



WELCOME PROVIDER TOUCHPOINT



2026



VAYAHEALTH

Provider Touchpoint

**Friday, February 20,
2026**

Provider Touchpoint

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- Welcome
- Celebrating Black History Month
- National Heart Month
- Data Dig
- Provider Announcements and Updates
- Provider Spotlight
- Learning and Participation Opportunities
- Q&A

Before We Begin

- The moderated Q&A is available in the controls bar at the top of your screen.
- Submit questions through the moderated Q&A feature *at any time* throughout the broadcast.
- **We will take multiple breaks throughout the broadcast to address Q&A submissions.**
- When asking a question, *please identify your organization and any relevant details* so our subject matter experts (SMEs) can answer your question as accurately as possible.
- If you need to ask a question that is specific to your agency or the services you provide, please contact your provider network contract manager or email provider.info@vayahealth.com

Where Can I Find...



Provider Touchpoint
Recordings & Resources

**Provider Central > Resources
> Provider Touchpoint**



**Provider Communication
Bulletin**
Sign-up & Archive

**Provider Central > Resources >
Communication Bulletins**

Vaya Participants

- **David Boyd**, BH Provider Network Director (**Host**)
- **Jennifer Tatum**, Provider Educator (**Co-Producer**)
- **Kate Glance**, Regulatory Reporting Director
- **Kendra Chapman**, Provider Educator
- **Monica Thomas**, Administrative Support Professional (**Q&A Moderator**)
- **Rebecca Bonfey**, Transition and Housing Director
- **Sonya Columbus**, Physical Health PN Contract Manger
- **Tiffany Munday**, Integrated Care Management Director
- **Tiffany Nelson**, Physical Health PN Contract Manager
- **Vanita Shipp**, Mental Health Development Director

Welcome





*Celebrating the Legacy of Black Pioneers
in Healthcare*

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.



Data Dig

With Kate Glance



Heart Health in the United States

Comparing data from 2017-2020 with data from 2021-2023:

- About 125.9 million adults in the U.S. – roughly 47.3% – have high blood pressure, compared to 122.4 million, or 46.7%, previously.
- Nearly 29.5 million adults have diagnosed diabetes, compared to 29.3 million previously. Only 43.5% of adults being treated for Type 2 diabetes have their condition under control.
- While the levels of adults with obesity or severe obesity declined to about 50% from 51.1%, numbers have risen among people age 2 to 19 — from 25.4% previously to 28.1% now.

Several studies looked at the effects of a set of basic factors that affect heart health known as Life's Essential 8.

- **Be more active.**
- **Quit tobacco.**
- **Get healthy sleep.**
- **Manage weight.**
- **Control cholesterol.**
- **Manage blood sugar.**
- **Manage blood pressure.**

In the United States, these factors could prevent up to 40% of annual all-cause and cardiovascular deaths among adults.

A review of 59 studies from 2010 to 2022 found that people who had ideal cardiovascular health as measured by these factors had a 74% lower risk of cardiovascular events compared with those who had poor cardiovascular health.

On Your Radar: Provider Announcements





MFP Coordination Program

Did you know Vaya Health operates the Money Follows the Person (MFP) Transition Coordination Program in all of North Carolina's 100 counties?

Program Goal:
*Empowering independence and
enhancing quality of life*

The Transition Coordination Program's main goal is to support participants in transitioning from institutional settings back into their communities

MFP Coordination Program

Older adults and people with physical disabilities may be eligible if they:

- Receive Medicaid or are eligible for Medicaid in North Carolina (participants are not required to be a Vaya member)
- Live in a Skilled Nursing Facility or qualified hospital setting for at least 60 consecutive days (this period can include time spent in an acute hospital setting)
- Have a diagnosed physical disability (age 18 and older) or are above age 55
- Want to and can 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.



Non-UCR Invoice Template Update

Vaya has updated the [Non-UCR Invoice](#) template available on the [Forms](#) page of our Provider Central website.

All providers submitting non-unit cost reimbursement invoices should use the new template and follow the certification and acknowledgement requirements.

For assistance, email payables@vayahealth.com.

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.

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.



Updated Medicaid Standard Rate Schedules Available

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.



New Accreditation Verification for Non-Endorsed Services

Effective **Feb. 22, 2026**, NCTracks will begin **verifying national accreditation for specific non-endorsed services** according to the Provider Permission Matrix.

This requirement will apply during NC Medicaid enrollment, re-enrollment, and reverification and to submission of change requests.

To support a smooth transition, **current providers will have a one-year grace period before accreditation verification begins**. Providers with missing or outdated accreditation information will receive notifications.

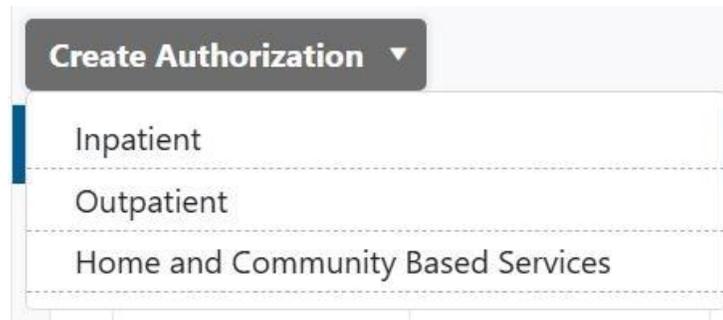
Vaya encourages providers to **review their accreditation status in the coming year** to prepare for the update.

Provider Portal Authorization Entry Update

On the authorizations tab, the dropdown list under **Create Authorization** has **been enhanced** to show Physical Health and Behavioral Health options for both inpatient and outpatient authorizations.

- This will help users select the appropriate template for the services being provided.

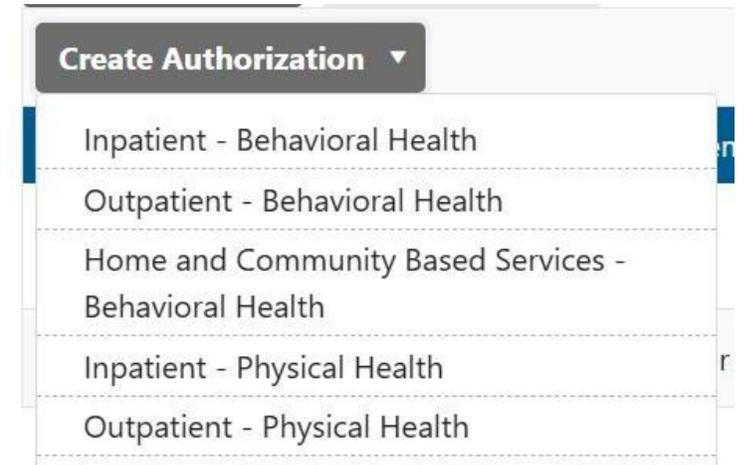
Before



Create Authorization ▾

- Inpatient
- Outpatient
- Home and Community Based Services

After



Create Authorization ▾

- Inpatient - Behavioral Health
- Outpatient - Behavioral Health
- Home and Community Based Services - Behavioral Health
- Inpatient - Physical Health
- Outpatient - Physical Health

Save the Date: The Summit 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!



The Summit

Mark your calendars for **May 13–15, 2026!**

The cost for The Summit is **\$50.00 per person**.

Each attendee must register individually to receive continuing education credit.

In the coming weeks, you'll receive additional information about speakers, topics, and registration details.

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 or call the Provider Support Service Line at **1-866-990-9712**.

The screenshot displays the 'Courses' section of the Vaya Learn Portal. At the top, there is a search bar with the placeholder text 'Search courses...' and a magnifying glass icon. To the right of the search bar is a dropdown menu labeled 'Newly published'. Below the search bar, there are six course cards arranged in a 2x3 grid. Each card features a representative image, a title, the provider's name, and additional details.

Course Title	Provider	Additional Info
NC-TOPPS Training	Vaya Health	in Required Course
IRIS Incident Report Provider Training	Doug Groover	
Supports Intensity Scale (SIS)	Vaya Health	
Building Health Equity	Vaya Health	
Overview of NC Health Plan Services	Vaya Health	
Quality Management Training	Vaya Health	

1st Q&A Check-in



Physical Health Provider Announcements



CPT® Category II Codes: Improving Quality Reporting and Reducing Administrative Burden Overview

Using appropriate Current Procedural Terminology (CPT®) Category II codes when submitting claims can streamline administrative processes and support efforts to close gaps in care.

These optional, alphanumeric codes document specific clinical actions and outcomes, helping practices improve quality reporting and reduce manual work.



CPT® Category II Codes: Improving Quality Reporting and Reducing Administrative Burden Overview

Why do CPT II codes matter?

CPT II codes track and help improve performance on key quality measures, including Healthcare Effectiveness Data and Information Set (HEDIS®) measures from the National Committee for Quality Assurance.



CPT® Category II Codes: Improving Quality Reporting and Reducing Administrative Burden

Overview

What are the benefits for my practice?

Incorporating CPT II codes into routine billing can significantly reduce administrative burden and enhance quality measurement efforts.

Key Benefits include:

Reduced administrative workload:

- Submitting CPT II codes on claims decreases the need for chart abstractions and supplemental medical record requests.

Improved quality measurement:

- CPT II codes support accurate data collection for services that contribute to high-quality care.

Closing gaps in care:

- CPT II codes help identify and address gaps tied to specific health outcomes.

CPT® Category II Codes: Improving Quality Reporting and Reducing Administrative Burden Overview

How do CPT II codes work?

CPT II codes are reported in the procedure code field, like Category I codes, but are typically billed with no charge. They represent clinical components—such as test results or elements of evaluation and management services—and are updated annually by the American Medical Association.

CPT® Category II Codes: Improving Quality Reporting and Reducing Administrative Burden Overview

For more information on CPT codes, visit the [NCDHHS Clinical Coding & Billing Resources](#) webpage. If you have questions, call Vaya's Provider Support Service Line at **1-866-990-9712** or email provider.info@vayahealth.com.

NCDHHS 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



NCDHHS Measles Update, Provider Guidance

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.



Behavioral Health, I/DD, and TBI Provider Announcements





Helping You Heal Referrals: First Episode Psychosis-ACT

[Helping You Heal](#) is accepting referrals for First Episode Psychosis-Assertive Community Treatment (FEP-ACT) team services in Buncombe, Haywood, Henderson, Polk, and Transylvania counties.

FEP-ACT is a team-based, comprehensive approach to treating symptoms of an individual's first episode of psychosis.



Helping You Heal Referrals: First Episode Psychosis-ACT

Based on Coordinated Specialty Care, FEP-ACT is a multi-element treatment validated through extensive research and broadly implemented across the nation.

This service is **appropriate for members who are at risk of hospitalization, homelessness, substance use, victimization, or incarceration and who benefit most from receiving mental health services from a single provider.**



Helping You Heal Referrals: First Episode Psychosis-ACT

For more information, see [Helping You Heal FEP-ACT Eligibility Checklist](#).

In contrast to ACT, FEP-ACT **does not require members to demonstrate a longstanding established disability**. It serves a younger population experiencing onset of symptomology of psychosis between **ages 15-30**.

To submit a referral, email a completed [Helping You Heal Referral Form](#) to stephanie@helpinguheal.net or fax the form to **828-585-2393**.

If you have questions, call Helping You Heal at **828-585-2339**.

Provider Spotlight



Provider Spotlight

Asheville Cardiology Advanced Heart Failure Clinic

- Diligently caring for Vaya Health members with *Left Ventricular Assist devices*, a bridge to a heart transplant often seen in cases where members with SUD develop a heart infection.



Learning & Participation Opportunities



Are You CCBHC-Ready?

Preparing for the 2026 SAMHSA Funding Cycle

Open Minds will offer a free webinar on pursuing or advancing Comprehensive Community Behavioral Health Center status.

Vaya encourages all interested providers to [register](#) and attend on **March 4, 2026, at 1:00 p.m.**



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 8-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 or thelma.horton@vayahealth.com.

Darkness to Light: Stewards 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.

Please email Thelma.Horton@vayahealth.com with any questions.



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.



Provider Communication Bulletin (PCB)

Please refer to our recent Provider Communication Bulletins for more information on Learning and Participation Opportunities.

➤ [Issue 41](#)

➤ [Issue 42](#)

Final Q&A Check-in



Thank You

Join us again on Friday, March 6, 2026!

For further questions regarding this week's touchpoint, please email provider.info@vayahealth.com

