



PROVIDER COMMUNICATION BULLETIN

DEC. 31, 2025 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 33

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ALL NETWORK PROVIDERS

Provider Touchpoint Jan. 9, 2026, 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.

PROVIDER TOUCHPOINT: JAN. 9, 2026

Vaya Holiday Closing

In observance of the New Year's Day holiday, Vaya offices will be closed Thursday, Jan. 1, 2026.

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) will continue to operate from 7 a.m. to 6 p.m., Monday-Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 365 days a year.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Jan. 3, to 10 a.m. Sunday, Jan. 4, 2026. Please do not use the portal during this time.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Required Update for All HCBS Provider Contact Information

NC Medicaid is enhancing the Home and Community-Based Services (HCBS) Database to maintain compliance with the HCBS Final Rule and the Centers for Medicare & Medicaid Services-approved HCBS Final Transition Plan. All providers of HCBS in North Carolina must update their contact information to support this initiative.

Action Required by Feb. 13, 2026:

Vaya will email providers a spreadsheet with their HCBS site information by Jan. 9, 2026.

Complete the following steps to validate site information:

1. **Review** columns AF and AG (contact email and contact number) of the spreadsheet to identify any needed updates.
2. **Update** the contact information directly in the spreadsheet (if changes are necessary).
3. **Return** the completed spreadsheet to Vaya by **Feb. 13, 2026, even if no changes are required.**

Important Notes:

- **Do not** update the Provider Self-Assessment in the database directly.
- **Only** use the spreadsheet provided by Vaya.

Email questions to QMTeam@vayahealth.com.

Behavioral Health National Accreditation Requirements

NCDHHS has published an [NC Medicaid Bulletin](#) reminding behavioral health providers that national accreditation is required. Beginning Jan. 25, 2026, [NCTracks](#) will begin monitoring to verify provider compliance with N.C.G.S. § 122C-81. The requirements apply only to approved NC Medicaid State Plan services assigned to the Community/Behavioral Health taxonomy **251S00000X**.

For more information, review the [Behavioral Health National Accreditation Requirements Health Plans Update](#).

Licensed Workforce Loan Repayment Program

NCDHHS is accepting applications for the Licensed Workforce Loan Repayment Program, a \$20 million initiative to help recruit and retain licensed professionals serving individuals with behavioral health disorders, I/DD, and/or TBI in rural and underserved communities. This program is part of the state's strategy to strengthen the behavioral health and human services workforce and increase access to care across North Carolina.

The program offers up to \$50,000 in student loan repayment. It requires a three-year service commitment in a rural or underserved county and is available to non-medical, licensed professionals who meet eligibility requirements.

For details and access to the application portal, visit the [NCDHHS Licensed Workforce Loan Repayment Program webpage](#).

LEARNING AND PARTICIPATION OPPORTUNITIES

Advanced Integrated Care: Free CEUs, National Council for Mental Wellbeing Events

The Center of Excellence for Integrated Health Solutions provides free access to 20 Relias courses on integrated care topics, with CEUs, including:

- Enhancing Communication Between Clients with Serious Mental Illness and Primary Care Providers
- Overview of Integrated Care for Primary Care Staff
- Advanced Practice Interventions for People Living with Co-occurring Disorders

[Access free Relias courses on demand.](#)

Featured Event Recordings:

- [Advancing Integrated Care Via Collaborative Partnerships: Hospitals, Health Systems, CMHCs and CCBHCs](#)
- [The Role of Nutrition in Mental Wellbeing and Integrated Care as a Strategy for Improvement](#)
- [Virtual Support, Real Impact: Implementing Integrated Telebehavioral Health in Schools and School-based Health Centers](#)

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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