



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint

Sept. 5, 2025, 11 a.m.-12 p.m.

Our Provider Touchpoint webinar is your source for the latest information for 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: SEPT. 5, 2025

Applications for NCDHHS Credentialing Committee Peer Reviewers

NCDHHS, through General Dynamics Information Technology (GDIT), is accepting applications for non-voting, volunteer peer review members of the new [NCDHHS Credentialing Committee](#). [Learn more](#) about eligibility requirements, provider types considered, participation expectations, and how to apply.

Coming Monday: National 988 Day

Vaya joins the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSSUS) in observing 988 Day on Monday, Sept. 8, 2025. The [988 Suicide & Crisis Lifeline](#) provides free, 24/7 private support to anyone who is depressed, going through a hard time, needs to talk, or is thinking of hurting themselves.

We encourage groups, individuals, and organizations to participate in 988 Day to spread awareness, reduce stigma, and make compassionate care accessible to anyone in need. Explore the [988 Day toolkit](#) to learn how you can participate.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Sept. 6, to 6 a.m. Sunday, Sept. 7, 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 bulletin](#)

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Supported Living: Clarification of Requirements for NC Innovations Waiver Service Providers

Supported Living services are intended to help people with disabilities live independently in their own homes, with appropriate supports. **As described in the [NC Innovations Waiver](#) renewed July 1, 2024, relatives cannot provide Supported Living for Innovations Waiver participants.**

Previously, the Centers for Medicare and Medicaid Services approved several Appendix K flexibilities to support Innovations Waiver participants during the COVID-19 pandemic and after Hurricane Helene. The flexibilities included allowing relatives to provide Supported Living. Effective July 1, 2025, both periods of flexibilities have ended.

Please note the following additional requirements:

- Other relatives cannot live in the home of an Innovations Waiver participant receiving Supported Living services unless they are a spouse, the member's minor child, or a relative who also receives Supported Living.
- Supported Living providers cannot own the member's home or have any authority over the home that could require the member to move or change service providers. The Supported Living provider cannot be affiliated with any entity that leases or rents the place of residence. In short, there should be no conflict of interest between the Supported Living provider and the property owner or manager. This applies to Employers of Record (EORs).
- Supported Living is intended to be provided in the member's private home and cannot be provided in a licensed facility.

Per the Innovations Waiver, a relative is a parent, grandparent, sibling, grandchild, or other extended family member. This includes stepparents, non-minor stepchildren and stepsiblings, and non-minor adoptive relationships.

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

Consumer Perceptions of Care Survey Shoutout

DMHDDSUS oversees administration of the annual Consumer Perceptions of Care Survey, which gathers feedback from North Carolinians who have received publicly funded behavioral health services to use to improve the service system. Vaya thanks the following providers for meeting or exceeding their anticipated number of 2025 Consumer Perceptions of Care Survey submissions:

Across the Lifespan	Marlene Pearson Kilby
Alcohol and Drug Services of Guilford	New Directions Counseling Services
Chatham Recovery	Shalayka Mercedes Sutton
Easter Seals UCP NC and Virginia	Support Incorporated
Innovative Behavioral Health Services	Western Carolina Treatment Center

We appreciate your collaboration and participation in this year's survey. **The survey administration period runs through Sept. 19 , 2025, and we encourage providers to keep the momentum going by submitting additional surveys.**

LEARNING AND PARTICIPATION OPPORTUNITIES

ASAM Criteria Training: Comprehensive Assessment and LOC Determination

Under North Carolina's Section 1115 Demonstration Waiver, licensed behavioral health clinicians contracted with an LME/MCO and/or a Standard Plan to provide assessment or evaluation services who identify a substance use diagnosis as a part of a Comprehensive Clinical Assessment/Diagnostic Assessment must use the ASAM Criteria to guide treatment recommendations. Additionally, NCDHHS will revise or create substance use disorder clinical coverage policies and licensure rules to meet the ASAM Criteria (2013 edition).

In fall 2025, the Behavioral Health Springboard at the UNC School of Social Work will offer two-day training opportunities that give a comprehensive overview of the criteria and equip professionals with skills to effectively apply the criteria in clinical assessments, level of care determinations, and treatment planning. The training is designed for clinicians, care managers, and other behavioral health providers working in settings that address co-occurring substance

use and mental health disorders.

Trainings will take place Oct. 21-22, Nov. 10-11, and Dec. 15-16, 2025. The registration fee is \$250, with 13 contact hours available. [Learn more and register.](#)

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