



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint Feb. 6, 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: FEB. 6, 2026

CPT Code Update 2026 Correction

NC Medicaid has notified Vaya of an error in previously published code tables. See the updated [Current Procedure Terminology \(CPT\) code tables](#), initially published Dec. 30, 2025.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) Authorizations section will be unavailable from 11 p.m. Friday, Jan. 30, to 6 a.m. Saturday, Jan. 31, 2026. Please do not attempt to submit authorization requests during this time.

PHYSICAL HEALTH PROVIDERS

Measles Update and MMR Vaccine Q&A

Vaya encourages providers to stay informed of increasing cases of measles in North Carolina and to speak with unvaccinated patients about the benefits of the measles, mumps, rubella (MMR) vaccine. As of Jan. 27, 2026, 14 cases of measles have been reported in North Carolina since December 2025.

Buncombe County has confirmed six cases, and Polk County has confirmed two cases, in connection to the ongoing large outbreak in Spartanburg County, South Carolina, where 700 cases have been identified. [Read more about measles and ways to discuss the MMR vaccine with patients.](#)

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

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 Tech Community College](#) (Alamance, Caswell, Chatham, Guilford, Montgomery, Orange, Rockingham, Randolph)

LEARNING AND PARTICIPATION OPPORTUNITIES

The Role of Peer Support Within ACT Services Feb. 19-20, 2026, 9:30 a.m.-12:30 p.m.

Join the UNC Institute for Best Practices for a specialist webinar on the provision of Peer Support within high-fidelity Assertive Community Treatment (ACT) services. Designed for North Carolina ACT Peer Support Specialists and their supervisors, this free webinar is provided through the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services and led by Certified Peer Support Specialist, consultant, and trainer Jacob Schonberg. It will cover:

- An overview of the Tool for Measurement of ACT and service model requirements for the ACT team's Peer Support Specialist
- What to do/not do as an ACT Peer Support Specialist
- Wellness Management and Recovery (education on multiple appropriate models)
- Community inclusion
- Peer Support ethics and boundaries as they apply to ACT
- A review of other topics relevant to ACT work as a Peer Support Specialist

[Learn more and register](#) by Feb. 12, 2026. For more information, email Jacob Schonberg at jms@med.unc.edu.

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 course, 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.

Stewards of Children Training

March 25, 2026, 1-3 p.m.

Darkness to Light will offer a free, in-person training in Marion to help adults prevent, recognize, and react responsibly to child sexual abuse. Through interviews with a diverse group of people with lived experience, experts, and providers, Stewards of Children teaches practical actions to reduce instances of child sexual abuse in organizations, families, and communities.

[Learn more and register](#) by March 23, 2026. For more information, email thelma.horton@vayahealth.com.

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