



Provider Touchpoint

**Friday, September 5th
2025**

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- Welcome
- National Suicide Prevention Awareness Month
- Guest Presenter: Daymark Recovery Center
- Provider Network Announcements
- Learning & Participation Opportunities
- Legislative Update
- 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

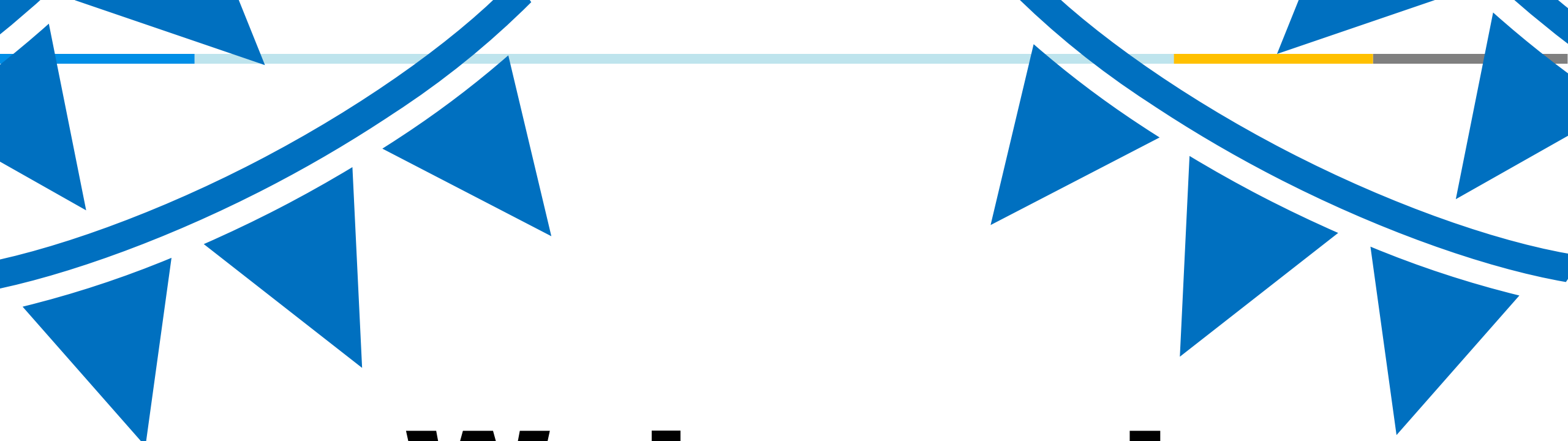


**Provider Communication
Bulletin**
Sign-up & Archive

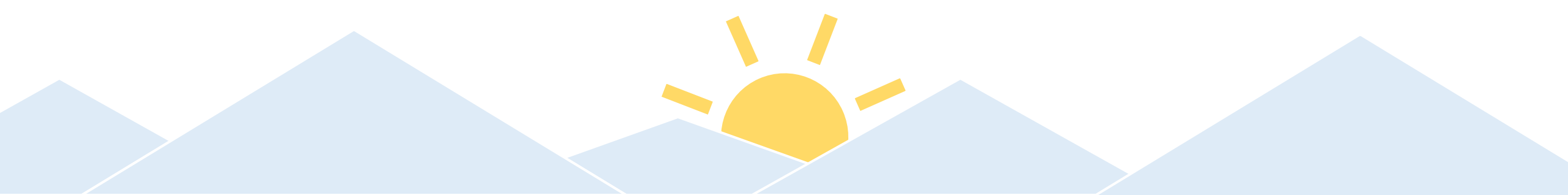
Provider Central > Resources >
Communication Bulletins

Vaya Participants

- **Bryan Hardie**, Behavioral Health UM Manager
- **Dr. Jay Vora**, Pharmacy Director of NC Medicaid Managed Care
- **Kate Glance**, Regulatory Reporting Director
- **Kendra Chapman**, Provider Educator (Co-Producer)
- **Kurt Boldt**, Assistant Vice President Provider Network Operations (**Host**)
- **Monica Thomas**, Administrative Support Professional (Q&A Moderator)



Welcome!



National Suicide Prevention Awareness Month

“Each September, NAMI recognizes **Suicide Prevention Month** as a time to raise awareness, spread hope, and spark meaningful action around one of the most urgent mental health issues of our time.

Our goal is to ensure that individuals, friends, and families have access to the tools, resources, and support they need to talk openly about suicide prevention, recognize warning signs, and seek help.

With one conversation, asking someone how they’re really doing, and being ready to truly listen, can save lives.

No one has to face this alone. Help exists. Healing is possible. And all it can take is for one person to start a conversation.” –

[Suicide Prevention Month 2025 – Resources & Awareness | NAMI](#)



Coming Monday: National 988 Day

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.

Vaya joins the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDD SUS) in **observing 988 Day on Monday, Sept. 8, 2025.**

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.



Guest Presentation

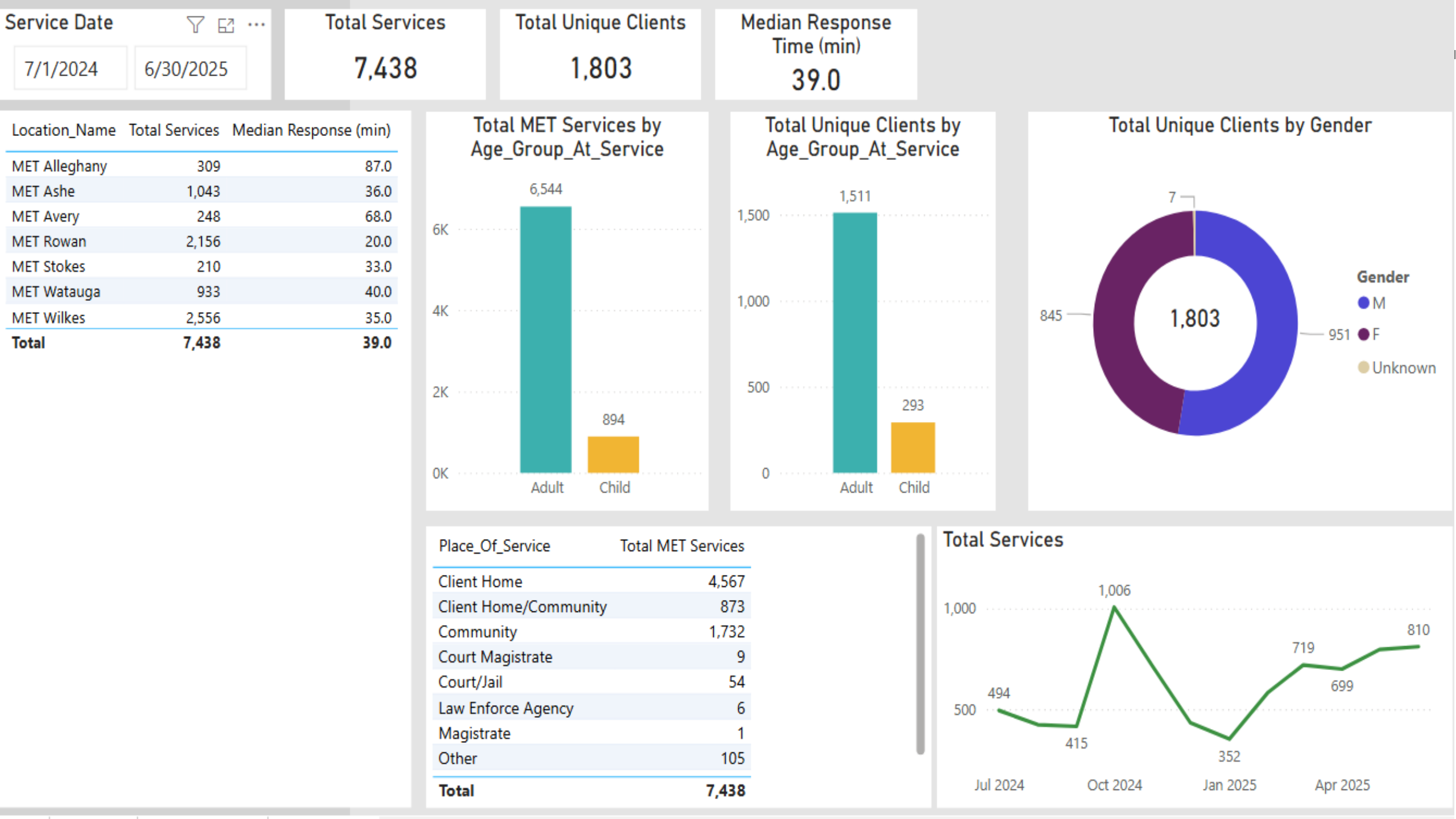


Michelle Ivey

Chief Program Officer

Outpatient and Community Based Services

Daymark Recovery Services, Inc.



Place_Of_Service	Total MET Services
Client Home	4,567
Client Home/Community	873
Community	1,732
Court Magistrate	9
Court/Jail	54
Law Enforce Agency	6
Magistrate	1
Other	105
Total	7,438

Total Services

Month	Total Services
Jul 2024	494
Oct 2024	415
Jan 2025	352
Apr 2025	810



Mobile Crisis Services
1-866-275-9552

**Are you or someone you care for in crisis
due to mental health or substance use?**



**We are available to
help 24/7/365**

Data Dig

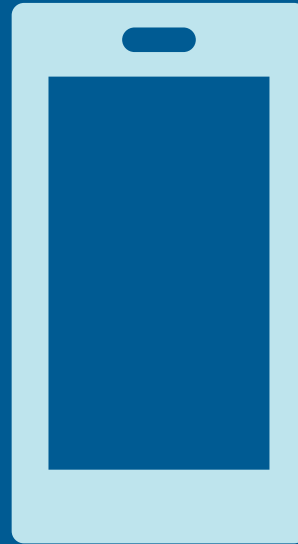
With Kate Glance



Since the launch of 988 across the United States in July 2022, there have been...



12,030,447
Phone Calls



3,143,937
Texts



2,610,665
Texts

For 988 in North Carolina, in July 2025 alone, they received...



20,702
Phone Calls...



with an average
speed to answer of
21.5 seconds...



and an average talk
time of 12.7
minutes.

On Your Radar: Provider Announcements





Perception of Care Survey

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**.



Perception of Care Survey

Vaya thanks the following providers for meeting or exceeding their anticipated number of 2025 Consumer Perceptions of Care Survey submissions:

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



Perception of Care Survey

We appreciate your collaboration and participation in this year's survey.

The survey administration period runs through **Sept. 19 , 2025.**

We encourage providers to keep the momentum going by submitting additional surveys.

Medication Formulary Changes

Effective 10/1/2025



VAYAHEALTH



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/](https://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



Reminder: Managed Care EVV Home Health Implementation

Managed care electronic visit verification (EVV) implementation hard launch for Home Health services took effect Oct. 1, 2025.

Services that require EVV include:

- Home Health Aide
- Physical Therapy
- Speech Therapy
- Occupational Therapy
- Skilled Nursing visits

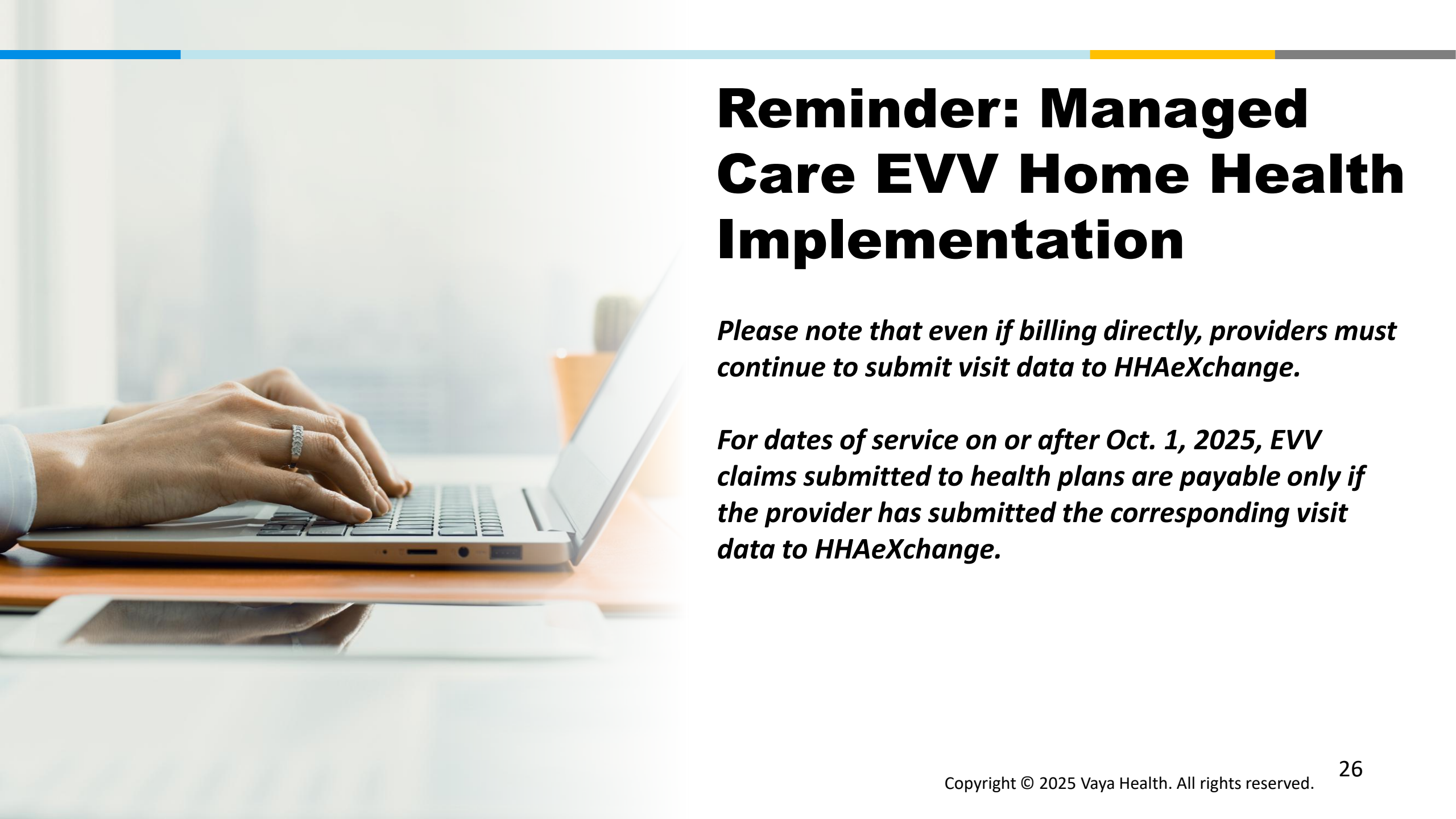


Reminder: Managed Care EVV Home Health Implementation

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:

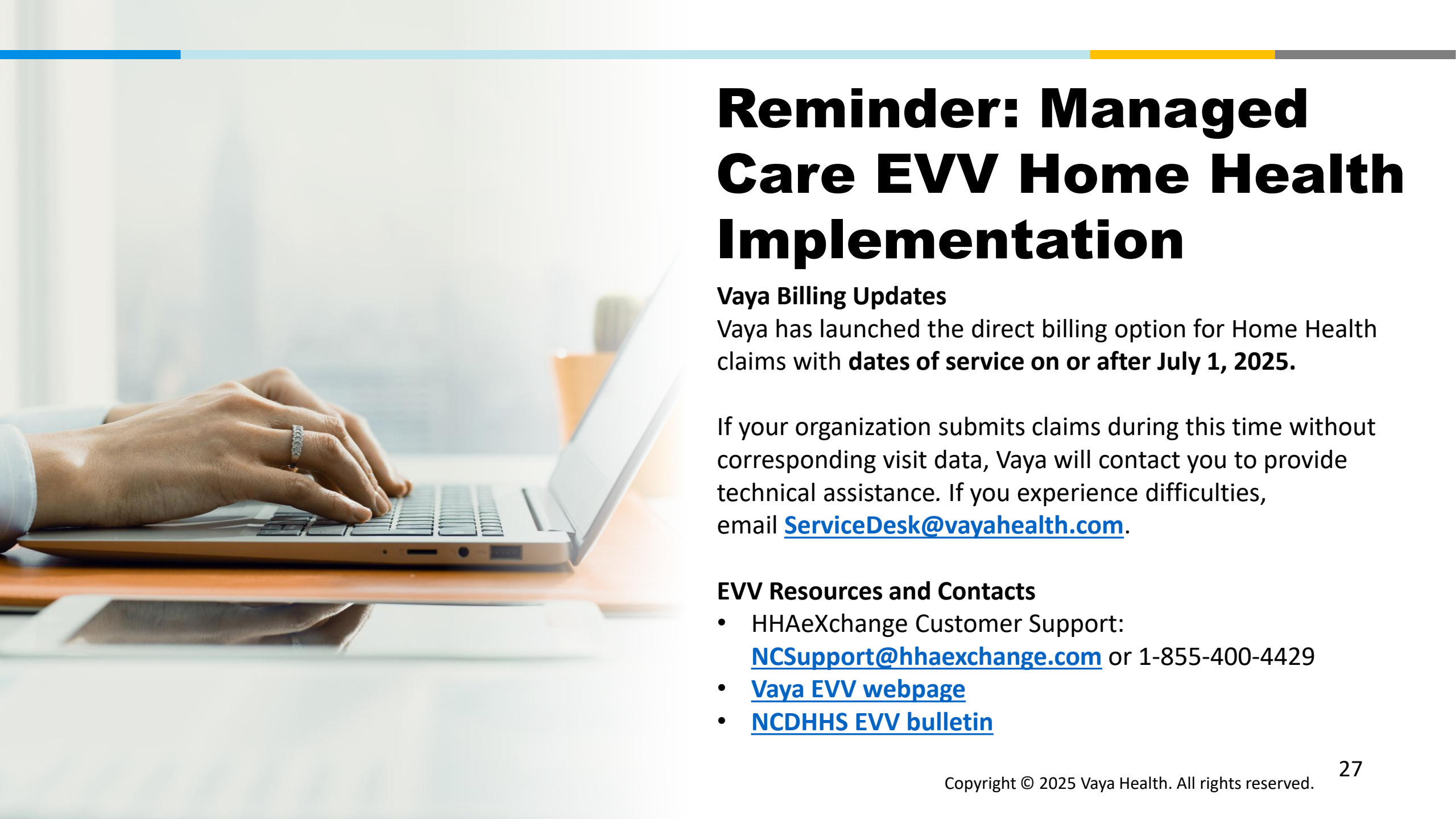
- **Notify both HHAeXchange and the health plans** with which they are contracted.
- **Request HHAeXchange to disable e-billing configuration** for Home Health services in the HHAeXchange provider portal (recommended by HHAeXchange).



Reminder: Managed Care EVV Home Health Implementation

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.



Reminder: Managed Care EVV Home Health Implementation

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. 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](#)



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.

Clarification of Supported Living Requirements for Innovations Waiver 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.**

Clarification of Supported Living Requirements for Innovations Waiver Providers

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.

Clarification of Supported Living Requirements for Innovations Waiver Providers

- 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.

1st Q&A Check-in



Provider Portal Updates





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.

Learning & 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).

ASAM Criteria Training: Comprehensive Assessment and LOC Determination

- 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.](#)



Disability Benefits 101 for Behavioral Health Network Providers

Sept. 17, 2025, 9-10:30 a.m.

- The North Carolina Division of Employment and Independence for People with Disabilities will introduce North Carolina's new **Disability Benefits DB101 tool**—a comprehensive, user-friendly online resource to help individuals with disabilities make **informed decisions about employment** while receiving benefits.



Disability Benefits 101 for Behavioral Health Network Providers

Sept. 17, 2025, 9-10:30 a.m.

- Vaya encourages behavioral health network providers to attend and familiarize themselves with this valuable tool to support conversations about employment. All are welcome to attend.
- Please feel free to share with provider staff working in the following areas in particular: Community Support Team, Assertive Community Treatment, Tenancy Management Services, Peer Support, In-Reach, Outpatient Therapy, and Tailored Care Management.

[Register online.](#)



Join the Statewide Learning Collaborative on Person-Centered Care Planning

- Vaya encourages behavioral health network providers to participate in a **free Person-Centered Practice Learning Collaborative** in 2025 and 2026.
- The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services is launching this new **peer-to-peer learning opportunity** to support providers who serve individuals with serious mental illness and serious emotional disturbance.
- [Read more.](#)

Advancing Child and Youth Behavioral Health with Measurement-Based Care

- Join [Greenspace Health](#) for a virtual panel covering how measurement-based care (MBC) is transforming child and youth behavioral health care.
- Children and youth are facing increasingly complex mental health challenges, while providers are under pressure to deliver care that is personalized, evidence-based, and responsive to each client's evolving needs.
- MBC, which is sometimes called measurement-informed care, is a proven framework that uses ongoing client-reported data to guide treatment decisions and improve outcomes. With recent updates to CARF accreditation standards now requiring MBC across youth services, adoption has become a priority for organizations across North America.
- This panel will deliver practical, real-world lessons you can apply within your organization. [Learn more and register online.](#)





Provider Communication Bulletin (PCB)

- [Provider Communication Bulletin 2024-2025 Issue 11](#) (August 28, 2025)
- [Provider Communication Bulletin 2024-2025 Issue 12](#) (September 4, 2025)

Legislative Updates

Richard Zechini, Attorney, Williams Mullen

Sarah Sonnenberg, Director of Government Relations, Williams Mullen

Legislative Updates

- General Assembly session
- Budget/H.B. 125 “mini-budget”
- Medicaid rebase

Final Q&A Check-in



Thank You

Join us again on Friday, September 19th , 2025!

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





















