



# PROVIDER COMMUNICATION BULLETIN

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## ALL NETWORK PROVIDERS

### Provider Touchpoint Feb. 20, 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.

**Note the Provider Touchpoint link has been updated. Please do not use any previously shared links.**

PROVIDER TOUCHPOINT: FEB. 20, 2026

### Updated Medicaid Standard Rate Schedules Available

NCDHHS announced effective Dec. 10, 2025, that it will reverse [widespread reductions to NC Medicaid rates](#) that took effect Oct. 1, 2025. Accordingly, Vaya has updated our Standard Rate Schedules for Medicaid behavioral health, I/DD, and TBI services and the rates in our system within the required NCDHHS timeframe.

Updated rate schedules for the Behavioral Health and I/DD Tailored Plan and NC Medicaid Direct PIHP, including NC Innovations Waiver and 1915(i) services, are available on the [Rate and Checkwrite Schedules](#) page of our Provider Central website.

**Vaya is currently reprocessing affected claims 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 rate schedules, we intend to do so with urgency to swiftly get necessary funds to providers.

Please remember to make necessary changes to provider billing systems, including in the HHAeXchange system for all electronic visit verification (EVV) services, and to bill charges at or above the posted rates to receive the full unit reimbursement. If you have questions, please email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## Provider Portal Authorization Entry Update

Vaya has updated the Authorizations section of our [Provider Portal](#) to make it easier to select the correct authorization template for the requested service. [Learn more](#).

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## Save the Date: The Summit 2026 May 13-15, 2026

Mark your calendars for The Summit 2026, which will combine Vaya's annual Learning Summit and Provider Summit into one virtual event. In the coming weeks, we'll be sharing information about speakers, topics, registration details, and available continuing education credits. Stay tuned!

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## Provider Advisory Council Participation Opportunities

The Vaya Provider Advisory Council (PAC) advises Vaya on issues important to network providers and facilitates an open exchange of ideas, shared values, goals, and vision. The PAC meets virtually from 10 a.m.-12 p.m. on the third Wednesday of the month. Meetings are open to all Vaya network providers.

Currently, the PAC maintains the following committees focused on specific practice areas and opportunities for improvement:

- Systemic Barriers Committee
- I/DD Committee
- Employer of Record Committee
- Workforce Committee
- Physical Health Committee
- Substance Use Treatment Committee

To get more information or learn how to participate in the PAC or a committee, visit our [Provider Advisory Council](#) webpage or email [ProviderAdvisoryCouncil@vayahealth.com](mailto:ProviderAdvisoryCouncil@vayahealth.com).

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## Provider Training Update: Vaya Learn Portal

Vaya is committed to making your training experience seamless. Starting Feb. 20, 2026, all of our online provider training courses will be available through the [Vaya Learn Portal](#), making them easier to find and complete. To access trainings, you must sign up and log in.

If you have questions, please email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com) or call the Provider Support Service Line at 1-866-990-9712.

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## Money Follows the Person 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 applications materials in English and Spanish, visit Vaya's [MFP Transition Coordination Program](#) webpage. If you have questions, email [MFP@vayahealth.com](mailto:MFP@vayahealth.com).

## PHYSICAL HEALTH PROVIDERS

### NCDHHS Shares Measles Update, Provider Guidance

NCDHHS is urging North Carolinians ages 1 and older to receive the [measles, mumps, and rubella \(MMR\) vaccine](#) in light of 22 measles cases statewide since late December 2025. The Department also [recommends providers consider early vaccination](#) for infants who live in or routinely visit the following areas:

- Buncombe County
- The Charlotte metropolitan area, including Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, and Union counties

To date, most North Carolina measles cases have been associated with known outbreaks, including the large outbreak in Spartanburg County, South Carolina, and have affected unvaccinated people.

For additional provider guidance, see the NCDHHS [news release](#). For more information about measles and the MMR vaccine, visit the North Carolina Division of Public Health's [Measles \(Rubeola\)](#) webpage.

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Resources for Resilience Continues Helene Recovery Events, CEUs Available

In partnership with Vaya and NCDHHS' GROW NC Project for Helene Recovery, [Resources for Resilience](#) (RFR) will offer trainings and workshops for western North Carolina residents and professionals through June 2026. CEUs are available for select trainings through Area L AHEC.

RFR, an Asheville-based nonprofit, provides practical tools and research-based resources to help individuals and teams manage stress, prevent burnout, and build resilience in themselves and others. For more information about upcoming virtual and in-person trainings, visit RFR's general [Calendar of Events](#) and [CEU Eligible Events](#) webpages.

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### Mental Health First Aid – Adult: Training in Asheville March 9, 2026, 8 a.m.-5 p.m.

Vaya and Buncombe County Health and Human Services will offer a free, in-person Mental Health First Aid training for community members. This eight-hour course will teach participants skills to provide initial support to adults who may be developing a behavioral health concern or crisis and connect them to appropriate care. It will also cover ways to combat stigma, de-escalate a crisis, and support someone who may be having thoughts of suicide.

[Register online](#) by Feb. 23, 2026. Attendance is limited to 20 participants. For more information, email [leslie.lawson@vayahealth.com](mailto:leslie.lawson@vayahealth.com) or [thelma.horton@vayahealth.com](mailto:thelma.horton@vayahealth.com).

## Darkness to Light: Stewards of Children Training in Marion March 25, 2026, 1-3:30 p.m.

Stewards of Children is an evidence-informed, award-winning training that teaches adults to prevent, recognize, and react responsibly to child sexual abuse. [Register online](#) by March 23, 2026, to attend an in-person training in Marion. Attendance is limited to 20 participants. [Learn more](#).

**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](https://providers.vayahealth.com)



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