

# WELCOME PROVIDER TOUCHPOINT



2026





VAYAHEALTH

# **Provider Touchpoint**

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**Friday, February 6,  
2026**

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# Provider Touchpoint

Friday, February 6, 2026

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- Welcome
- Celebrating Black History Month
- Provider Announcements and Updates
- Learning and Participation Opportunities
- Q&As

# 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](mailto: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

- **Breonna Martin**, Provider Educator (**Co-Producer**)
- **Celeste Ordiway**, Vice President of BH & IDD Network Operations (**Host**)
- **Cryss McMillan**, Provider Educator (**Q&A Moderator**)
- **Dr. Thao-Vi Dao**, Medical Director of Integrated Care
- **Gabrielle Cuffee**, Workforce Development Coordinator
- **Lawrence Deon Lytle**, Physical Health PN Contract Manager
- **Mark Vandermolen**, Systems Analyst
- **Tiffany Nelson**, Physical Health PN Contract Manager



# WELCOME

Credit: Mental Health America  
<https://mhanational.org/black-pioneers-mental-health>



*Celebrating the Legacy of Black Pioneers  
in Healthcare*

# Representing America at the 2026 Olympics



## Erin Jackson

Speedskating champion and first Black woman to win gold in an individual event at the Winter Olympics

Works with Edge Outdoors, to help women of color get into winter sports and is aiming to start something similar for speedskating



## Laila Edwards

Ice Hockey Champion who transitioned from figure skating to ice hockey at age five

Two-time national champion at University of Wisconsin

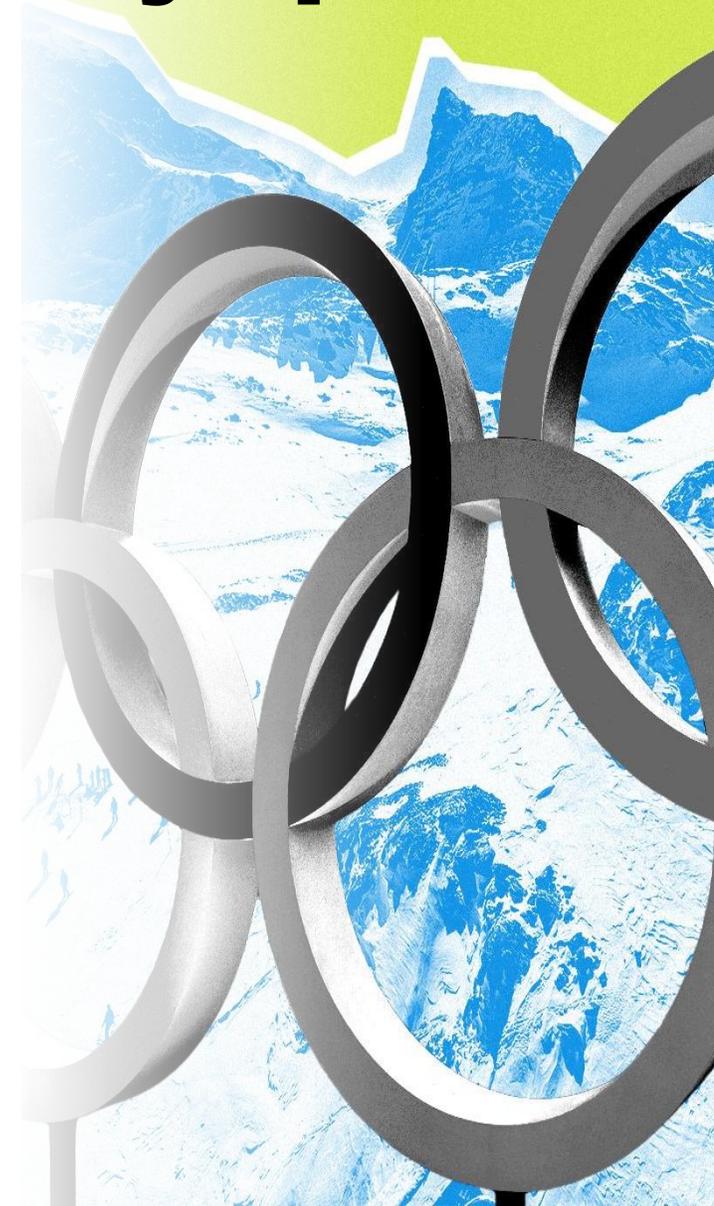


## Elana Meyers Taylor

Olympic Bobsledder and World Champion

Competed since 2007

Her five medals are the most by any Black athlete in Winter Olympics history



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# **On Your Radar: Provider Announcements**

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# Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's Provider Portal will be unavailable from

Saturday 10 a.m., Feb. 7, to  
6 a.m. on Sunday, Feb. 8, 2026.

Please do not attempt to use the portal during that time.

# 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.



# What's Changing?

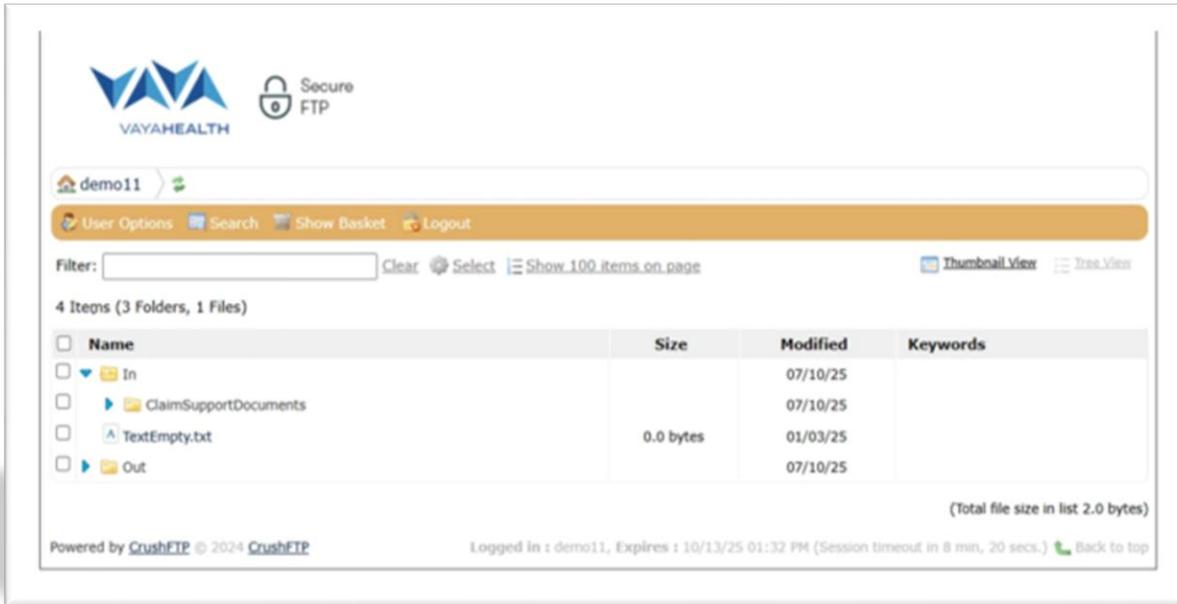
Users will notice a new layout and design, as well as changes to the way certain tools appear. Please note the color scheme, font, and menu options are subject to change.

The update improves both file transfer performance and security. You may notice:

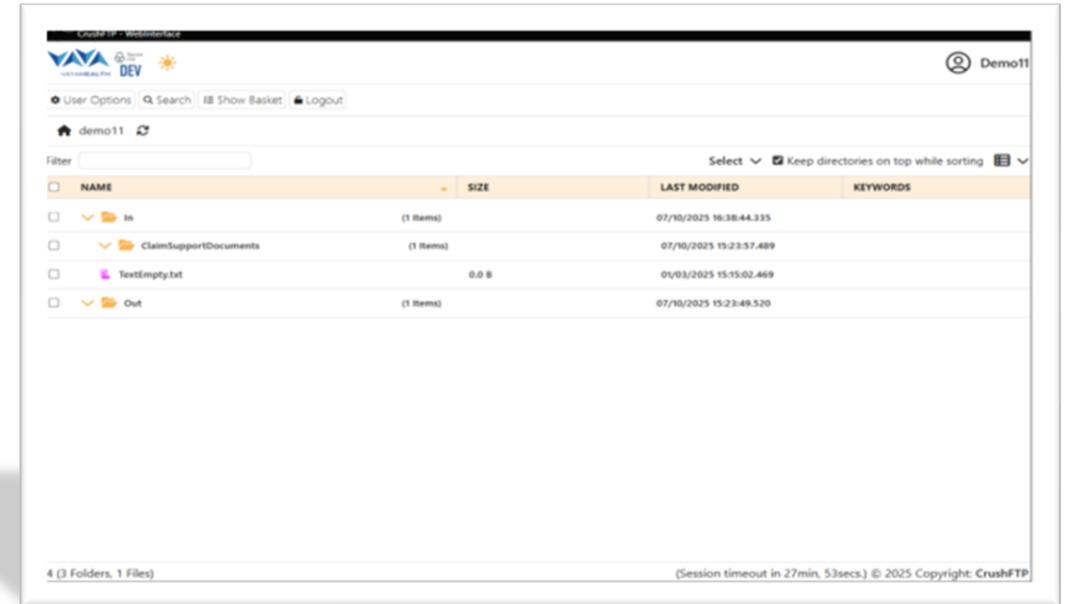
- Faster access to folders and files
- A cleaner look, with less clutter
- A day/night mode toggle for easier viewing
- Folder sorting and layout options (grid or list)
- File counts at the bottom the page bottom (instead of the top)

# Interface Images

## Current User Interface



## New User Interface



- Please note the buttons previously at the page top, such as User Options, Search, or Logout, will be relocated. Features such as “Search” or “Show Basket” also may look different.

# What Do I Need to Do?

- No action is required from providers.
- Your login information and folders will remain the same.
- If you have questions or need help, email the Information Services Division at [ServiceDesk@vayahealth.com](mailto:ServiceDesk@vayahealth.com) or call *1-800-893-6246, ext. 1500*.



# Human Resources (HR) Training Series

- Vaya has partnered with Western Carolina Institute (WCI), a local consulting group, to provide a **free**, targeted HR training series.
- Trainings are taking place now **through June 2026**. We encourage HR staff at network provider agencies across Vaya's region to attend.
- Virtual monthly Microsoft Teams sessions will occur **10-11 a.m.** on the following dates:



# Human Resources (HR) Training Series

**Feb. 12:**

Recruiting in Today's Climate & How to  
Attract Quality Talent

**May 21:**

Winning Through Conflict

**March 12:**

Cultivating Emotional Intelligence for  
(Proven) Success

**June 18:**

Retention & Creating a Workforce that  
Lasts

**April 9:**

Coaching Employees to Success

***Registration is not required.***

If you have questions, email Gabrielle Cuffee, Vaya's Workforce Development Coordinator, at [Gabrielle.Cuffee@vayahealth.com](mailto:Gabrielle.Cuffee@vayahealth.com)



# Current Procedure Terminology (CPT) Code Correction Update

NC Medicaid has notified Vaya of an error in previously published code tables.

Please see the updated [Current Procedure Terminology code tables](#) initially published **Dec. 30, 2025**.

New CPT Codes Covered by Medicaid (effective 1/1/2026)

27458	27713	33882	35602	37254	37255	37256	37257	37258
37259	37260	37261	37263	37264	37265	37266	37267	37268
37269	37270	37271	37272	37273	37274	37275	37276	37277
37278	37280	37281	37282	37283	37284	37285	37286	37287
37288	37289	37290	37291	37292	37293	37294	37295	37296
37297	37298	37299	55707	55708	55709	55710	55711	55712
55713	55714	55715	55868	55869	77436	77437	77438	77439
91124	91125	92288	92628	92629	92631	92632	92634	92635
92636	92637	92638	92639	92641	92642	92930	92945	

# Draft Updated Provider Operations Manual Available for Comment

Vaya has published a draft updated version of our Provider Operations Manual for a **30-day comment period**.

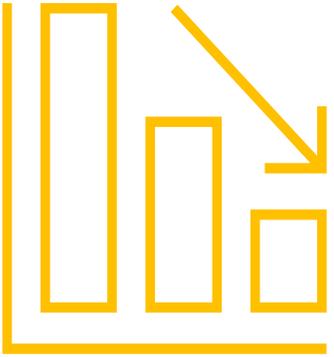
- For a list of revisions, see Appendix B.
- To submit comments, email [manuals@vayahealth.com](mailto:manuals@vayahealth.com).
- The updated manual is scheduled **to take effect March 5, 2026, or upon approval by the NCDHHS.**

## [Vaya Health Provider Operations Manual 3.0](#)

To request a printed copy, call our Provider Support Service Line at [1-866-990-9712](tel:1-866-990-9712), 7 a.m. to 6 p.m., Monday-Saturday, including holidays.

*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 North Carolina Department of Health and Human Services. Please submit comments to [manuals@vayahealth.com](mailto:manuals@vayahealth.com).*

# Update on Rate Reversal



NCDHHS announced Dec. 10, 2025, that it will reverse widespread reductions to NC Medicaid rates that took effect Oct. 1, 2025. Vaya Health is committed to working closely with providers to restore reimbursement levels to the rates in effect on Sept. 30, 2025. For more information, see [Provider Communication Bulletin 2025-26, Issue 32](#) (Dec. 22, 2025).

NCDHHS issued revised fee schedules to NC Medicaid health plans on Jan. 5, 2026, that reflect annual procedure code updates. Vaya is working diligently to reconfigure and update rates in our system within the 45-day period set by NCDHHS and will complete updates on or before Feb. 19, 2026.

**Following reconfiguration, we will begin reprocessing claims as soon as possible, 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 until March 21<sup>st</sup> to reprocess claims, we intend to do so with urgency to swiftly get necessary funds to providers.

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# 1st Q&A Check-in

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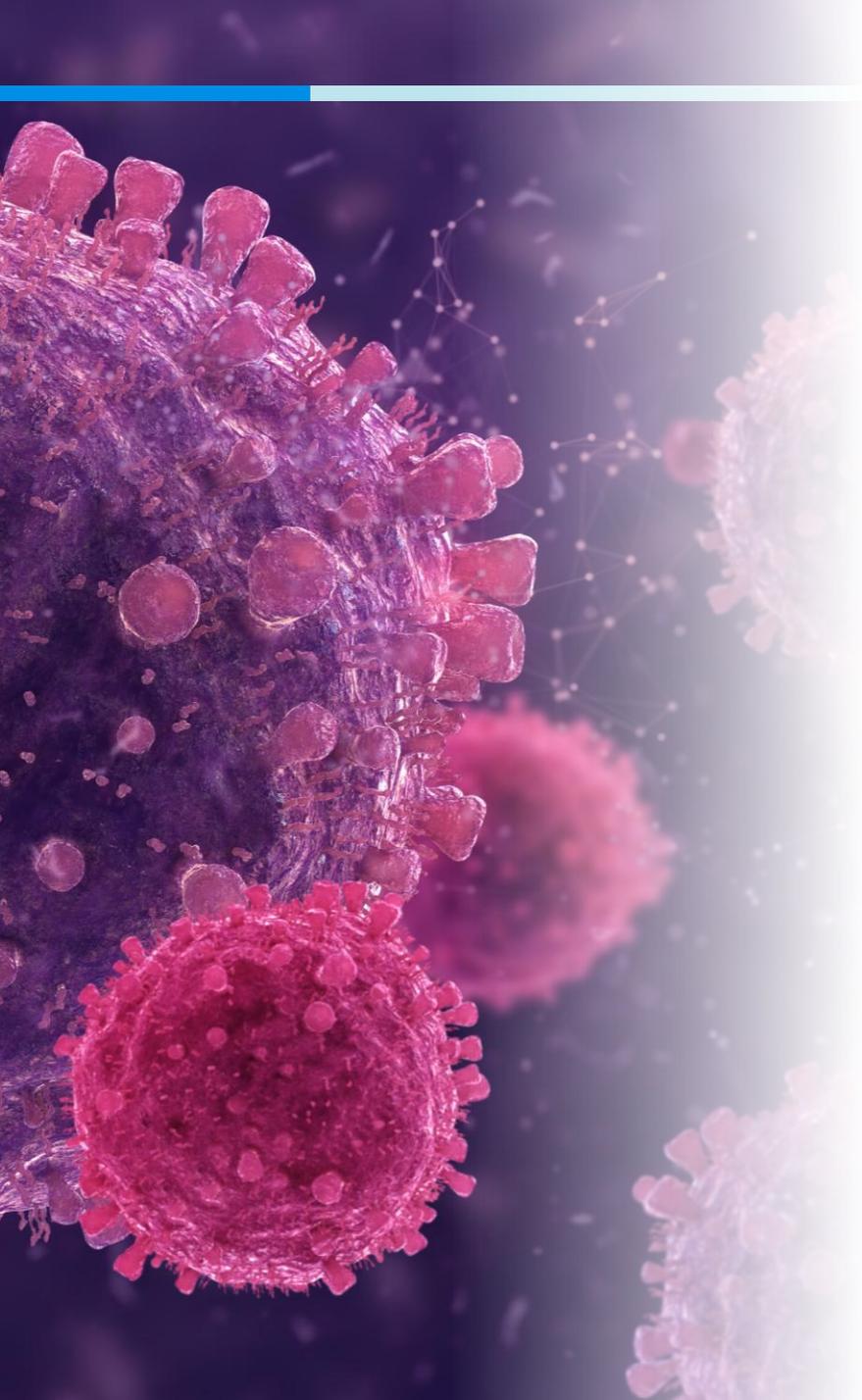


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# Physical Health Provider Announcements

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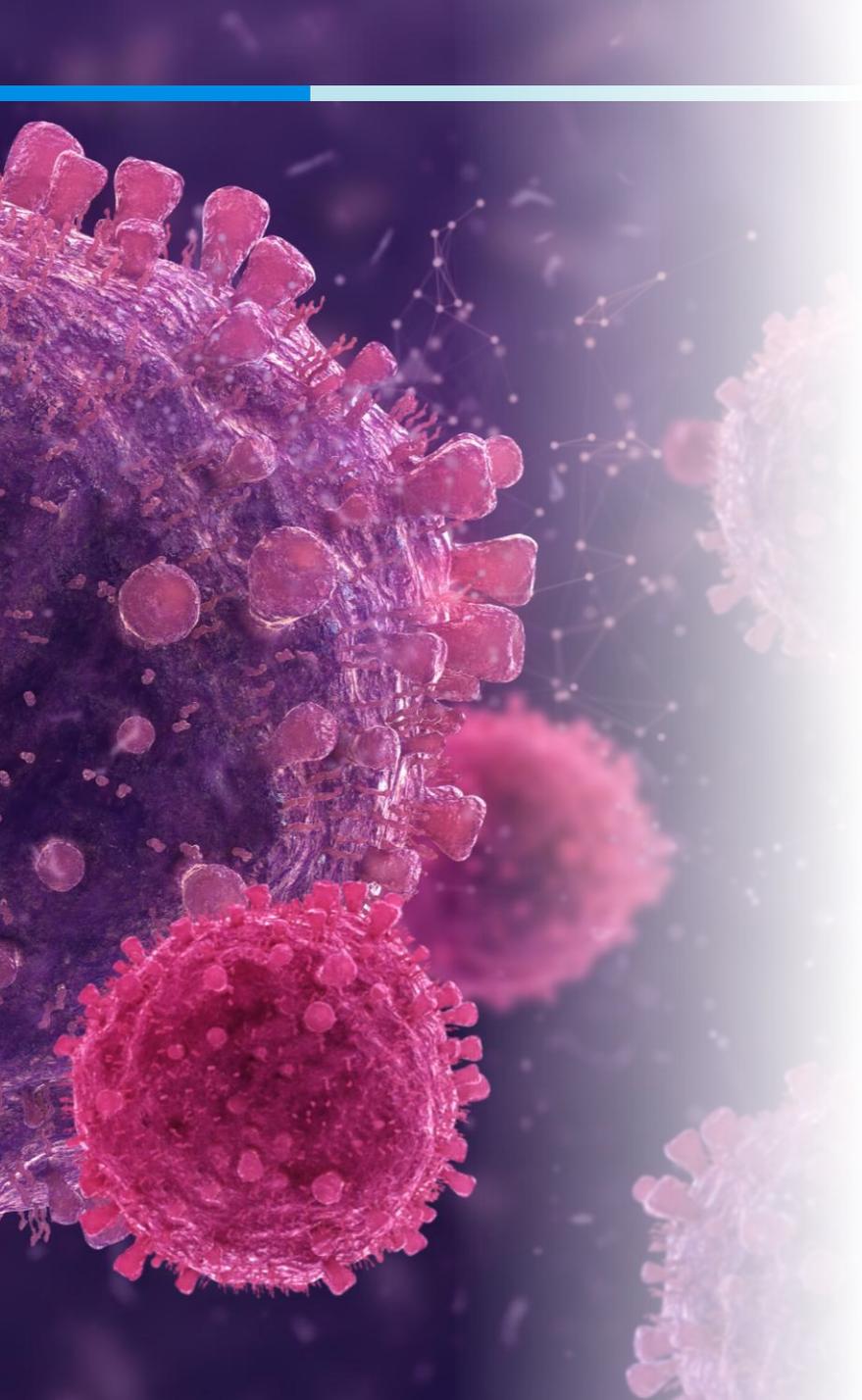




# **Measles Update and MMR Vaccine Q&A With Dr. Thao-Vi Dao**



Medical Director of Integrated Care



# Measles Update

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 February 3, **15** cases of measles have been reported in North Carolina since December 2025.

**Buncombe County**

6 Confirmed Cases

**Polk County**

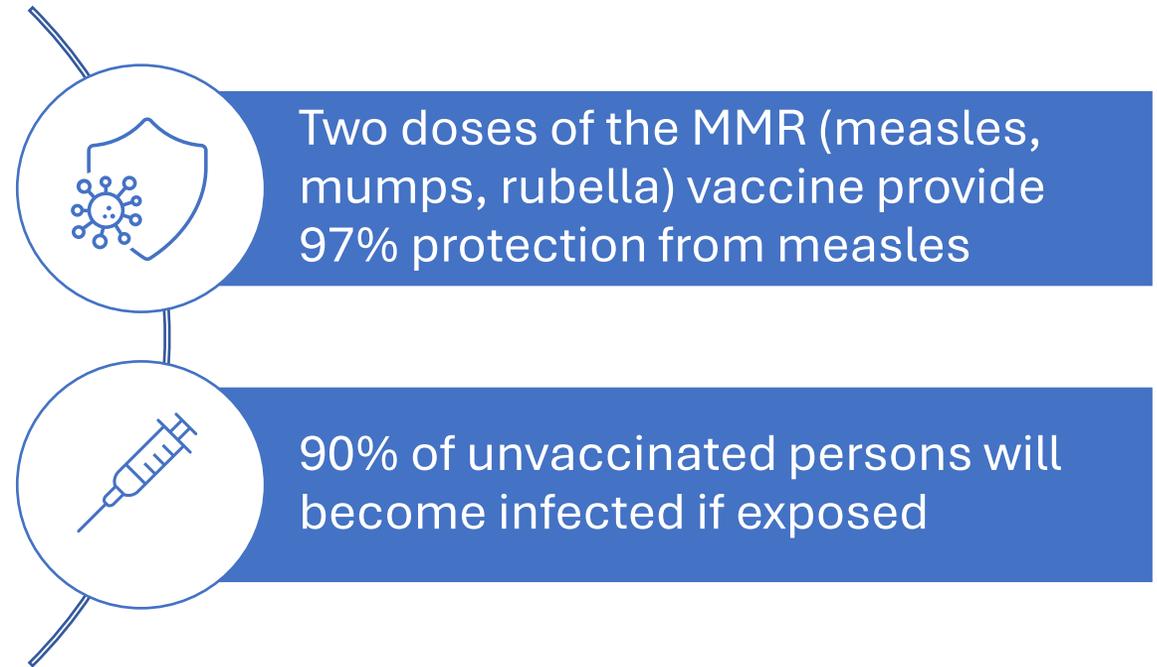
2 Confirmed Cases

These are in connection with the ongoing large outbreak in Spartanburg, South Carolina, where **876** cases have been identified

# Facts about Measles

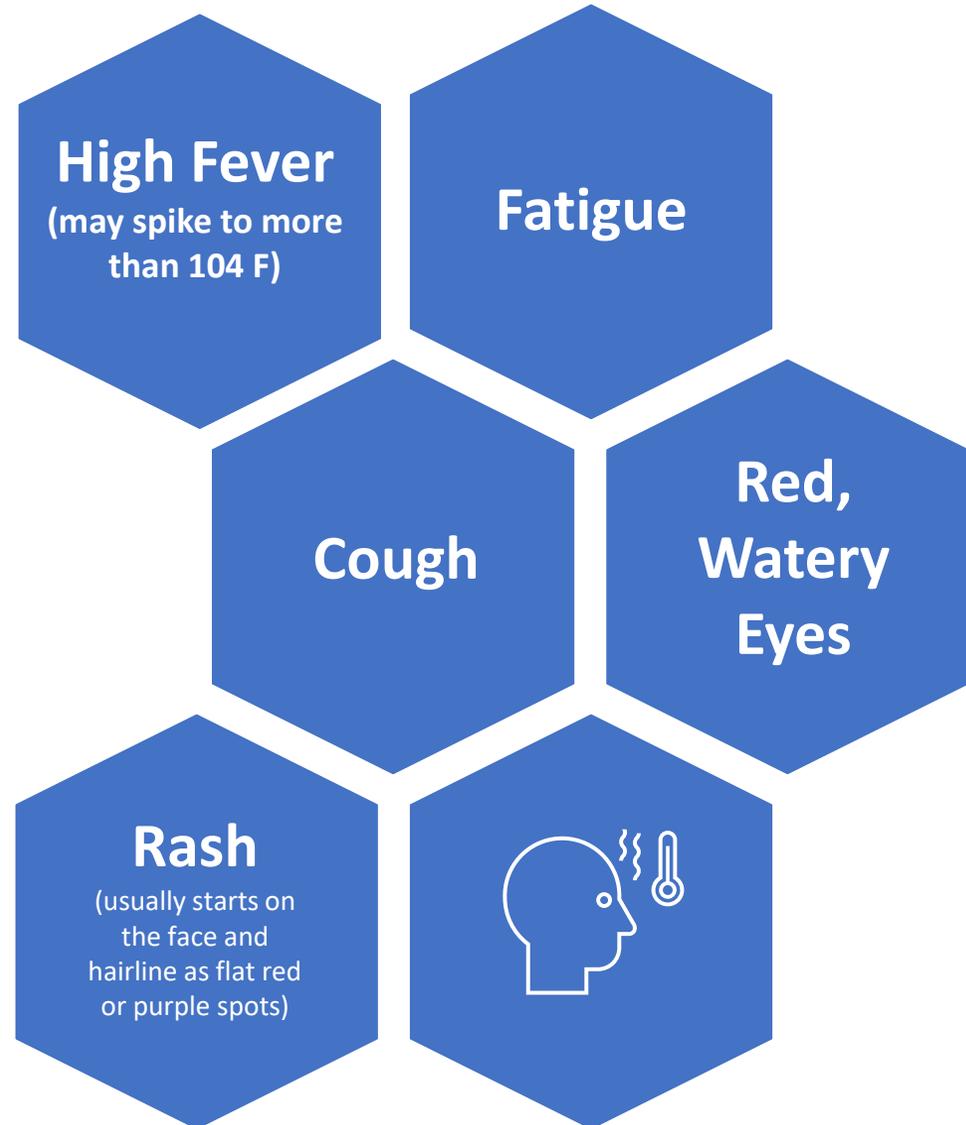
Measles is a highly contagious virus. It is spread through respiratory droplets and airborne particles that remain infectious for two hours after an infected person leaves the area.

The MMR vaccine prevents measles infection and transmission:



# Measles Symptoms

- Initial symptoms are non-specific and easily mistaken for the flu or common cold.
- If you or a patient have the above symptoms, contact your local health department to inquire about next steps.
- Early identification and isolation of infections are critical



# MMR Vaccine Q&A

- The best way to prevent a continued rise in measles in North Carolina is to encourage MMR vaccination.
- For the most up-to-date information and resources for providers, visit the [NCDHHS Measles webpage](#)



The Centers for Disease Control and Prevention and American Academy of Pediatrics recommend the MMR vaccine be given to all children at 12 months and again between ages 4 and 6.

Infants are at the highest risk of complications from measles infections,



Any infant aged 6-11 months who will be traveling to Spartanburg County should receive an early dose of the MMR vaccine

# MMR Vaccine Q&A Continued

The MMR vaccine is highly safe and effective.

Here are common questions and answers that parents have about MMR vaccines.



## Does the MMR vaccine cause autism? Do other vaccines cause autism?

- No. Many large, well-designed studies show the MMR vaccine does not cause autism, including one study that included **650,000** children

## Will too many vaccines overwhelm the immune system?

- No. There's no link between antigen exposure and autism or other neurodevelopmental disorders.
- With advances in vaccine science, there is less exposure to antigens (the vaccine component the immune system responds to) than with childhood vaccines in the 1960s (now 125 vs >3000).

## Is it better to space out vaccines?

- No. The childhood vaccine schedule has been shown to be safe and effective over decades of use.

# MRR Vaccine Q&A Continued

## Are there harmful ingredients in vaccines, like thimerosal or mercury?

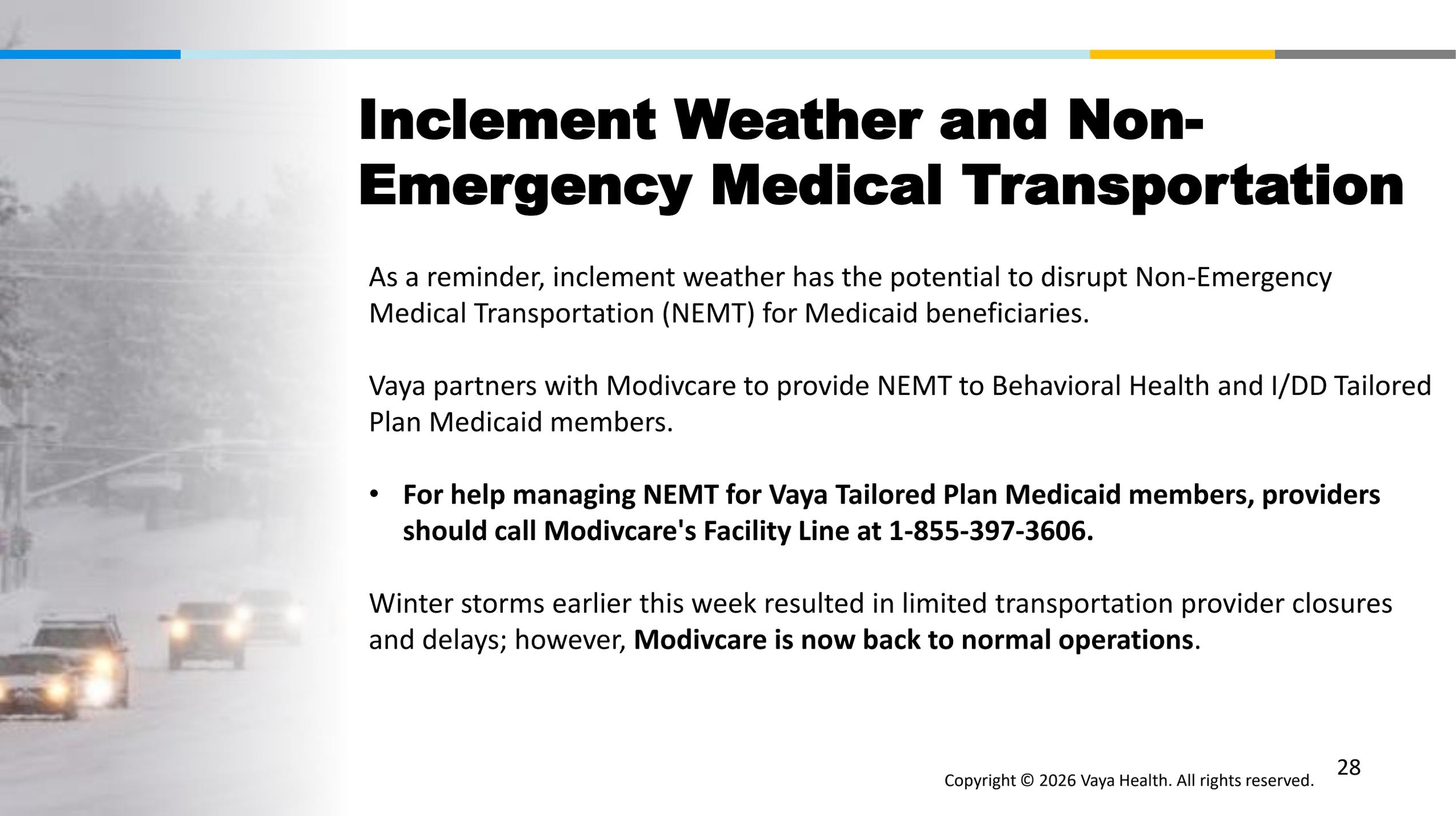
- Thimerosal contains ethylmercury. There has been no evidence that it causes harm. Methylmercury is the form of mercury shown to cause harm.
- No. Thimerosal (which contains mercury) was removed from childhood vaccines in the United States in **2001**, except for one type of influenza vaccine.

## Is the aluminum content in vaccines too high?

- No. Aluminum is the most common metal found in nature, and it is in air, food, and drinks.
- Infants are exposed to more aluminum in formula and breast milk than in vaccines, and the cumulative amount of aluminum exposure is far below the toxic threshold.
- Aluminum is quickly eliminated by our bodies before it can cause harm.
- Aluminum is included in vaccines because it helps boost the immune response





A background image of a snowy street with cars and a decorative bar at the top. The bar is divided into three segments: blue, light blue, and yellow. The text is overlaid on the right side of the image.

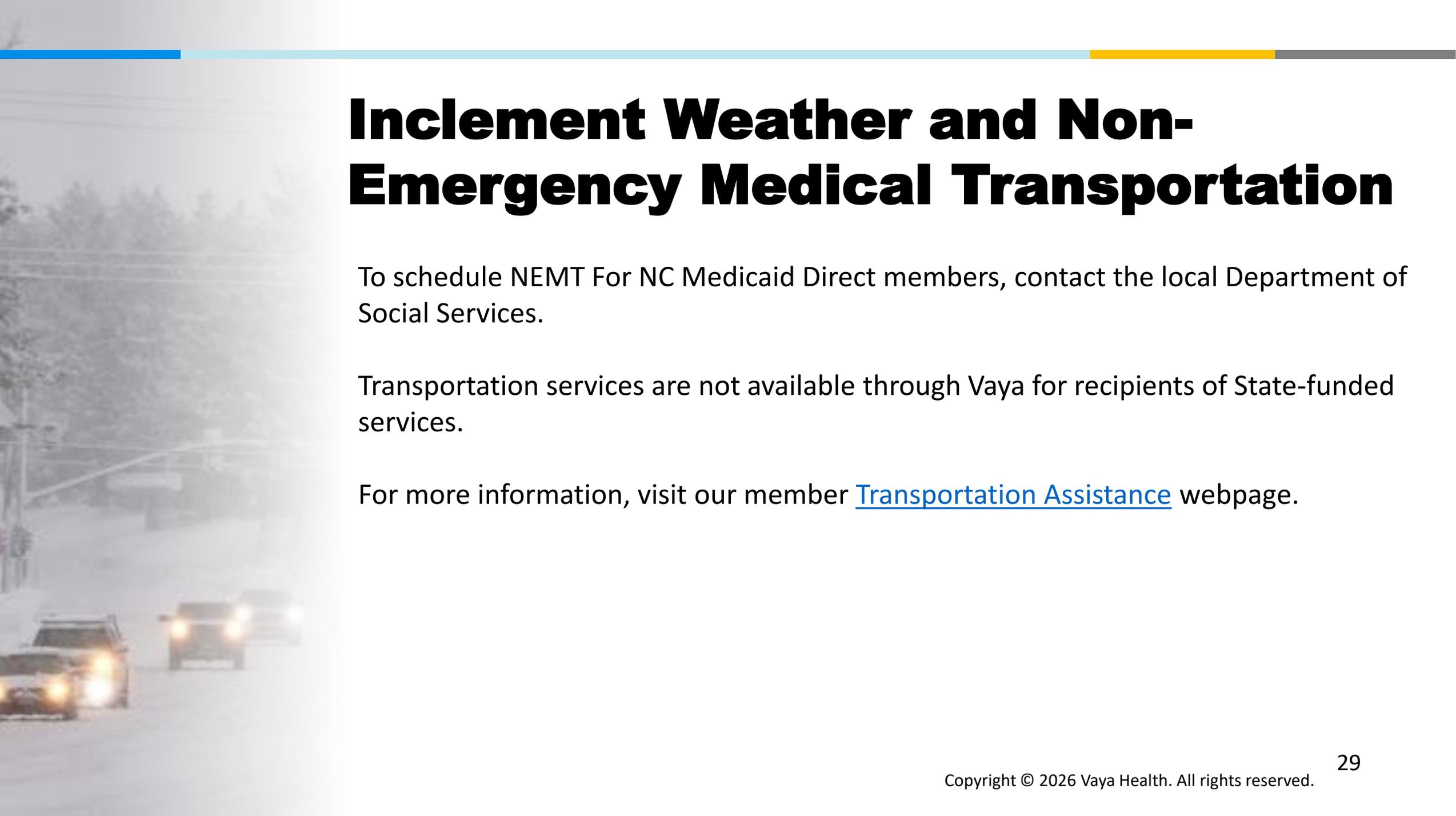
# Inclement Weather and Non-Emergency Medical Transportation

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.**

A decorative horizontal bar at the top of the page is divided into three segments: blue on the left, light blue in the middle, and yellow on the right. The background of the slide is a faded, grayscale image of a snowy street with several cars driving through the snow, their headlights on.

# **Inclement Weather and Non-Emergency Medical Transportation**

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.**

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# **Behavioral Health, I/DD, and TBI Provider Announcements**

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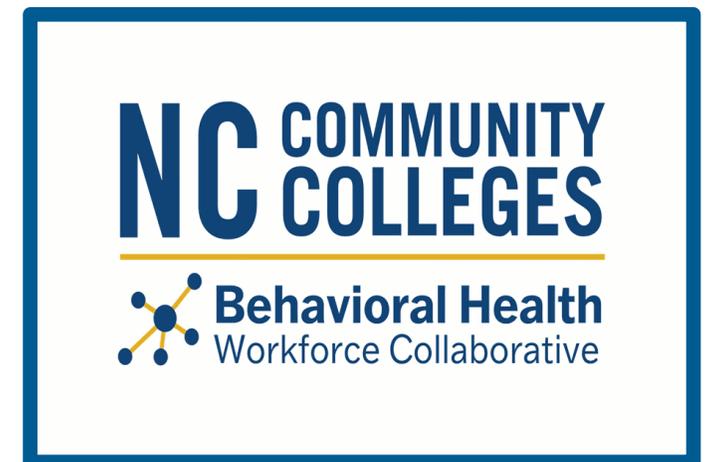
# NCDHHS Apprenticeship Initiative

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.



# NCDHHS Apprenticeship Initiative

- 2026 Apprenticeship Workshops will take place from **9 a.m.-3 p.m.** on the following dates.

## Select a date below to register online.

- [Feb. 18: Guilford Technical Community College](#)

Alamance, Caswell, Chatham, Guilford, Montgomery, Orange, Rockingham, Randolph

- [March 18: Catawba Valley Community College](#)

Alexander, Alleghany, Ashe, Burke, Caldwell, Catawba, Iredell, Watauga, and Wilkes counties

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# Provider Spotlight

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# Provider Spotlight

## MAHEC Sports Medicine — Asheville

- In recognition of **Black History Month**, the start of the **Olympic Games**, and the importance of **sports medicine**, we are proud to spotlight:
  - **Mountain Area Health Education Center (MAHEC) Sports Medicine** and their commitment to athlete and community health across North Carolina.



# Provider Spotlight

## MAHEC Sports Medicine Impact



Advancing **health equity** and representation in healthcare



Supporting patients from **everyday movement** to elite athletics



Strengthening communities through **mentorship, training, and outreach**

As the Olympic Games highlight perseverance and teamwork, MAHEC Sports Medicine reflects these values by helping individuals and communities stay healthy, resilient, and active.



Minority Medical Mentorship Program  
MAHAEC Collaborative Partnership

Image Credit:

[https://mahec.net/family-health/sports\\_medicine](https://mahec.net/family-health/sports_medicine)  
<https://mahec.net/residents-and-students/mmmp>

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# Learning & Participation Opportunities

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# 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](mailto:nc@waypointadventure.org).

# The Role of Peer Support 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.

[Learn more and register](#) by Feb. 12, 2026.

For more information, email Jacob Schonberg at [jms@med.unc.edu](mailto:jms@med.unc.edu)



# The Role of Peer Support ACT Services

Feb. 19-20, 2026, 9:30 a.m.-12:30 p.m.

## This Webinar 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](mailto:jms@med.unc.edu)





# Question, Persuade, Refer: Suicide Prevention Training

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.](#) The attendance limit is 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](mailto:training@vayahealth.com).

# 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](mailto:provider.training@vayahealth.com) by 5 p.m., **TODAY** 😊

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](mailto:provider.training@vayahealth.com).





# Stewards for 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](mailto:thelma.horton@vayahealth.com).

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# Final Q&A Check-in

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# Thank You

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Join us again on Friday, February 20, 2026!

For further questions regarding this week's touchpoint, please email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com)

