



PROVIDER COMMUNICATION BULLETIN

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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

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Substance Use Waiver Services Effective Jan. 1, 2026

NC Medicaid clinical coverage policies and State-funded service definitions for the following substance use disorder services went into effect Jan. 1, 2026:

- Substance Abuse Intensive Outpatient Program (ASAM 2.1): H0015
- Substance Abuse Comprehensive Outpatient Treatment (ASAM 2.5): H2035
- Clinically Managed Low Intensity Residential (ASAM 3.1): H2034
- Clinically Managed Population Specific High Intensity Residential (ASAM 3.3): H0047
- Clinically Managed High Intensity Residential – Adults (ASAM 3.5): H0012HB
- Clinically Managed High Intensity Residential – Pregnant and Parenting (ASAM 3.5): H0012HD
- Clinically Managed High Intensity Residential – Adolescents (ASAM 3.5): H0012HA
- Medically Monitored Intensive Residential (ASAM 3.7): H0013
- Clinically Managed Residential Withdrawal Management/Social Setting Detox (ASAM 3.2 WM): H0011

Review the [Medicaid clinical coverage policies](#) and [State-funded service definitions](#) online.

If a member has active Medicaid, the provider must bill using the Medicaid service code, **not the State-funded service code**. Limited funding is available for State-funded services, which are not an entitlement. If a Medicaid member has an active authorization for a State-funded service (e.g., H2034), Vaya will end-date the authorization and enter a new authorization for the equivalent Medicaid service if prior authorization is required.

For more information, visit our [Authorization Guidelines](#) webpage. If you have questions, email provider.info@vayahealth.com.

Opioid Treatment Program Billing

Please note Medicaid and State-funded Opioid Treatment Programs (OTP) using code **H0020** must bill **one unit per week**, which covers the Sunday-Saturday weekly rate as previously established.

Also, note when reviewing the “from” and “to” dates on a claim that a calendar month may appear on a maximum of five lines to prevent NCTracks encounter issues. For more information, contact your Provider Network Contract Manager or email provider.info@vayahealth.com.

The current bundled rates are unchanged. Please visit the [Rate and Checkwrite Schedules](#) page of our Provider Central website for both Medicaid and State-funded rates.

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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