



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint

**Dec. 12, 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 any questions about network operations? What topics most interest you?* Email your thoughts to [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

**PROVIDER TOUCHPOINT: DEC. 12, 2025**

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## NC Medicaid Rate Reductions Reversed

NCDHHS has announced it is reversing widespread reductions to NC Medicaid rates effective Oct. 1, 2025. According to NCDHHS, recent court rulings require the state to restore rates to their levels as of Sept. 30, 2025.

For more information, review the [NC Medicaid Bulletin](#) (Oct. 10, 2025).

Vaya is awaiting additional communication and guidance from NCDHHS on implementation of the restored rates. We will publish additional details in a future Provider Communication Bulletin.

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## Determining if Members Have Enrolled in the Children and Families Specialty Plan (CFSP)

The CFSP, a statewide NC Medicaid Managed Care plan focused on supporting youth and

families involved in the child welfare system, launched Dec. 1, 2025. Providers can determine if a member has moved to the CFSP, called Healthy Blue Care Together, by checking [NCTracks](#).

If a member is enrolled in the CFSP, the code MCCFS will show under “benefit plan.” MCCFS refers to Medicaid Managed Care and Children and Families Specialty Plan. If you have questions, contact Healthy Blue Care Together at 833-777-3698 or [nc\\_provider@healthybluenc.com](mailto:nc_provider@healthybluenc.com).

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## WNC Healthcare Workforce Forum

### Jan. 29, 2025, 9 a.m.-1 p.m.

The [WNC Healthcare Workforce Forum](#) in Asheville will help employers and partners in your networks (human resources leads, practice managers, clinical education teams, etc.) understand the regional shortage of health care workers and learn strategies for growing and sustaining the talent pipeline. This event will take place at the Land of Sky Regional Council in Asheville and cover regional supply-and-demand data, highlight employers’ best practices, and provide opportunities to discuss regional challenges and innovations. [Register online](#).

The forum is designed for employers that are actively hiring, training, or supporting the health care workforce in western North Carolina, including:

- Hospitals and health systems
  - Long-term care and Skilled Nursing Facilities
  - Assisted living and senior care organizations
  - Federally Qualified Health Centers and primary care practices
  - Behavioral health providers
  - Home health and home care agencies
  - EMS and emergency services
  - Allied health employers
  - Any organization with significant health care workforce needs
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## Provider Portal Weekend Maintenance

Due to system maintenance, Vaya’s [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Dec. 12, to 10 a.m. Sunday, Dec. 14, 2025. Please do not use the portal during this time.

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

### Project Spark Expands Employment Support for People with I/DD

NCDHHS’ [Project Spark initiative will launch 10 new locations](#) across the state to expand access to services and supports that help people with I/DD succeed in finding Competitive Integrated Employment (CIE).

Project Spark currently hosts sites in Siler City, Raleigh, and Rocky Mount. The new locations will be in Asheville, Boone, Gastonia, Winston-Salem, Greensboro, Durham, Wilson, Greenville/Kinston, Jacksonville, and Wilmington. The Wilmington site was officially operational in October 2025, with the remaining sites scheduled to launch throughout 2026.

For more information about Project Spark, including eligibility requirements and how to participate, visit the [Project Spark website](#).

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## RFP: Reimagining Health and Public Safety Overdose Initiatives (RHAPSODI) Project

With support from the Centers for Disease Control and Prevention, the National Association of County & City Health Officials (NACCHO) is offering a funding opportunity to build the evidence

base for overdose prevention programs at the intersection of public health and public safety and to reduce overdose deaths. NACCHO will award funding to up to 15 applicants.

For more information, review the [Request for Proposals](#). Applications must be submitted by 5 p.m. Jan. 5, 2026.

**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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