



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint

Oct. 3, 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: OCT. 3, 2025

Hurricane Helene Anniversary Resources and Events

In late September 2024, Hurricane Helene devastated communities throughout western North Carolina. Widespread flooding, landslides, and downed trees claimed more than 100 lives and left many others without power, water, or shelter.

One year later, residents continue to recover not only from the storm's physical destruction, but also from emotional trauma. Fortunately, resources are available to help.

Anyone who is experiencing Helene-related stress, emotional fatigue, or a mental health crisis—or who just needs someone to talk to—can call the free, 24/7 [Hope4NC Helpline](#) at 1-855-587-3463. Vaya's Behavioral Health Crisis Line is also available any time, day or night, at 1-800-849-6127. Residents can also join one of the many [Hurricane Helene Anniversary Events](#) taking place this weekend.

For more resources, visit our [Hurricane Helene Recovery](#) webpage.

DHSR Complaint Submission Changes

The North Carolina Division of Health Service Regulation (DHSR) investigates complaints about services provided by health care facilities, agencies, and homes licensed by the state of North Carolina. DHSR is moving offices and will not be able to receive faxes in the new building. Effective Sept. 22, 2025, providers may no longer submit reports to DHSR's Complaint Intake Unit by fax.

Please submit reports in one of the following ways:

- By calling 919-855-4500 or 1-800-624-3004
- By emailing DHSR.ComplaintIntake@dhhs.nc.gov
- By mailing 27811 Mail Service Center, Raleigh, NC 27699-2711

[Learn more](#) about how to file a complaint with DHSR. If you have questions, email Vaya's Grievance Resolution and Incident Team at IncidentReport@vayahealth.com or visit the [Incident Reporting](#) page of our Provider Central website.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Sept. 1, to 6 a.m. Sunday, Sept. 2, 2025. Please do not attempt to use the portal during this time.

PHYSICAL HEALTH PROVIDERS

Xifaxan (Rifaximin) No Longer Covered by NC Medicaid

Effective Oct. 1, 2025, the manufacturer of Xifaxan (rifaximin) will no longer participate in the Medicaid Drug Rebate Program, and the medication will no longer be covered by NC Medicaid. Please read below for alternative options.

Patient Assistance Program

Bausch Health Companies, Inc. offers a patient assistance program aimed at supplying free medication, including Xifaxan, to eligible patients who do not have coverage under their Medicaid pharmacy benefit. Prescribers can [complete an online application](#) to request access through the program. Please work with your patient to complete the application, which asks for clinical information.

Alternative Medications

If the patient assistance program is not an option, please review covered medications and available alternatives in the NC Medicaid [Preferred Drug List](#). Pharmacies, prescribers, and members may call Vaya's Pharmacy Service Line at 1-800-540-6083 for more information.

EVV Billing Code Crosswalk Update and 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

Vaya Billing Updates

- Vaya has updated the Home Health EVV billing code crosswalk. Visit our [EVV webpage](#) to

- access updated information.
- If you experience difficulties, email ServiceDesk@vayahealth.com.

For more information about EVV resources and contacts, visit our [EVV webpage](#).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Medicaid Substance Use Waiver Services Updates and Licensure Waiver Process

NC Medicaid has announced the following Medicaid and State-funded clinical coverage policies will promulgate on **Jan. 1, 2026**:

- Substance Use Intensive Outpatient Treatment (ASAM 2.1)
- Substance Use Comprehensive Outpatient Treatment (ASAM 2.5)
- Clinically Managed Residential Withdrawal Management (ASAM 3.2WM)
- Clinically Managed Low Intensity Residential (ASAM 3.1)
- Clinically Managed Population Specific High Intensity Residential (ASAM 3.3)
- Clinically Managed High Intensity Residential (ASAM 3.5)
- Medically Managed Intensive Inpatient Residential (ASAM 3.7)

Each service will include updated licensure requirements through DHSR, and providers who intend to deliver these services must request a licensure waiver. Waiver forms will be sent to all providers currently licensed for the service beginning Oct. 1, 2025, and must be completed and submitted to DHSR along with a letter of support from each health plan with which the provider contracts.

To request a letter of support from Vaya, submit completed waiver request forms to QMTeam@vayahealth.com. A letter of support is required for each service for which you intend to request a waiver. For more information, email provider.info@vayahealth.com.

Community-based Substance Use Disorder Services Access Block Grant RFA

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services has posted a Request for Applications (RFA) for a Community-based Substance Use Disorder Services Access Block Grant to expand access to relevant services and supports across the state and address documented gaps in access. This initiative will address the causes of the uneven distribution of the success of substance use disorder programming across the state to build a system of care that meets each North Carolinian's specific needs.

The following entities are eligible for funding (must be public or non-profit/not-for-profit entities):

- Integrated primary and behavioral health providers
- Substance use disorders treatment agencies
- Human service agencies
- Community organizations

Applications are due **Nov. 3, 2025**. [Learn more and access the RFA](#) on the NCDHHS website. For more information, email provider.info@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

Question, Persuade, Refer: Suicide Prevention Training Oct. 28, 2025, 1-3 p.m.

Question, Persuade, Refer (QPR) is an emergency response to someone in crisis. In this free, virtual training, Vaya instructors will teach participants how to ask the right questions about

suicide, how to persuade a person to get help, and how to refer them to the right resources.

[Register online](#) by Oct. 21, 2025. Attendance is capped at 25 participants.

Please see Vaya's online [Calendar of Events](#) for additional training dates. Registration is required. For more information, email training@vayahealth.com.

NC Innovations Waiver and Waitlist Training

Nov. 5, 2025, 3-4:30 p.m.

This free, virtual training is intended for community stakeholders. Participants will receive an overview of the NC Innovations Waiver and the Innovations Waitlist, learn how to apply for the waitlist, and become familiar with Innovations Waiver services.

[Register online](#). For more information, email training@vayahealth.com.

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



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