



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint

**Nov. 14, 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](mailto:provider.training@vayahealth.com).

**PROVIDER TOUCHPOINT: NOV. 14, 2025**

### Sending PHI to Vaya: Important Reminders

In recent months, Vaya has seen an increase in privacy incidents involving provider employees and protected health information (PHI). To ensure both Vaya and network providers continue to protect member/recipient PHI, please review the following examples of privacy violations and best practices to maintain compliance with applicable laws, rules, and regulations, including HIPAA and the HITECH Act:

- **Emails and faxes containing information related to an individual who is not a Vaya member/recipient:** Before sending materials to Vaya, double check to confirm the information is related to Vaya members/recipients only.
- **Emails with member/recipient information in the subject line:** Do not add member/recipient information (including initials) to the subject line of an email. The subject line is never encrypted, and information contained within it is unsecured.
- **Provider Portal uploads to the incorrect member/recipient record:** Ensure you upload the correct documents to the right member/recipient profile.

Thank you for helping protect the privacy of the people we mutually serve. If you have questions, please email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

## Provider Advisory Council November Meeting Nov. 19, 2025, 10 a.m.-12 p.m.

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.

To receive PAC communications or for more information about upcoming meetings, email [ProviderAdvisoryCouncil@vayahealth.com](mailto:ProviderAdvisoryCouncil@vayahealth.com).

### PHYSICAL HEALTH PROVIDERS

#### Updates to NC Medicaid Coverage for Wegovy, Zepbound

Effective Nov. 4, 2025, NCDHHS has removed the NC Medicaid Outpatient Pharmacy Prior Approval Criteria for GLP-1s – Wegovy and Zepbound. Until the revised clinical criteria for Wegovy and Zepbound are promulgated in accordance with NCGS § 108A-54.2(b)(2), NC Medicaid will cover Wegovy and Zepbound for clinical indications other than weight loss based on indications and uses approved by the U.S. Food and Drug Administration, which include:

- Reduction of the risk of major adverse cardiovascular events in adults with established cardiovascular disease and either obesity or overweight
- Treatment of noncirrhotic metabolic dysfunction-associated steatohepatitis (MASH) with moderate to advanced liver fibrosis in adults
- Treatment of moderate to severe obstructive sleep apnea in adults with obesity

Review the [NC Medicaid Bulletin](#) for more information. **Please note effective Oct. 1, 2025, NC Medicaid no longer covers Wegovy and Zepbound solely for the treatment of obesity.** If you have member-specific questions, call Vaya's Pharmacy Service Line at 1-800-540-6083.

### BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

#### Forensic Assertive Community Treatment Offered in Buncombe County

RHA Health Services is piloting a new program, Forensic Assertive Community Treatment (FACT), in Buncombe County [as part of a new initiative at locations throughout the state](#). A person-centered, trauma-informed service, FACT helps individuals who have severe mental health needs and are involved in the justice system to successfully reenter their communities while reducing their likelihood of reoffending.

FACT is deliverable 24/7 and provides time-unlimited support to address individual needs and help participants achieve their personal goals. To be eligible, individuals must:

- Be eligible for Assertive Community Treatment
- Have a medium-to-high risk of reoffending
- Be involved and/or have a significant history of involvement with the justice system
- Be a resident of Buncombe County

To make a referral, download and submit the [RHA FACT Referral Form](#) or call Vaya's Member and Recipient Service Line at 1-800-962-9003. For more information, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

### LEARNING AND PARTICIPATION OPPORTUNITIES

#### Quarterly Substance Use Roundtable Meeting

**Nov. 19, 2025, 2-3 p.m.**

Join us for Vaya's next quarterly Substance Use Roundtable virtual meeting. We strongly encourage all network providers of substance use disorder services to attend to get important updates and share information with other providers.

[Join online](#). For more information, email [provider.training@vayahealth.com](mailto:provider.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](#).

[providers.vayahealth.com](https://providers.vayahealth.com)



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