



PROVIDER COMMUNICATION BULLETIN

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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! 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

NC Medicaid Rate Reductions

In September, the North Carolina Division of Health Benefits (DHB) announced planned 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](#).

This communication serves to reiterate the timing of rate updates mentioned in previous bulletins:

- The rate changes took effect on Oct. 1, 2025, but are subject to change if additional funding is approved.
- Vaya decided to update our systems to implement the rate changes no earlier than Nov. 1, 2025.
- If there is no legislative agreement by tomorrow, Oct. 31, Vaya will implement the rate cuts on Nov. 1, retroactive to the effective date of Oct. 1. On that date, we plan to update our systems to pay at the newly published rates, and we will take steps to recoup the difference in reimbursement for services provided back to Oct. 1.

As of today, additional funding for the NC Medicaid program has not been approved. Vaya has prepared our systems to implement the rate cuts for claims with dates of service beginning Oct. 1, 2025.

Details about the recoupment process for previously paid claims with dates of service between Oct. 1-31, 2025, will be communicated in a future Provider Communication Bulletin.

As a reminder, NC Medicaid is reducing the capitation rates of Vaya and other Medicaid managed care plans effective Oct. 1 to reflect the new rates, and we do not have the funding or flexibility to postpone the cuts indefinitely unless action is taken at the state level that reverses the provider rate reductions.

We understand the impact this may have on you, Vaya members, and the entire health care community. We were hopeful that rate reductions would be avoided, and we continue to advocate for a solution that will stop these cuts from being implemented.

Enhanced Rate Request Changes Update

Due to the recent NC Medicaid rate reductions, at this time Vaya will consider new requests for enhanced rates in the *updated 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 accept placement only 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 (DSS) and requires placement or other appropriate support due to the child's complexity/acuity; Vaya will consider enhanced rate requests required for DSS-involved children to maintain their placement through Nov. 30, 2025, if clinically appropriate
- If a member receives NC Innovations Waiver or 1915(i) services and the provider is requesting renewal of an existing enhanced rate; Vaya may renew these rates with a 3% reduction to the existing rate, if appropriate
- If the member receives Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) services and the ICF/IID provider is requesting renewal of an existing enhanced rate; Vaya may renew these rates with an 8% reduction to the existing rate, if appropriate
- If the member receives Psychiatric Residential Treatment Facility (PRTF) services and the PRTF provider is requesting renewal of an existing enhanced rate; Vaya may renew these rates with a 10% reduction to the existing rate, if appropriate

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.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) Authorizations section will be intermittently unavailable from 11 p.m. Saturday, Nov. 1, to 10 a.m. Sunday, Nov. 2, 2025. We encourage providers to limit authorization requests during this time.

PHYSICAL HEALTH PROVIDERS

DME Authorization Information

Vaya partners with EviCore to review prior authorization requests for non-NC Innovations Waiver Durable Medical Equipment (DME), including items with "W" codes. If you have a question about non-Innovations Waiver DME items with "W" codes, except those related to feeding supplies and

equipment, designated EviCore subject matter experts are available to help.

To contact EviCore's Provider Services Team, call 1-800-646-0418, option 4, or email clientservices@evicore.com. To access the EviCore portal, visit our [Provider Portal](#) webpage.

For other authorization questions, contact Vaya's Provider Support Service Line at 1-866-990-9712 or email UM@vayahealth.com.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Vaya Network Need: Substance Use Disorder Services

Vaya has identified a network need for providers of the following substance use disorder services:

- Child Substance Abuse Intensive Outpatient Program (Cherokee, Clay, Graham, Swain, Macon, Jackson, or Haywood counties)
- Clinically Managed Population-Specific High-Intensity Residential (ASAM 3.3) (new service launching Jan. 1, 2026, for individuals with substance use disorder and TBI)
- Clinically Managed Residential Withdrawal (ASAM 3.2 WM – Social Setting Detox) (new service launching Jan. 1, 2026)

If you are interested in adding these services to your service array or need more information, email jennifer.jennings@vayahealth.com.

Change in Authorizations for Innovations Waiver CLS

Innovations Waiver Community Living and Supports (CLS) providers should note the following change to authorizations. Effective Dec. 1, 2025, the following CLS codes will be authorized to a bundled set at both the individual and group levels:

- **T2012 and T2012 GC – CLS Individual (non-electronic visit verification [EVV])**, includes relative as provider living in the home or when the service is provided only in the community and does not begin or end at the member's home
- **T2012 HQ and T2012 GC HQ – CLS Group (non-EVV)**, includes relative as provider living in the home or when the service is provided only in the community and does not begin or end at the member's home

No action is required by providers for this update. **Please note this change *does not* include T2013 TF and T2013 TF HQ.** If you have questions, contact Vaya's UM Team at UM@vayahealth.com or 1-800-893-6246, ext. 1513.

LEARNING AND PARTICIPATION OPPORTUNITIES

Cognitive Therapy for Treatment of Psychosis

Nov. 18-19, 2025, 9:30 a.m.-1:30 p.m.

NCDHHS will sponsor a two-day virtual training provided by the UNC Institute for Best Practices that will offer theoretical frameworks for how cognitive behavioral therapy may be used to address psychotic thinking. This free training is currently limited to Assertive Community Treatment, Community Support Team, Individual Placement and Support, and Transition Management Services providers in North Carolina.

Participants who complete the full training will receive six hours of CEU credit. [Register online](#) or email questions to Stephen Betuker at Stephen_Betuker@med.unc.edu.



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