



PROVIDER COMMUNICATION BULLETIN

OCT. 16, 2025 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 21

IN THIS ISSUE: Provider Touchpoint | Children and Families Specialty Plan Launch Flexibilities | Reminder: Hospital at Home Program Ended Sept. 30 | EVV Home Health Claims Submission: Dates of Service Prior to Oct. 1 | Open Office Hours for EVV Home Health Implementation | Community Navigator Self-Assessment Coming Soon | Quit For Life Webinar | Permanent Supportive Housing Training

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.

We would love to hear from you! Are you interested in highlighting your organization's services during an upcoming Provider Touchpoint? Do you have questions? What topics most interest you? Email your thoughts to provider.training@vayahealth.com.

PROVIDER TOUCHPOINT: OCT. 17, 2025

Children and Families Specialty Plan Launch Flexibilities

NC Medicaid has announced policy flexibilities to ensure member continuity of care and ease provider administrative burden as part of the Children and Families Specialty Plan launch on Dec. 1, 2025. Flexibilities relate to medical and pharmacy prior authorizations, out-of-network provider rates and rules, and primary care provider changes.

For more information, review the [NC Medicaid Bulletin \(Oct. 13, 2025\)](#). *Please note these flexibilities do not apply to Vaya and are being shared for informational purposes only.*

To learn more, visit the [NCDHHS website](#) or review the [NC Medicaid Managed Care Provider Playbook Fact Sheet](#).

PHYSICAL HEALTH PROVIDERS

Reminder: Hospital at Home Program Ended Sept. 30

As a reminder, NC Medicaid's Hospital at Home Program expired Sept. 30, 2025. Providers may not bill for Hospital at Home for dates of service on or after Oct. 1, 2025. For more information, review the [NC Medicaid Bulletin \(Oct. 3, 2025\)](#).

EVV Home Health Claims Submission: Dates of Service Prior to Oct. 1

Managed care electronic visit verification (EVV) implementation hard launch for Home Health services took effect Oct. 1, 2025. Claims without visit data may be submitted for dates of service prior to Oct. 1, 2025, anytime within timely filing limits. Claims with dates of service on or after Oct. 1, 2025, are subject to Home Health EVV requirements and must have correlating visit data.

If you have questions, contact your provider network contract manager or provider.info@vayahealth.com.

Open Office Hours for EVV Home Health Implementation

Vaya is hosting virtual Open Office Hours to help providers who have any questions or concerns related to the hard launch of managed care EVV implementation for Home Health services.

Providers are welcome to drop in between 11 a.m.–12 p.m. Oct. 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

Community Navigator Self-Assessment Coming Soon

Between Nov. 1, 2025, and Jan. 31, 2026, Vaya's Quality Management Department will require providers authorized to deliver NC Innovations Waiver Community Navigator services to complete a self-assessment.

The assessment will help providers evaluate the effectiveness of their Employer of Record (EOR) training curriculum in the following areas: Background and Guidance, EOR Program Fundamentals, Personnel Record Keeping, Direct Support Professional (DSP) Management, DSP Qualifications and Hiring, DSP Training, Member Record Keeping, Member Plan of Care/Individual Support Plan Documents, Member Record Service-Related Documentation, and Employer Health and Safety.

We will review the self-assessments as part of program evaluations with each provider beginning March 2026. For more information, email QualityAssuranceTeam@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

Quit For Life Webinar

Nov. 12, 2025, 12-12:30 p.m. Central time/1-1:30 p.m. Eastern time

Join this webinar to learn about why quitting tobacco is so hard, the nicotine replacement therapies available to help, and what people can do to support a friend or loved one. Quit For Life gives Vaya Tailored Plan Medicaid members the online resources they need to create a plan and quit tobacco for good. [Learn more](#).

Permanent Supportive Housing Training

Dec. 4-5, 2025, 9 a.m.–4 p.m.

This free, online training enhances Community Support Team (CST) and Assertive Community Treatment (ACT) providers' understanding of the Permanent Supportive Housing model. This training prioritizes ACT and CST providers, but other attendees are welcome.

To receive training credit, providers must attend and participate (via camera and audio) both days. Providers in the Vaya, Alliance Health, and Partners Health Management regions may register up to three staff from each agency. Attendance is capped at 25 participants.

[Register online](#) by Nov. 30, 2025. For more information, email provider.training@vayahealth.com. If registering on your staff's behalf, include each person's full name and email address. Participants will receive the Microsoft Teams link one week prior to the training.

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



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!