



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

Updated Provider Operations Manual Available

Effective Oct. 1, 2025, Vaya has published an updated [Provider Operations Manual](#) for both our Behavioral Health and I/DD Tailored Plan and NC Medicaid Direct Prepaid Inpatient Health Plan. The new manual is intended to be more concise and user-friendly. It includes an expanded guide to important contacts at Vaya and clarifies requirements for physical and behavioral health providers, as well as providers of open versus closed network services.

Please note the requirements in the Provider Operations Manual are a binding part of network provider contracts with Vaya. Previous manuals are available in our [online archive](#). For more information, email provider.info@vayahealth.com.

Provider Advisory Council October Meeting

Oct. 15, 2025, 10 a.m.-12 p.m.

The Vaya Provider Advisory Council (PAC) serves as an advisory body on issues affecting network providers. The PAC operates pursuant to a set of bylaws and is a self-governing

committee. All Vaya providers are encouraged to participate in monthly PAC meetings. At October's meeting, we will share information about the state's Medicaid rebase.

To receive PAC communications or for more information about upcoming meetings, email ProviderAdvisoryCouncil@vayahealth.com.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Oct. 4, to 6 a.m. Sunday, Oct. 5, 2025. Please do not attempt to use the portal during this time.

PHYSICAL HEALTH PROVIDERS

Managed Care EVV Home Health Implementation: Open Office Hours

Managed care electronic visit verification (EVV) implementation hard launch for Home Health services took effect Oct. 1, 2025. Vaya will host virtual Open Office Hours to help providers who have any questions or concerns related to the launch.

Providers are welcome to drop in between 11 a.m.–12 p.m. on the following dates: Oct. 7, 14, 21, and 28, 2025. [Join online](#).

Registration is not required. If you experience technical difficulties, email provider.training@vayahealth.com.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Updated NC CORE Milestones

NCDHHS has updated the NC CORE milestones for Individual Placement and Support – Supported Employment (IPS-SE) effective Dec. 1, 2025. Codes and rates will not change; however, what is covered under Milestone 1 will change. [Learn more](#).

Updated Process for Substance Use Services Licensure Waiver Letters of Support

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 3.2 WM)
- 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 the North Carolina Division of Health Service Regulation (DHSR), and providers who intend to deliver these services must request a licensure waiver. **DHSR will send waiver forms to all providers currently licensed for the service beginning Oct. 1, 2025.** The forms must be completed and submitted to DHSR along with a letter of support from each health plan with which the provider contracts.

Please note the updated process to request a letter of support from Vaya: Submit completed waiver request forms to QMTeam@vayahealth.com and add "Waiver Request" in the subject

line. This will help streamline requests and ensure the email is routed to the correct team.

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.

LEARNING AND PARTICIPATION OPPORTUNITIES

Rural Health Transformation Program Virtual Townhall Oct. 3, 2025, 1-2 p.m.

The Rural Health Transformation Program, administered by the Centers for Medicare & Medicaid Services (CMS), provides a one-time federal funding opportunity for states to support rural health care delivery systems. North Carolina is eligible to apply for up to \$100 million annually for five years, with CMS splitting an additional \$25 billion among states at its discretion. This program provides an opportunity for strategic investments in:

- Expanding access to high-quality care in rural areas
- Advancing sustainable, innovative care delivery models
- Supporting workforce development and infrastructure
- Promoting the use of technology and artificial intelligence to address chronic disease

NCDHHS is seeking engagement with community partners and providers to shape North Carolina's funding application. [Register to attend the webinar](#) and learn more.

Child-Adult Relationship Enhancement Training

NC-PAL, in partnership with the Center for Child and Family Health, will offer free Child-Adult Relationship Enhancement (CARE) training to support positive interactions between adults and children. CARE is a trauma-informed approach designed to help any adult engage more effectively with children and teens. Continuing education units will be available at no cost.

Trainings will take place Oct. 9, 2025, in Burnsville and Oct. 10, 2025, in Asheville. [Register online](#).

QPR Suicide Prevention Training Nov. 18, 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, persuade a person to get help, and refer them to the right resources.

[Register online](#) by Nov. 11, 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.

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](#).

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