



PROVIDER COMMUNICATION BULLETIN

JAN. 12, 2026 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 36

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ALL NETWORK PROVIDERS

Update to NC Medicaid Rate Reductions Reversal: Important Dates

NCDHHS announced Dec. 10, 2025, that it will reverse widespread reductions to NC Medicaid rates that took effect Oct. 1, 2025. Vaya Health is committed to working closely with providers to restore reimbursement levels to the rates in effect on Sept. 30, 2025. For more information, see [Provider Communication Bulletin 2025-26, Issue 32](#) (Dec. 22, 2025).

NCDHHS issued revised fee schedules to NC Medicaid health plans on Jan. 5, 2026, that reflect annual procedure code updates. Vaya is working diligently to reconfigure and update rates in our system within the 45-day period set by NCDHHS and will complete updates on or before Feb. 19, 2026.

Following reconfiguration, we will begin reprocessing claims as soon as possible, with a targeted completion date on or before March 21, 2026. Vaya will not require providers to take any action for claims to be reprocessed. While we have up to 30 days to reprocess claims following implementation of the updated fee schedules, we intend to do so with urgency to swiftly get necessary funds to providers.

For more information, please review the [NC Medicaid Bulletin](#).

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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