



PROVIDER COMMUNICATION BULLETIN

OCT. 23, 2025 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 22

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ALL NETWORK PROVIDERS

Provider Touchpoint

Oct. 31, 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 about network operations? What topics most interest you? Email your thoughts to provider.training@vayahealth.com.

PROVIDER TOUCHPOINT: OCT. 31, 2025

Updated Checkwrite Schedule

Due to the Veterans Day holiday, Vaya's weekly provider checkwrite payment for Nov. 12, 2025, will be deposited on Nov. 14, 2025. Review the full 2025 schedule on our [Rate and Checkwrite Schedules](#) webpage or email provider.info@vayahealth.com for more information.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Oct. 25, to 10 a.m. Sunday, Oct. 26, 2025. Please do not attempt to use the portal during this time.

PHYSICAL HEALTH PROVIDERS

Open Office Hours for EVV Home Health Implementation

Vaya will host virtual Open Office Hours to help providers who have 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. 28, 2025.** [Join online.](#)

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

Nurse Initiative Loan Repayment Program

The North Carolina [Office of Rural Health](#) (ORH) will open the application period for the North Carolina Nurse Initiative Loan Repayment Program at **8 a.m. Oct. 27, 2025**. The program provides up to \$40,000 in student loan repayment on a first-come, first-served basis for qualifying registered nurses and clinical nurse specialists.

Applicants must deliver comprehensive primary care services in eligible outpatient settings in Health Professional Shortage Areas or at independent private practices located in Tier 1 and Tier 2 counties under the state's County Distress Rankings. [Learn more.](#)

SFY 2026-27 Community Health Grants

The ORH will accept Community Health Grant applications for State Fiscal Year 2026-2027 through **5 p.m. Dec. 19, 2025**. Grant funds are to ensure access to primary and preventive care to meet the needs of vulnerable, underserved, and medically indigent patients, with emphasis on providing medical services to uninsured or medically indigent patients. When an eligible organization provides integrated care, funding may also support dental, pharmacy, maternal, and behavioral health services.

Applicants may request up to \$150,000 per grant year. [Learn more and apply.](#)

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Reminder: Process for Substance Use Services Licensure Waiver Letters of Support

The following NC 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. The forms must be completed and submitted to DHSR along with a letter of support from each health plan with which the provider contracts. **If you have not received a waiver form, please contact DHSR.**

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.

Coming Soon: National Core Indicators® Survey

National Core Indicators® (NCI) is a program that conducts member surveys to help public agencies serving individuals with I/DD measure and track performance. This survey is the only annual, statewide survey of people receiving I/DD services and supports.

Each year, NCDHHS selects a sample of Vaya members to take part in the NCI survey and give feedback about services. This year's survey will take place from November 2025 to January 2026. Member participation in the survey is voluntary; however, Vaya asks that providers help members and guardians understand the importance of the survey and encourage them to complete it.

Participation will help Vaya, providers, and NCDHHS better understand member needs and improve services for people with I/DD, and their families, at both the Vaya and statewide levels. The survey's standard measures (core indicators) address topics including employment, member rights, service planning, community inclusion, choice, and health and safety.

The Carolina Institute for Developmental Disabilities at UNC Chapel Hill administers the survey, which can be completed in person, via Zoom, or on paper. If a member (or their guardian) agrees to participate, the provider must complete and return the following three components to Vaya for entry into the NCDHHS database:

- Written documentation of member/guardian verbal consent to participate in the survey
- Background information/member demographics
- Pre-screening survey with details related to member health, employment, and housing

Once NCDHHS has selected members to participate in the survey, Vaya will email providers with additional information. Thank you in advance for your time and effort to help improve I/DD services and supports locally and throughout North Carolina.

NCDHHS, CHESS Health Launch Free Mental Health Resource for Veterans

NCDHHS, CHESS Health, and Diamond Mind, LLC, have launched [an initiative to provide specialized resources and services](#) for veterans and mental health providers through the [Connections recovery support app](#). The app provides 24/7 access to trained peers, moderated online communities, daily check-ins, and proven coping tools. NCDHHS sponsors this free resource, which is available in English and Spanish and can be used by any North Carolinian, including providers who want to enhance their recovery-support resources.

LEARNING AND PARTICIPATION OPPORTUNITIES

SIS Assessment Training

Vaya will offer virtual Supports Intensity Scale® (SIS) Assessment Training, a one-hour introduction to the SIS assessment and how it is administered. Topics include who is involved in the assessment, assessment purpose and frequency, and what participants can expect when they complete one.

Participants must register at least one week prior to the event and will receive a link to the training. To RSVP, select your preferred date and time:

- [Nov. 18, 2025](#), 10-11 a.m.
- [Nov. 20, 2025](#), 1-2 p.m.

- [Dec. 9, 2025](#), 1-2 p.m.
- [Dec. 11, 2025](#), 10-11 a.m.

For more information, email provider.training@vayahealth.com.

Child and Family Team (CFT) 1 Revised Training

Dec. 1–2, 2025, 9 a.m.–4 p.m.

This free, virtual course provides 11 contact hours of training related to System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families. This training is intended for Vaya members/recipients and network providers. Only three individuals from each provider organization may register, and attendance is capped at 28 people.

[Register online by Nov. 21, 2025](#). Participants will receive a link to the training a few days before the event. If you have questions, email provider.training@vayahealth.com.

Diabetes Management Training

Dec. 4, 2025, 10 a.m.-12 p.m.

During this free, virtual session, Vaya trainers will provide participants with foundational knowledge about diabetes and essential self-management skills. The training is suitable for community stakeholders and aims to increase awareness and understanding of the condition, helping people take control of their health or better support those living with diabetes.

[Register by Nov. 27, 2025](#). Each organization may sign up for two training slots. 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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