterparts, up from 51% in 2002. Notably, lung cancer incidence in women surpassed that in men among people younger than 65 years in 2021.

HEDIS Measures Related to Cancer

- Breast Cancer Screening – The percentage of members 50–74 years of age who were recommended for routine breast cancer screening and had a mammogram to screen for breast cancer.
- Cervical Cancer Screening - The percentage of members 21–64 years of age who were recommended for routine cervical cancer screening who were screened for cervical cancer
- Colorectal Cancer Screening - The percentage of members 45–75 years of age who had appropriate screening for colorectal cancer.

On Your Radar: Provider Announcements



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

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.

Medication Formulary Changes

Effective 10/1/2025





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.



Preferred Drug List Changes

- 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.

Significant Changes for Behavioral Health

- ADHD medications moved to non-preferred
 - Adderall XR capsules
 - Aptensio XR capsules
 - Concerta tablets
 - Focalin XR capsules
 - Methylphenidate ER capsule (generic Aptensio XR)
 - Vyvanse chewable tablet
- Nuvigil (armodafinil) to non-preferred
- Anti-epileptic medications moved to non-preferred
 - Lacosamide solution
 - Lamotrigine ODT and tablet dose pack
- Journavx (suzetrigine) tablet added to preferred as a non-opiate pain treatment option

**Not a comprehensive list of changes. See Vayahealth.com/benefits-services/pharmacy/ for the complete list of 10/1/25 formulary changes

Significant Changes for Physical Health

- Brand name insulins to non-preferred
 - Humalog U-100 insulin
 - Novolog U-100 insulin
 - Levemir insulin
 - Humalog 50/50 mix insulin
 - Humalog 75/25 mix insulin
 - Humalog 75/25 mix insulin
- Epinephrine autoinjector to preferred
- Inhalers
 - Albuterol HFA to preferred
 - Pulmicort Flexhaler to preferred

**Not a comprehensive list of changes. See Vayahealth.com/benefits-services/pharmacy/ for the complete list of 10/1/25 formulary changes



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.**



New Telehealth Therapy Option for Justice-Impacted Youth

- NCDHHS has partnered with [Talkspace](#) to offer **free telehealth therapy services to youth ages 13- 17** who are at risk of or directly **impacted by the legal system.**
- This includes, but is not limited to:
 - Youth who are currently (or at risk of) becoming involved with the juvenile justice system
 - Youth who are victims of crime
 - Children of incarcerated parents
- Eligible youth can **access therapy services at no cost.**
- [Learn more from NCDHHS.](#)

A close-up photograph of a person's hand holding a light blue pen, poised to write on an open notebook. The background is blurred, showing an orange garment. The image is positioned on the left side of the slide, partially overlapping the white background.

Medicaid Reduction Plan

On August 11th, Gov. Stein and Sec. Sangvai sent a joint message to legislators outlining **proposed changes to FY 2025–26 Medicaid funding** based on the “mini budget” passed by the General Assembly on July 30.

- Budget includes \$600 million for both the Medicaid rebase and the Medicaid Oversight Fund, which purportedly falls roughly \$319 million short of the total amount most recently projected by DHB for the rebase and other oversight functions.
- The shortfall requires NCDHHS to implement certain Medicaid cuts to balance their budget.

1st Q&A Check-in



Learning & Participation Opportunities





Governor's Institute Podcast Features State Opioid Expert

- **Anna Stanley**, NCDHHS State Opioid Treatment Authority Administrator, recently spoke with the Governor's Institute about opioid treatment programs on the Addiction Medicine Podcast.
- MOUD are the gold standard of care for the treatment of opioid use disorder. [Watch the podcast online](#)
- For more information, email provider.training@vayahealth.com



Certified Peer Support Specialist Curriculum

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services, in partnership with the North Carolina Certified Peer Support Specialist (**NCCPSS**) Program at the **UNC-Chapel Hill School of Social Work** and certified peer support specialists, has **created a standardized curriculum for Peer Support Specialist Certification across North Carolina.**



Certified Peer Support Specialist Curriculum

Eligibility Requirements:

- Participants must meet all eligibility requirements listed below to [apply for course enrollment](#). Approved participants will receive login information for the course.

Individuals must:

- Be age **18 or older**
- Have **lived experiences** with and are in recovery from a serious mental illness and/or substance use disorder (applicants with co-occurring mental health and substance use disorders must be in recovery from both to qualify for certification)
- **Be in recovery for at least 18 months** from all serious mental illness and/or substance use disorder
- Have a **high school diploma or equivalent**



Certified Peer Support Specialist Curriculum

Eligibility Requirements:

- Participants must meet all eligibility requirements listed below to [apply for course enrollment](#). Approved participants will receive login information for the course.

Individuals must:

- Be age **18 or older**
- Have **lived experiences** with and are in recovery from a serious mental illness and/or substance use disorder (applicants with co-occurring mental health and substance use disorders must be in recovery from both to qualify for certification)
- **Be in recovery for at least 18 months** from all serious mental illness and/or substance use disorder
- Have a **high school diploma or equivalent**



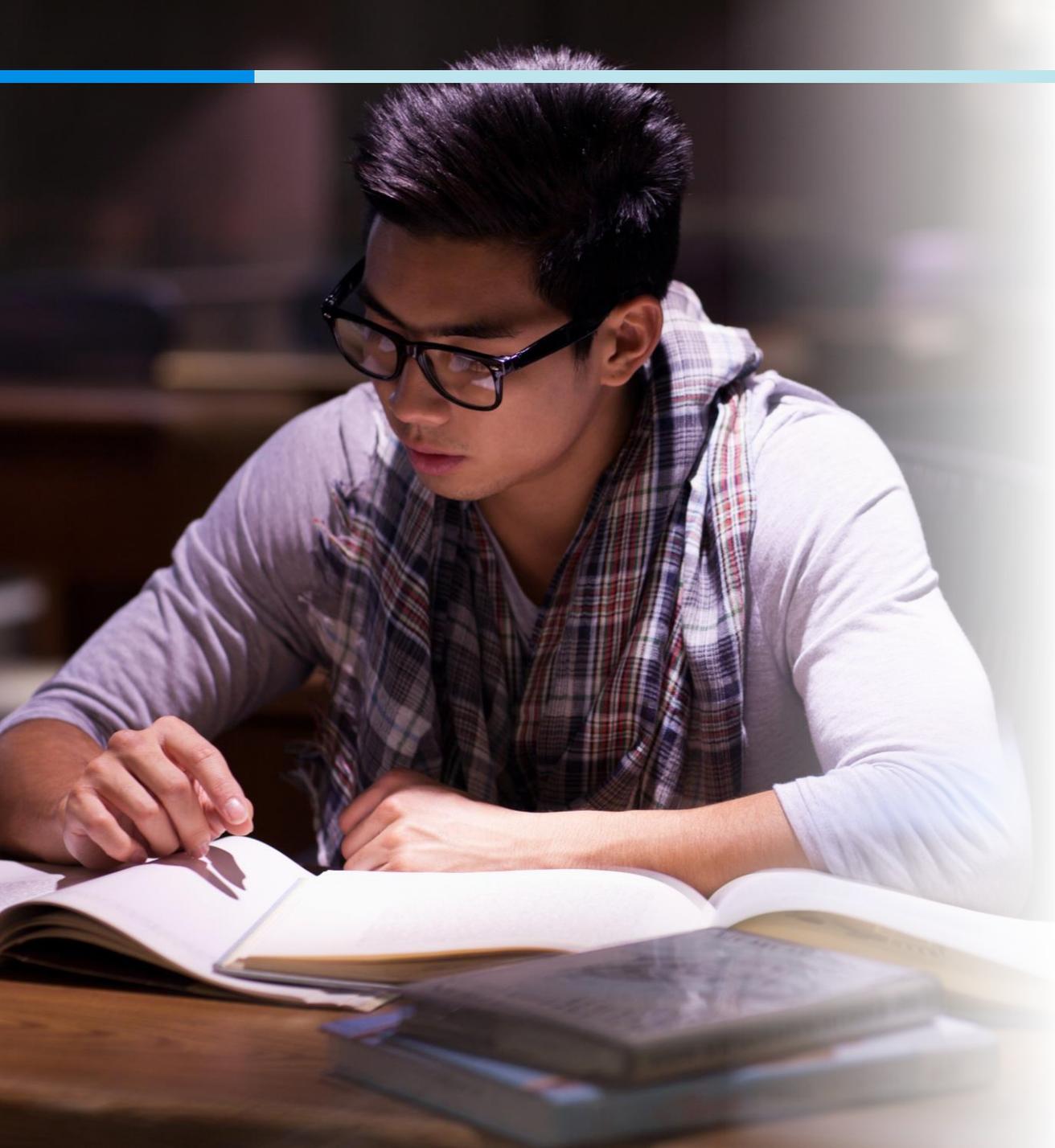
Certified Peer Support Specialist Curriculum

Training Requirements:

Individuals must:

- [Complete 20 Hours of Mental Health or Substance Use Training](#) (e.g., Wellness Recovery Action Planning, Ethics and Boundaries, and more)
- Complete NCCPPS Program Foundations Course – Part 1
- Complete NCCPPS Program Foundations Course – Part 2 (available October 2025)
- Pass the examination

For more information, visit the [NCCPSS Program Website](#).
Submit questions to nccpsprogram@unc.edu.



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.](#)

Final Q&A Check-in



Thank You

Join us again on Friday, September 5th , 2025!

For further questions regarding this week's touchpoint, please email provider.info@vayahealth.com

