



PROVIDER COMMUNICATION BULLETIN

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IN THIS ISSUE: Provider Touchpoint | Upcoming Changes to Vaya's Managed File Transfer Platform | Draft Updated Provider Manual Available for Comment | National Heart Month: WLOS Spotlight Carolina | Provider Portal Weekend Maintenance | Inclement Weather and Non-Emergency Medical Transportation | State Designated Rural Health Centers Support Grant | WNC Thrive: After-school Rock Climbing for Youth | HR Training Series | QPR Suicide Prevention Training

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

Upcoming Changes to Vaya's Managed File Transfer Platform

Effective Feb. 27, 2026, Vaya will update our secure file transfer platform. The update will provide users with a faster, modernized experience when uploading or downloading files securely. [Learn more and view the new platform interface.](#)

Draft Updated Provider Manual Available for Comment

Vaya has published a [draft updated version of our Provider Operations Manual](#) for a 30-day comment period. For a list of revisions, see Appendix B. The updated manual is scheduled to take effect March 5, 2026, or upon approval by the NCDHHS.

To submit comments, email manuals@vayahealth.com. The manual and all requirements outlined within it are a binding part of network providers' contracts with Vaya. As always, please refer to the Vaya website for the most recent version of the manual.

National Heart Month: WLOS Spotlight Carolina

Asheville's WLOS News 13 recently featured Dr. Lorena Wade, Vaya's Deputy Chief Medical Officer, in a Spotlight Carolina segment in recognition of National Heart Month. During the segment, she shared easy, accessible tips to improve overall health and reduce the risk of heart disease and heart attacks, highlighting the importance of sleep, stress management, and other key factors. [Watch the full segment and learn about Vaya's member wellness programs.](#)

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, Feb. 7, to 6 a.m. Sunday, Feb. 8, 2026. Please do not attempt to use the portal during that time.

PHYSICAL HEALTH PROVIDERS

Inclement Weather and Non-Emergency Medical Transportation

As a reminder, inclement weather has the potential to disrupt Non-Emergency Medical Transportation (NEMT) for Medicaid beneficiaries. Vaya partners with Modivcare to provide NEMT to Behavioral Health and I/DD Tailored Plan Medicaid members.

For help managing NEMT for Vaya Tailored Plan Medicaid members, providers should call Modivcare's Facility Line at 1-855-397-3606. Winter storms earlier this week resulted in limited transportation provider closures and delays; however, Modivcare is now back to normal operations.

To schedule NEMT For NC Medicaid Direct members, contact the local Department of Social Services. Transportation services are not available through Vaya for recipients of State-funded services. For more information, visit our member [Transportation Assistance](#) webpage.

State Designated Rural Health Centers (SDRHC) Support Grant

The NCDHHS Office of Rural Health has released the Request for Applications for the [SDRHC Support Grant for State Fiscal Year 2026-27](#). This grant helps Rural Health Centers expand access to primary and behavioral health care services for rural, uninsured, and underinsured populations.

Interested providers should [attend the technical assistance](#) webinar from **1-2:30 p.m. Feb. 6, 2026**. [Submit a complete application](#) through the "Zengine" portal **by 5 p.m. Feb. 27, 2026**.

LEARNING AND PARTICIPATION OPPORTUNITIES

WNC Thrive: After-school Rock Climbing for Youth Feb. 12 and 19, 2026, 3:30-5:30 p.m.

[Waypoint Adventure NC](#), in partnership with Vaya and [WNC Thrive](#), is offering a fully accessible rock-climbing series at the Fiddlehead Farm & Forest center in Fletcher. Each adventure is for youth ages 6-22 of all abilities.

Through [WNC Thrive](#), funding is available to cover the cost of programming for participants from Hurricane Helene-impacted counties. If you have any questions about accessing funds or other inquiries, call Waypoint Adventure NC at 828-483-3383 or email nc@waypointadventure.org.

Human Resources (HR) Training Series

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

Join virtual monthly Microsoft Teams sessions from 10-11 a.m. on the following dates:

- **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, Workforce Development Coordinator, at gabrielle.cuffee@vayahealth.com.

QPR 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**. Attendance is limited to 30 participants. Participants will receive a link to the training a week before the event.

To find additional training dates, see Vaya's [Calendar of Events](#). For more information, email 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](#).

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