



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Jan. 23, 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. 23, 2026

Provider Advisory Council Monthly Meeting Jan. 21, 2025, 10 a.m.-12 p.m.

The Vaya Provider Advisory Council (PAC) serves as an advisory body to Vaya on issues affecting network providers. The PAC operates pursuant to a set of bylaws and is a self-governing committee.

Vaya encourages all network providers to participate in monthly PAC meetings. To receive PAC communications or for more information about upcoming meetings, email ProviderAdvisoryCouncil@vayahealth.com.

Vaya Holiday Closing

In observance of Martin Luther King Jr. Day, Vaya offices will be closed Monday, Jan. 19, 2026. Our Provider Support Service Line (1-866-990-9712) and Member and Recipient Service Line (1-800-962-9003) continue to operate 7 a.m.-6 p.m., Monday-Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) is available 365 days a year.

PHYSICAL HEALTH PROVIDERS

GLP-1 Weight Loss Medication Update

In accordance with the [Governor's directive](#), NC Medicaid coverage for GLP-1s for the treatment of obesity is reinstated effective Dec. 12, 2025. In addition, NC Medicaid continues to cover Wegovy and Zepbound for clinical indications other than weight loss based on the U.S. Food and Drug Administration-approved indications and uses.

Vaya has informed all members who previously received a GLP-1 weight loss medication of this benefit update. Vaya has also sent updated benefits information to all providers who prescribed one of these medications in 2025.

To request backdating of an authorization or to submit a new authorization request by phone, call the Pharmacy Service Line at 1-800-540-6083 between 7 a.m.-6 p.m., Monday-Saturday, including holidays.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

1915(i) Respite and Individual and Transitional Support Clarification

NC Medicaid has provided clarification about 1915(i) Respite service provision. Family members who reside outside of the member's home may provide Respite to the member.

Also, as a reminder, members residing in an Alternative Family Living home are not eligible to receive 1915(i) Individual and Transitional Support.

If you have any questions, please reach out to your Provider Network Contract Manager, or email provider.info@vayahealth.com.

NCDHHS Apprenticeship Initiative

The North Carolina Community College Behavioral Health Collaborative, in partnership with the North Carolina Business Committee for Education, will host a series of events to help behavioral health and I/DD providers strengthen their workforce. Sessions will focus on:

- Practical strategies to recruit, train, and retain non-licensed personnel
- How to launch or expand registered apprenticeship programs
- How apprenticeships can offer hands-on training, create clear career pathways, and improve long-term staff retention

Participants will also gain ideas for building partnerships with local community colleges and high schools and have opportunities to connect with education partners, apprenticeship experts, and peers working to address workforce shortages.

2026 Apprenticeship Workshops for counties in the Vaya region will take place from 9 a.m.-3 p.m. on the following dates. Select a date below to register online.

- **Feb. 4:** [NCSU McKimmon Center](#) (Durham, Franklin, Granville, Johnston, Lee, Person, Vance, Wake, and Warren)
- **Feb. 18:** [Guilford Technical Community College](#) (Alamance, Caswell, Chatham, Guilford, Montgomery, Orange, Rockingham, Randolph)

- **March 18:** [Catawba Valley Community College](#) (Alexander, Alleghany, Ashe, Burke, Caldwell, Catawba, Iredell, Watauga, and Wilkes counties)

LEARNING AND PARTICIPATION OPPORTUNITIES

Human Resources (HR) Training Series

Vaya has partnered with Western Carolina Institute (WCI), a local consulting group, to provide a free, targeted HR training series. Trainings will take place from January through June 2026. We encourage HR staff at network provider agencies across Vaya's region to attend.

Virtual monthly Microsoft Teams sessions will occur 10-11 a.m. on the following dates:

- **Jan. 22:** [Program Kickoff: HR Training Series WCI](#)
- **Feb. 12:** [Session 1 – HR Training Series: Recruiting in Today's Climate & How to Attract Quality Talent](#)
- **March 12:** [Session 2 – HR Training Series: Cultivating Emotional Intelligence for \(Proven\) Success](#)
- **April 9:** [Session 3 – HR Training Series: Coaching Employees to Success](#)
- **May 21:** [Session 4 – HR Training Series: Winning Through Conflict](#)
- **June 18:** [Session 5 – HR Training Series: Retention & Creating a Workforce that Lasts](#)

Registration is not required. If you have questions, email Gabrielle Cuffee, Vaya's Workforce Development Coordinator, at gabrielle.cuffee@vayahealth.com.

NC Innovations Waiver and Waitlist Training Feb. 17, 2026, 10-11:30 a.m.

Participants in this free, virtual training for community stakeholders will receive an overview of the Innovations Waiver and the Innovations Waitlist, learn how to apply for the waitlist, and learn about Innovations Waiver services.

[Register online](#) by **Feb. 10, 2026**. The limit for attendance is 28 participants. For more information, email training@vayahealth.com.

Question, Persuade, Refer: Suicide Prevention Training Feb. 24, 2026, 1-3 p.m.

Question, Persuade, Refer (QPR) is an emergency response to someone in crisis. In this free, virtual training, participants will learn how to ask the right questions about suicide, how to persuade a person to get help, and how to refer them to the right resources.

[Register online](#) by **Feb. 17, 2026**. The attendance limit is 30 participants.

Visit Vaya's [Calendar of Events](#) for additional training dates. Participants will receive a link to the training a week before the event. For more information, email training@vayahealth.com.

Child and Family Team (CFT) 1 Revised Training Feb. 25-26, 2026, 9 a.m.-4 p.m.

This free, virtual course provides 11 contact hours of training related to System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families. This training is intended for Vaya members/recipients and network providers. Only three individuals from each provider organization may register.

[Register online by Feb. 18, 2026](#). Participants will receive a link to the training a few days before the event. If you have questions, email provider.training@vayahealth.com.

Henderson County Behavioral Health Conference March 23, 2026

Vaya is partnering with Henderson County Department of Public Health for the 2026 Henderson County Behavioral Health Conference. Join us for this in-person event as we explore our theme, Connected for Impact, and guide participants through a fun national parks-inspired journey of learning, connection, and collaboration with a focus on improving local behavioral health outcomes.

For full details, **including available scholarships**, visit the [conference webpage](#). Scholarship applications are open until Feb. 1, 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



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