



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint

Oct. 17, 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. 17, 2025

Enhanced Rate Request Changes

The North Carolina Division of Health Benefits (DHB) recently announced reductions to NC Medicaid provider reimbursement rates as part of efforts to keep the Medicaid program within the current funding allocation. For more information, reference the [NC Medicaid Bulletin](#). *The rate changes took effect on Oct. 1, 2025, but are subject to change if the additional funding is approved.*

Due to these changes, at this time Vaya will consider new requests for enhanced rates in the *following circumstances only:*

- If a child under age 18 is in the emergency department (ED), all other options have been exhausted, and the only way a provider will accept placement is with an enhanced rate due to the child's complexity/acuity
- If member with I/DD is in the ED, all other options have been exhausted, and the provider will only accept placement with an enhanced rate due to the member's complexity/acuity
- If a child under age 18 is involved with the Department of Social Services and requires placement or other appropriate supports due to the child's complexity/acuity

To request an enhanced rate, visit the [Forms](#) page of Vaya's Provider Central website to

download the [Member- and/or Recipient-Specific Rate Request](#) form and [Enhanced Rate Budget Worksheet](#). Complete and submit both documents using the instructions on the form. For more information, email provider.info@vayahealth.com.

Vaya continues to meet with DHB to clarify the availability and process to review new enhanced rate requests for NC Innovations Waiver, 1915(i), and Psychiatric Residential Treatment Facility services.

Provider Advisory Council October Meeting

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 8 p.m. Saturday, Oct. 11, to 5 a.m. Sunday, Oct. 12, 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 is hosting 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. 14, 21, and 28, 2025. [Join online](#).

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

J-1 Visa Physician Recruitment

The [North Carolina Office of Rural Health](#) (ORH) will provide letters of support for employers that wish to hire foreign medical graduate physicians on a J-1 visa who have or will be completing training in a U.S. Graduate Medical Education program. The ORH will issue letters upon receipt of a completed application from an eligible employer on behalf of a J-1 physician. [Learn more](#).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Tailored Care Management: NC Innovations Waiver Budgets and New Rates

NC Innovations Waiver plans of care and plan updates submitted to Vaya's Utilization

Management Team on or after Nov. 1, 2025, must include the [new NC Medicaid service rates](#). It is not necessary to update previously approved annual plans solely to update budgets with new rates. For more information, email UM@vayahealth.com.

Updated 1915(i) Assessment Reminder

Effective Oct. 1, 2025, providers must use the updated [NC Medicaid 1915\(i\) Assessment](#) form for all new 1915(i) eligibility reviews and reassessments. The assessment, which identifies a member's needed services and supports, informs the independent evaluation of the 1915(i) eligibility determination and development of the member's care plan or Individual Support Plan.

The updated form includes new fields for "Date Individual Requested 1915(i) Service" and "Date 1915(i) Assessment Completed." Previous versions of the form will be returned as "unable to process."

LEARNING AND PARTICIPATION OPPORTUNITIES

Residential Roundtable

Oct. 15, 2025, 1:30-3 p.m.

Vaya hosts a quarterly residential roundtable for child residential providers. This collaborative effort aims to build connections and strong working relationships between Vaya and providers. We encourage Residential Services and Therapeutic Foster Care providers to participate.

The October 2025 roundtable will include discussion of nicotine cessation resources, the launch of NC Medicaid's Children and Families Specialty Plan, Vaya news and announcements, and more. [Join on Microsoft Teams](#).

For more information or to suggest agenda items, email provider.training@vayahealth.com.

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 CCP name below.

- Oct. 15, 2025, 2:30-3 p.m.: 8A-12 [Substance Abuse Intensive Outpatient Program](#)
 - Oct. 20, 2025, 10-10:30 a.m.: 8A-13 [Substance Abuse Comprehensive Outpatient Treatment](#)
 - Oct. 21, 2025, 9:15-9:45 a.m.: 8A-10 [Clinically Managed Residential Withdrawal Management Services](#)
 - Oct. 23, 2025, 2:45-3:15 p.m.: 8D-3 [Clinically Managed Low-Intensity Residential Treatment Services](#)
 - Oct. 24, 2025, 8:30-9 a.m.: 8D-4 [Clinically Managed Population-Specific High-Intensity Residential Program](#)
 - Oct. 27, 2025, 8:30-9 a.m.: 8D-5 [Clinically Managed Residential Services](#)
 - Oct. 27, 2025, 11:30 a.m.-12 p.m.: 8D-6 [Medically Monitored Intensive Inpatient Services](#)
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Behavioral Health Section-Carolina Annual Virtual Conference

Oct. 22, 2025, 8 a.m.-5 p.m.

The Behavioral Health Section-Carolina (BHS-Carolina) is a professional support organization with members from the state's four LME/MCOs, as well as provider staff who work in medical

records oversight and management, quality improvement, privacy and security, and other pieces of the state's public service delivery system. Members meet annually for education, training, and networking.

At this year's conference, Mark Botts, associate professor with the School of Government at UNC Chapel Hill, will speak about the confidentiality of behavioral health information.

To attend, mail your complete [registration form](#) and payment to the address on the form **by 12 p.m. Oct. 21, 2025**. For more information, contact Mary Holbrook at mary.holbrook@vayahealth.com or 1-800-893-6246, ext. 1193.

Person-Centered Thinking Training

Nov. 5-6, 2025, 9 a.m.-4 p.m.

Join us for a two-day virtual training that introduces the principles and use of person-centered thinking. During this free, 12-hour workshop, Vaya trainers will review and discuss the origins, research, and values of person-centered thinking.

***Please note:** If your organization reserves training slots, and employees who signed up cannot attend, please send other staff members in their place. This helps ensure proper use of time and resources while enhancing participation.*

Participants will receive the Microsoft Teams training link and handouts one week prior to the event. Visit Vaya's [Calendar of Events](#) to [RSVP online](#) by Oct. 29, 2025. Registration is required, and attendance is capped at 25 participants. If registering on your staff's behalf, include each person's full name and email address. For assistance, email provider.training@vayahealth.com.

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providers.vayahealth.com



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