



PROVIDER COMMUNICATION BULLETIN

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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.

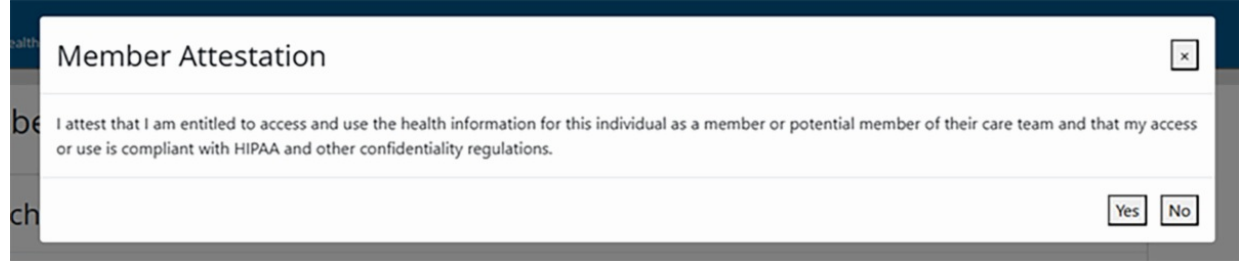
PROVIDER TOUCHPOINT: SEPT. 19, 2025

New Provider Portal Feature: Member Attestation

Vaya is in the process of adding a [Provider Portal](#) Member Attestation feature to maintain compliance with applicable confidentiality laws and regulations, including HIPAA, and ensure providers have a legitimate business purpose to access, use, or disclose an individual's protected health information (PHI).

The attestation will appear when attempting to search for a specific Vaya member/recipient:

- After inputting member/recipient identifiers on the search page and selecting "enter," you will see a popup message asking you to attest that you are authorized to access the individual's PHI.
- The message will state, "I attest that I am entitled to access and use the health information for this individual as a member or potential member of their care team and that my access or use is compliant with HIPAA and other confidentiality regulations."
- This message will not appear until after you have entered the member/recipient information AND selected an eligibility record.



You may respond with any of the following options:

- “Yes” (to agree with the attestation statement): You will proceed to the next screen as usual.
- “No” (to disagree with the attestation statement): You will not proceed to the next screen, and member/recipient information will be deleted from the search, or the “Search” window will close.
- Close the window: You may close the popup window without providing a response to the attestation question. You will not proceed to the next screen, and the “Search” window will close.

If a provider accesses a specific member/recipient record multiple times on the same day, the attestation prompt will not appear again until the next calendar day. Vaya will maintain attestation logs in the portal system to ensure compliance for both Vaya and portal users. If you have questions, please email provider.training@vayahealth.com.

Standing Orders to Increase Access to COVID-19 Vaccines

[Gov. Josh Stein last week directed](#) the state health director to issue [Standing Orders](#) that make it easier for adults in North Carolina to get COVID-19 vaccines at pharmacies across the state. The orders allow immunizing pharmacists to administer COVID-19 vaccines to adults age 65 and older, as well as to adults ages 18 to 64 who have certain health conditions that put them at higher risk, without needing a prescription from a provider.

For a full list of qualifying health conditions, [visit the Centers for Disease Control and Prevention’s website](#).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Updates to Unlicensed AFL Home Review Process

To reduce provider administrative burden and support a more concise, efficient process, Vaya has streamlined and updated the tool used to conduct reviews of unlicensed Alternative Family Living (AFL) homes. The revised tool includes fewer questions and an electronic attestation regarding staff training and criminal background checks.

Vaya will begin using the new tool Oct. 1, 2025. For more information, email AFL.info@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

Virtual Office Hours for Behavioral Health CCP Updates

NC Medicaid invites stakeholders to join [virtual office hours](#) to discuss the promulgation of NC Medicaid behavioral health clinical coverage policies (CCPs) and required licensure rule waivers for the 1115 Substance Use Demonstration Waiver. Please submit questions in advance to eboni.burton@dhhs.nc.gov.

Virtual office hours are open to all stakeholders. To join, click the policy name below.

- Sept. 22, 2025, 10-10:30 a.m.: 8A-12 [Substance Abuse Intensive Outpatient Program](#)
- Sept. 22, 2025, 4-4:30 p.m.: 8A-13 [Substance Abuse Comprehensive Outpatient Treatment](#)
- Sept. 23, 2025, 9:15-9:45 a.m.: 8A-10 [Clinically Managed Residential Withdrawal Management Services](#)
- Sept. 24, 2025, 11:30 a.m.- 12 p.m.: 8D-3 [Clinically Managed Low-Intensity Residential Treatment Services](#)
- Sept. 25, 2025, 3:30-4 p.m.: 8D-4 [Clinically Managed Population Specific High-Intensity Residential Program](#)
- Sept. 26, 2025, 4-4:30 p.m.: 8D-5 [Clinically Managed Residential Services](#)
- Sept. 29, 2025, 10-10:30 a.m.: 8D-6 [Medically Monitored Intensive Inpatient Services](#)

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