



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

Winter Storm Preparation: Guidance and Resources

Gov. Josh Stein has declared a [State of Emergency](#) as North Carolina prepares for the impact of a major winter storm. Vaya is monitoring the situation and is ready to support providers in case of any disruptions in care or implementation of NC Medicaid flexibilities. For more information, visit our [Emergency and Disaster](#) webpage.

Based on weather conditions in your area, please be advised the storm may limit the availability of Medicaid Non-Emergency Medical Transportation (NEMT) services provided by Modivcare.

For assistance, call our Provider Support Service Line at 1-866-990-9712 or Pharmacy Service Line at 1-800-540-6083, available 7 a.m. to 6 p.m., Monday-Saturday. Our Member and Recipient Service Line (1-800-962-9003) is also available 7 a.m.-6 p.m., Monday-Saturday. Our Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 24/7, every day of the year.

How can I prepare for a severe weather event?

- Connect with and support high-risk individuals, including planning for food, water, and electricity needs
- Support individuals in your care who need equipment that requires electricity

- Develop and communicate plans related to back-up staffing
- Help ensure members/recipients pick up medications from the pharmacy/Opioid Treatment Program (OTP) provider prior to the storm

Helpful Resources

- [ReadyNC.gov](#): Get trusted information on [winter weather](#) safety and preparation.
- [County Emergency Management Agencies](#)
- [Prepared to Protect: Emergency Response Planning for Medical and Behavioral Health Providers](#): Learn to develop and implement effective emergency preparedness and response plans through this self-guided online course from Vaya and the Mountain Area Health Education Center.

MFP Transition Coordination Program

Did you know Vaya operates the Money Follows the Person (MFP) Transition Coordination Program in all of North Carolina's 100 counties? This statewide program offers personalized support to help older adults and people with physical disabilities who live in facilities successfully transition back into the community.

Participants do not have to be Vaya members. They must receive Medicaid (or be eligible for Medicaid in North Carolina) and have lived in a Skilled Nursing Facility or qualified hospital setting for at least 60 consecutive days. Participants must have a diagnosed physical disability (age 18 and older) or be above age 55, as well as have the desire and ability to live independently in the community with appropriate supports.

For more information, including application materials in English and Spanish, visit Vaya's [MFP Transition Coordination Program](#) webpage. If you have questions, email MFP@vayahealth.com.

LEARNING AND PARTICIPATION OPPORTUNITIES

Local Certified Forensic Evaluator Training Feb. 27, 2026, 9 a.m.-5 p.m.

Providers interested in becoming certified to complete forensic evaluations must attend an approved initial training, which is offered twice per calendar year. To apply for consideration to attend, email a completed [Local Certified Forensic Evaluator Training Registration Form](#) in Microsoft Word format to provider.training@vayahealth.com by 5 p.m., Feb. 6, 2026.

If you are currently a forensic evaluator but did not attend one of the mandatory annual training courses in June 2025, your certification has lapsed. You will need to apply to take the initial Local Certified Forensic Evaluator Training again.

Separate forms are required for each person who wishes to attend. For more information, email provider.training@vayahealth.com.

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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