



# PROVIDER COMMUNICATION BULLETIN

SEPT. 11, 2025 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 13

**IN THIS ISSUE:** Provider Touchpoint | Hurricane Helene Recovery: New App to Find WNC Resources | NC Medicaid Coverage Change for GLP-1 Weight Management Medications | Inclusion Works Strategic Plan | NC Innovations Provider Quarterly Self-Review of Member Record Submission Deadline | National Suicide Prevention Week | Permanent Supportive Housing Training | Health Education and Aging Resource Team: Training and Consultative Services

## ALL NETWORK PROVIDERS

### Provider Touchpoint Sept. 19, 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. 19, 2025

### Hurricane Helene Recovery: New App to Find WNC Resources

A new app is connecting western North Carolina residents to resources to help them rebuild after Hurricane Helene. The Project Your Home app, available on the [Apple App](#) and [Google Play](#) stores, lists comprehensive resources for emergency shelter, law enforcement, food and water, construction materials, and other community supports, including [Hope4NC](#) mental health services.

The Project Your Home App is provided by the [Project Your Home](#) organization, which works to provide immediate housing solutions for displaced families and offers resources and assistance to help families navigate recovery. Residents experiencing stress, emotional fatigue, or a mental health crisis—or who just need someone to talk to—can call the free, 24/7 Hope4NC Helpline at 1-855-587-3463.

## PHYSICAL HEALTH PROVIDERS

### NC Medicaid Coverage Change for GLP-1 Weight Management

## Medications

Effective Oct. 1, 2025, NC Medicaid will discontinue coverage of GLP-1s for weight loss, including Saxenda, Wegovy, and Zepbound. These medications will continue to be covered for the indications of reduction in cardiovascular death, heart attack, and stroke in obese adults with cardiovascular disease, noncirrhotic metabolic dysfunction-associated steatohepatitis (MASH), and severe obstructive sleep apnea (OSA). These medications will also be available under the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit for members under age 21 if medical necessity is demonstrated. There will be no changes to coverage for GLP-1 medications for the treatment of diabetes.

All current prior authorizations will no longer be valid after Sept. 30, 2025. Providers must obtain a new prior authorization for qualifying members beginning Oct. 1, 2025.

For more information, review the [NC Medicaid Bulletin \(Sept. 5, 2025\)](#). If you have member-specific questions, call Vaya's Pharmacy Service Line at 1-800-540-6083.

## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

### Inclusion Works Strategic Plan

The NCDHHS [Inclusion Works](#) initiative has released its [Strategic Plan 2025-2030](#) outlining the future of employment supports and opportunities for North Carolinians with I/DD. The plan emphasizes informed choice, fair pay, and equal employment opportunity while providing a road map for making Competitive Integrated Employment a reality for all who choose to pursue it.

---

### NC Innovations Provider Quarterly Self-Review of Member Record Submission Deadline

The NC Innovations Provider Quarterly Self-Review of Member Record is due on the 10th of each month following the end of the quarter. Providers must submit reviews on the [current form](#), available on the [Forms](#) page of our Provider Central website.

Before submitting your form, please ensure you:

- Use the correct version.
- Include your signature and the date.
- Include the member's correct birthdate.
- Note the coverage quarter.
- Select all checkboxes (or mark "Not applicable").
- Complete the grid (if your organization has an authorization to provide a service during any portion of the quarter).

Vaya will return the form if corrections are needed. If you need help, review our [Self-Review of Innovations Member Record Job Aid](#), contact your provider network contract manager, or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

---

### National Suicide Prevention Week

Gov. Josh Stein has proclaimed Sept. 7-13, 2025, as [National Suicide Prevention Week](#) in North Carolina. On Sept. 8, the [state celebrated the 988 Suicide & Crisis Lifeline](#) and the second anniversary of the availability of American Sign Language services through the lifeline.

The [988 Lifeline](#) launched in July 2022, offering free, one-on-one assistance from judgment-free counselors for anyone experiencing a mental health crisis. From June 2024 through May 2025, 988 in North Carolina averaged more than 11,500 contacts (call, text, or chat) per month.

In May 2025, the center received more than 13,300 contacts, including almost 3,000 from people

who identified as veterans and more than 200 from Spanish-speaking individuals. A recent survey found one in three North Carolina callers to 988 say the service saved their life or someone else's life. Learn more on the [North Carolina 988 Performance Dashboard](#).

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Permanent Supportive Housing Training Sept. 23-24, 2025, 8:30 a.m.–5 p.m.

This free, online training enhances Community Support Team (CST) and Assertive Community Treatment (ACT) providers' understanding of the Permanent Supportive Housing (PSH) model. This training prioritizes ACT and CST providers, but other attendees are welcome.

To receive training credit, providers must attend and participate (via camera and audio) both days. Providers in the Vaya, Alliance Health, and Partners Health Management regions may register up to three staff from each agency. Attendance is capped at 25 participants.

[Register online](#). For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com). If registering on your staff's behalf, include each person's full name and email address. Participants will receive the Microsoft Teams link one week prior to the training.

---

### Health Education and Aging Resource Team: Training and Consultative Services

Vaya's Health Education and Aging Resource Team (HEART) provides free onsite and web-based education and consultation related to the behavioral health needs of older adults. The team offers educational courses for professional staff of community organizations, agencies, facilities, and providers of the following priority service types:

- Adult Care Home/Family Care Home
- Assertive Community Treatment/Community Support Team
- Emergency departments and health clinics
- Emergency medical services
- Home Health
- Hospice
- Mobile Crisis Management
- Program of All-Inclusive Care for the Elderly (PACE)
- Psychosocial Rehabilitation
- Skilled Nursing Facility
- Wellness/recovery drop-in centers

HEART provides services at no cost to participants through Vaya and the state of North Carolina. The team includes registered nurses, licensed clinicians, and qualified mental health professionals. [Learn more](#).

To view upcoming trainings, visit Vaya's [Calendar of Events](#). All webinars and community training events are capped at 50 participants. Organizations may request virtual or in-person training specifically for their staff as an alternative to attending monthly sessions.

For more information, email [HEART@vayahealth.com](mailto:HEART@vayahealth.com) or call 1-800-893-6246 and ask to speak to a member of Vaya's Health Education and Aging Resource Team.

**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](https://providers.vayahealth.com)



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

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



Try email marketing for free today!