



PROVIDER COMMUNICATION BULLETIN

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IN THIS ISSUE: Provider Touchpoint | Veterans Day Closing | SNAP Benefits and the Federal Government Shutdown | Provider Portal Weekend Maintenance | Community Health Grants TA Webinars | Rates for RB-BHT Services | Timely Incident Report Submissions | Comprehensive Clinical Assessment Requirements | Stewards of Children Training (North Wilkesboro)

ALL NETWORK PROVIDERS

Provider Touchpoint

Nov. 7, 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: NOV. 7, 2025

Veterans Day Closing

In observance of Veterans Day, Vaya offices will be closed Nov. 11, 2025. Our Provider Support Service Line (1-866-990-9712), Member and Recipient Service Line (1-800-962-9003), and Pharmacy Service Line (1-800-540-6083) continue to operate from 7 a.m. to 6 p.m., Monday-Saturday, including holidays. Our Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 24/7, every day.

SNAP Benefits and the Federal Government Shutdown

Due to the federal government shutdown, NCDHHS is experiencing disruptions to November funding for the Supplemental Nutrition Assistance Program (SNAP). Please note the following resources available to program recipients who run out of SNAP funds:

- Local Departments of Social Services may be able to provide information about emergency assistance options.
- SNAP recipients may call NC 211 to be connected with local food pantries and emergency

- food resources.
- Vaya members with an assigned a care manager/care coordinator can contact their assigned staff to help access food resources.
- Vaya members and recipients without an assigned care manager/care coordinator can contact our Member and Recipient Service Line at 1-800-962-9003.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Nov. 8, to 6 a.m. Sunday, Nov. 9, 2025. Please do not use the portal during this time.

PHYSICAL HEALTH PROVIDERS

Community Health Grants TA Webinars

The North Carolina [Office of Rural Health](#) will accept Community Health Grant applications for State Fiscal Year 2026-27 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.

[Apply online](#) or learn more at a technical assistance webinar:

- Nov. 6, 2025, 11 a.m.: [Join online](#).
- Nov. 17, 2025, 11 a.m.: [Join online](#).

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Rates for RB-BHT Services

This communication serves to notify providers of rate impacts and claims reprocessing specific to NC Medicaid Research-Based Behavioral Health Treatment (RB-BHT) For Autism Spectrum Disorder.

To comply with a temporary court order issued Nov. 4, 2025, in Wake County, rates for RB-BHT services will return immediately to levels effective on Sept. 30, 2025. Any claims for services that may have been paid at the lower, reduced rate will be reprocessed using the Sept. 30 rate. There is no action required on behalf of providers for this reprocessing.

We continue to monitor developments for any additional updates or actions.

Timely Incident Report Submissions

Per our contracts with NCDHHS, Vaya is responsible for monitoring submissions to the state's Incident Response Improvement System (IRIS) to ensure a timely filing threshold of 85%. From July 1-Sept. 30, 2025, we observed an increase in the number of late submissions.

As a result, Vaya will issue Plans of Correction to network providers with late IRIS report submissions during July-September and any late submissions in the future. To ensure timely filing, please note the following reminders:

- Incident reports must be submitted to IRIS within 72 hours of the provider learning of the incident (see the [Incident Response and Reporting Manual](#) for exceptions).
- The 72-hour reporting requirement refers to "clock hours," *not* business hours.
- The "Date of Incident" is the date the event occurred.
- The "Date Provider Learned of Incident" is the date the provider first learned about the event.

- The “Date Submitted” is the when the provider saved and fully submitted the incident to IRIS (a “thumbs-up” icon confirms successful submission).
- Providers must be consistent when entering the organization’s name on reports.
- Providers must submit incident reports on time, even if the initial report is missing information.

For more information, contact Vaya’s Grievance Resolution and Incident Team at IncidentReport@vayahealth.com or visit our [Incident Reporting](#) webpage.

Comprehensive Clinical Assessment Requirements

NCDHHS has released an [NC Medicaid Bulletin](#) outlining requirements for Comprehensive Clinical Assessments (CCAs), including steps to take when a full assessment cannot be completed. The bulletin applies to members enrolled in NC Medicaid Direct and NC Medicaid Managed Care.

LEARNING AND PARTICIPATION OPPORTUNITIES

Stewards of Children Training (North Wilkesboro) Dec. 4, 2025, 1-3 p.m.

Darkness to Light will offer a free, in-person training in North Wilkesboro to help adults prevent, recognize, and react responsibly to child sexual abuse. Through interviews with a diverse group of people with lived experience, experts, and providers, Stewards of Children teaches practical actions to reduce instances of child sexual abuse in their organizations, families, and communities.

[Learn more and register](#) by Nov. 28, 2025. For more information, email thelma.horton@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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