



VAYAHEALTH

PROVIDER TOUCHPOINT



Provider Touchpoint

**Friday, March 6,
2026**

Provider Touchpoint

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- Welcome
- Brain Injury Awareness Month
- Developmental Disabilities Awareness Month
- Data Dig: Traumatic Brain Injury (NC and Vaya)
- ***Guest Presentation: Rachel Couper, NC Rural Health Transformation***
- Provider Announcements and Updates
- 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 and Resources

**[Provider Central](#) > [Resources](#) >
[Provider Touchpoint](#)**



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

**[Provider Central](#) > [Resources](#) >
[Communication Bulletins](#)**

Vaya Participants

- **Amy Yasuhara**, Innovations CM Manager
- **Angela Evans**, Utilization Management BH Clinical Director
- **Ashley Parks**, Child and Family Treatment Continuum Director
- **Cryss McMillan**, Provider Educator (**Producer**)
- **Crystal Williams**, Care Management Program Assistant
- **Gabrielle Cuffee**, Workforce Development Coordinator
- **George Ingram**, Vice President of Physical Health Network Operations and Value Based Contracting (**Host**)
- **Dr. Jay Vora**, Pharmacy Director of NC Medicaid Managed Care
- **Kate Glance**, Regulatory Reporting Director
- **Monica Thomas**, Administrative Support Professional (**Q&A Moderator**)
- **Tracy Hayes**, Area Director and Chief Executive Officer

Welcome





Developmental Disabilities Awareness Month

- March marks [Developmental Disabilities Awareness Month](#), a time to promote inclusion, celebrate achievements, and highlight the importance of equal opportunities for individuals with developmental disabilities.
- Please visit our [Microenterprise Business Directory](#) on our website. Building strong communities often starts with supporting local entrepreneurs.



**DEVELOPMENTAL
DISABILITIES
AWARENESS
MONTH**
MARCH

Vaya Microenterprise Directory

- Many Vaya members with intellectual/developmental disabilities run their own microenterprises or small businesses.
- Their endeavors give them not only employment and income, but also a sense of purpose, independence, and an opportunity to give back.
- Learn more about these talented members by linking here: <https://www.vayahealth.com/benefits-services/intellectual-developmental-disabilities/microenterprise-directory/>





Brain Injury Awareness Month

- March marks Brain Injury Awareness Month, a time to recognize the millions of individuals living with traumatic brain injuries (TBI) and the important role that comprehensive care plays in their daily lives.
- Vaya Health is deeply committed to service North Carolina's TBI community by providing essential services that empower individuals on their journey towards independence.
- The Centers for Disease Control and Prevention (CDC) estimates that 2% of North Carolinians have been affected by a TBI, making the need for specialized support in this area of health even more critical.
- Due to the complexity and uniqueness of every person's case, the importance of a tailored approach to care remains critical and at the forefront of Vaya's mission.

Brain Injury Awareness Month

From Numbers to Knowledge: Introducing the TBI Dashboard

- The [North Carolina Traumatic Brain Injury \(TBI\) Dashboard](#) is now available and includes information on individuals with TBI diagnosis who have accessed services across Medicaid and State-funded programs.
- There will be a webinar sharing an overview of the new dashboard, along with a live demonstration of how it can be used to support data-driven decision-making on **March 16, 2026, 3:00 – 4:00 p.m.**
- [Register online](#) or visit www.ncdhhs.com for more information and to view the dashboard.

Brain Injury Awareness Month

- Vaya's support includes the work of Area Director and CEO, Tracy Hayes, who was appointed to North Carolina's [Brain Injury Advisory Council](#), a group dedicated to supporting TBI-related policy initiatives across the state.
- Vaya's members affected by TBI currently receive Medicaid, State-funded support, and 1915(i) services.
- For more information on Vaya's TBI member services, contact Member and Recipient Services toll-free at **1-800-962-9003 (TTY 711)** or email member.services@vayahealth.com.
- For more information about Vaya and its TBI efforts, visit <https://www.vayahealth.com>.



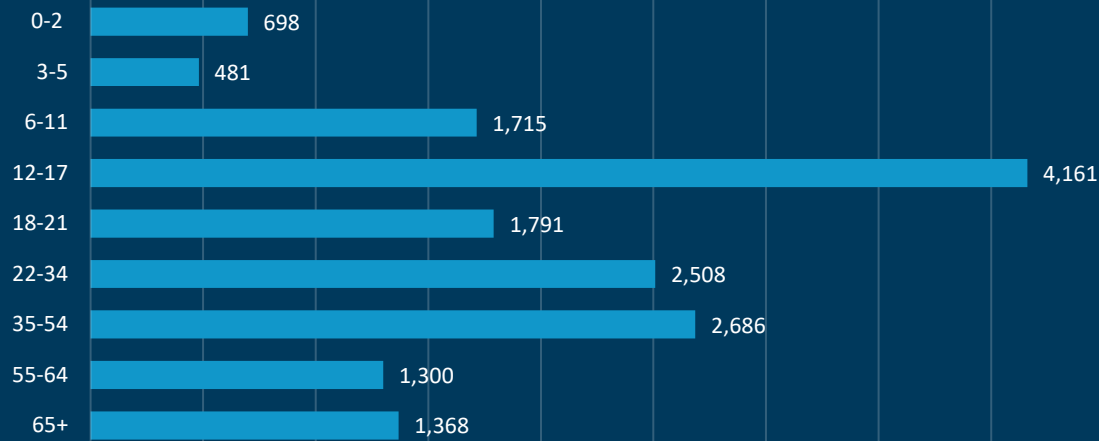
Data Dig

With Kate Glance

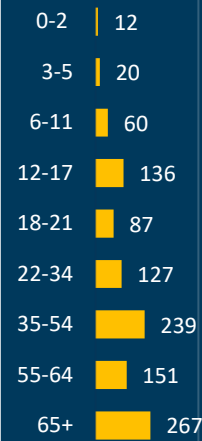


NC Medicaid Traumatic Brain Injury (TBI) Dashboard

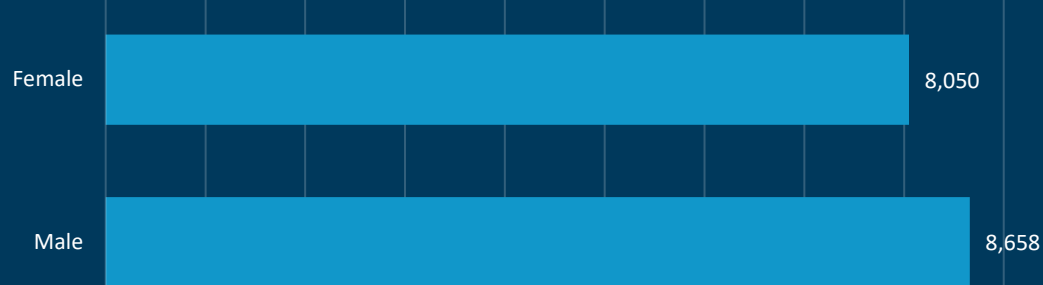
Ages of Individuals in NC with a TBI (2024)



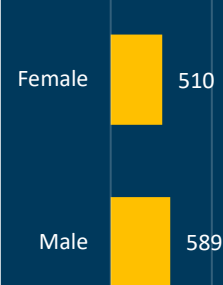
Ages of Vaya Members with a TBI (2024)



Gender of Individuals in NC with a TBI (2024)

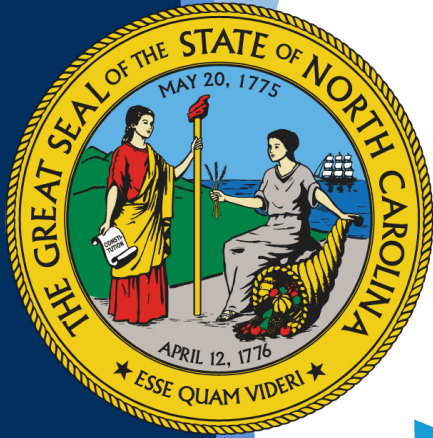


Gender of Vaya Members with a TBI (2024)



Guest Presenter





NORTH CAROLINA

RURAL HEALTH TRANSFORMATION

ROOTS Hub Leads RFA Webinar

March 2026

Disclaimer: The North Carolina Rural Health Transformation Program (NCRHTP) is supported by the Centers for Medicare & Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$213 M in Year 1 with 100% funded by CMS/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by CMS/HHS, or the U.S. Government.

The Rural Health Transformation Fund is a unique, \$213M+ opportunity to transform rural health in North Carolina

Rural Health Challenges in North Carolina at-a-glance



28.4% of North Carolinians are rural (nearly 3 million people).



Chronic, perinatal, & mental health needs i.e., 17% higher diabetes rate compared to urban areas; 90 counties are mental health shortage areas; maternal care deserts and higher pregnancy-related mortality; higher infant death rates



Workforce shortages where 24 counties lack adequate primary care; shortages in behavioral health, oral health and EMS are acute.



Financial instability i.e., 12 rural hospitals have closed or converted since 2006 limiting access to emergency and inpatient care.



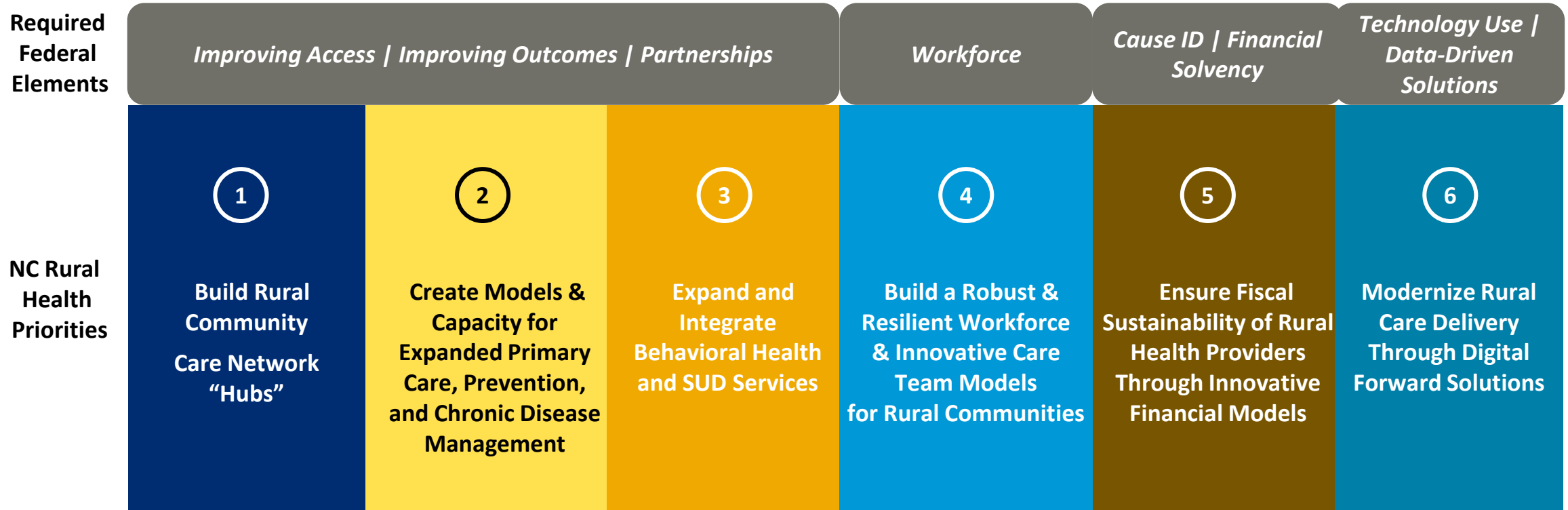
Digital divide including broadband gaps and low digital literacy limit telehealth and care coordination.

Guiding Principles for NCRHTP Implementation

- ✓ **Maximize resources for rural health**
- ✓ **Build out details on high level approaches**
- ✓ **Achieve quick wins**
- ✓ **Plan for long-term sustainability**
- ✓ **Prioritize measurable, community-level impact**
- ✓ **Employ flexible and agile approach; pivot when needed**
- ✓ **Communicate transparently and with integrity**

Six Initiatives Work Together to Achieve NCRHTP Goals

To advance innovative solutions that foster independence, improve health, and promote well-being for all rural North Carolinians



Note: Activities and funding are subject to CMS approval and may change

Building the Foundation for Sustainable Growth

Year 1 establishes the foundational infrastructure and addresses immediate needs, while positioning the program for sustained, community-driven funding in Year 2 and beyond.

January – March 2026

- Submit revised budget to CMS by January 30 for \$213M Year 1 funding.
- Establish statewide program management and governance structures.
- Release Request for Applications (RFA) for NC ROOTS Hub Lead entities.

April – October 2026

- Conduct award process for regional hubs; Select and onboard Regional Hub Lead entities; Regional hubs develop action plans and local governance.
- Expand reach of existing statewide efforts aligned with NCRHTP.
- Submit first annual progress report to CMS.
- Maintain continuous engagement with stakeholders and CMS to monitor success and progress toward goals.

What is a ROOTS Hub?

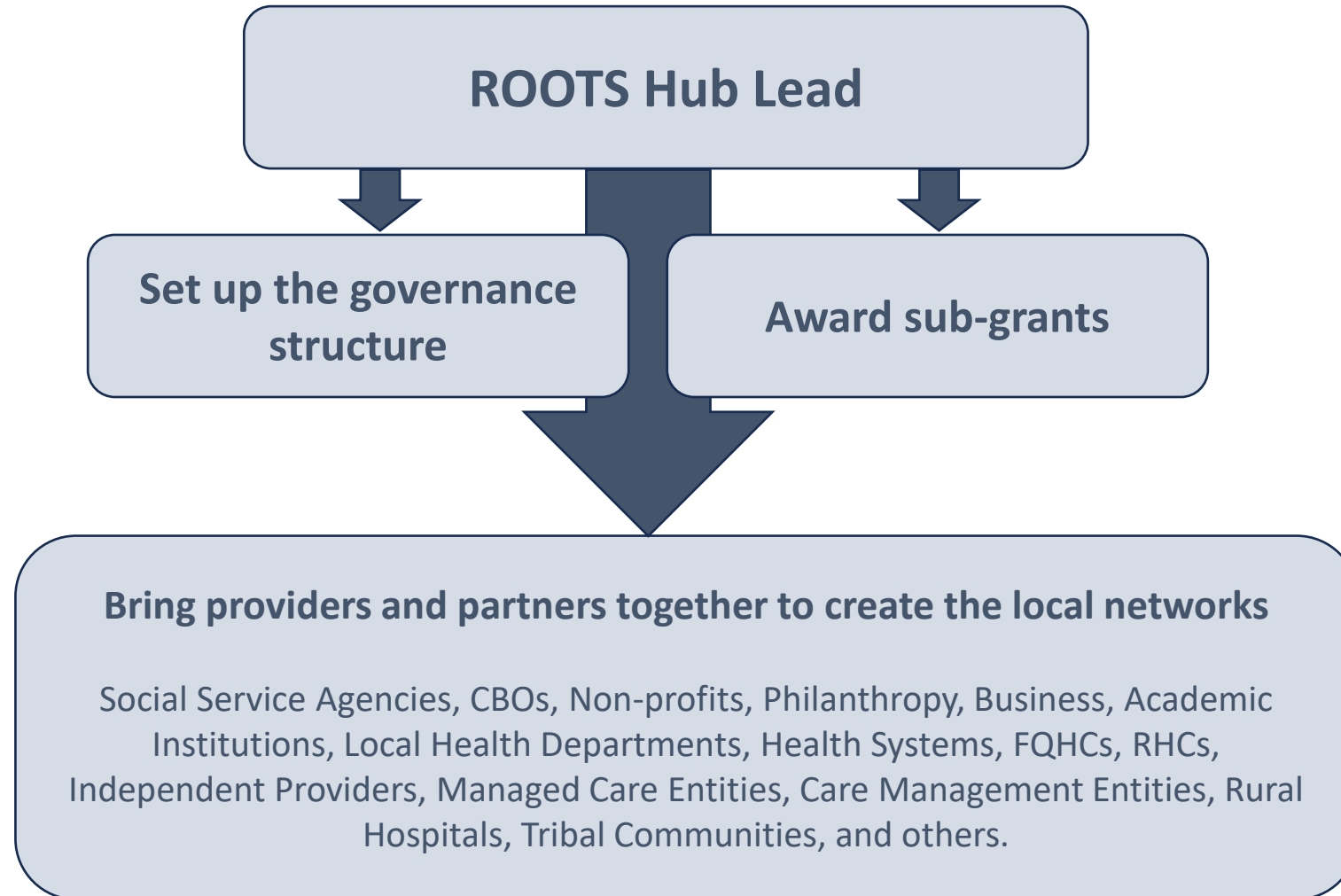
NC ROOTS (Rural Organizations Orchestrating Transformation for Sustainability) Hubs

Regional, locally governed networks of community stakeholders that implement NCRHTP initiatives

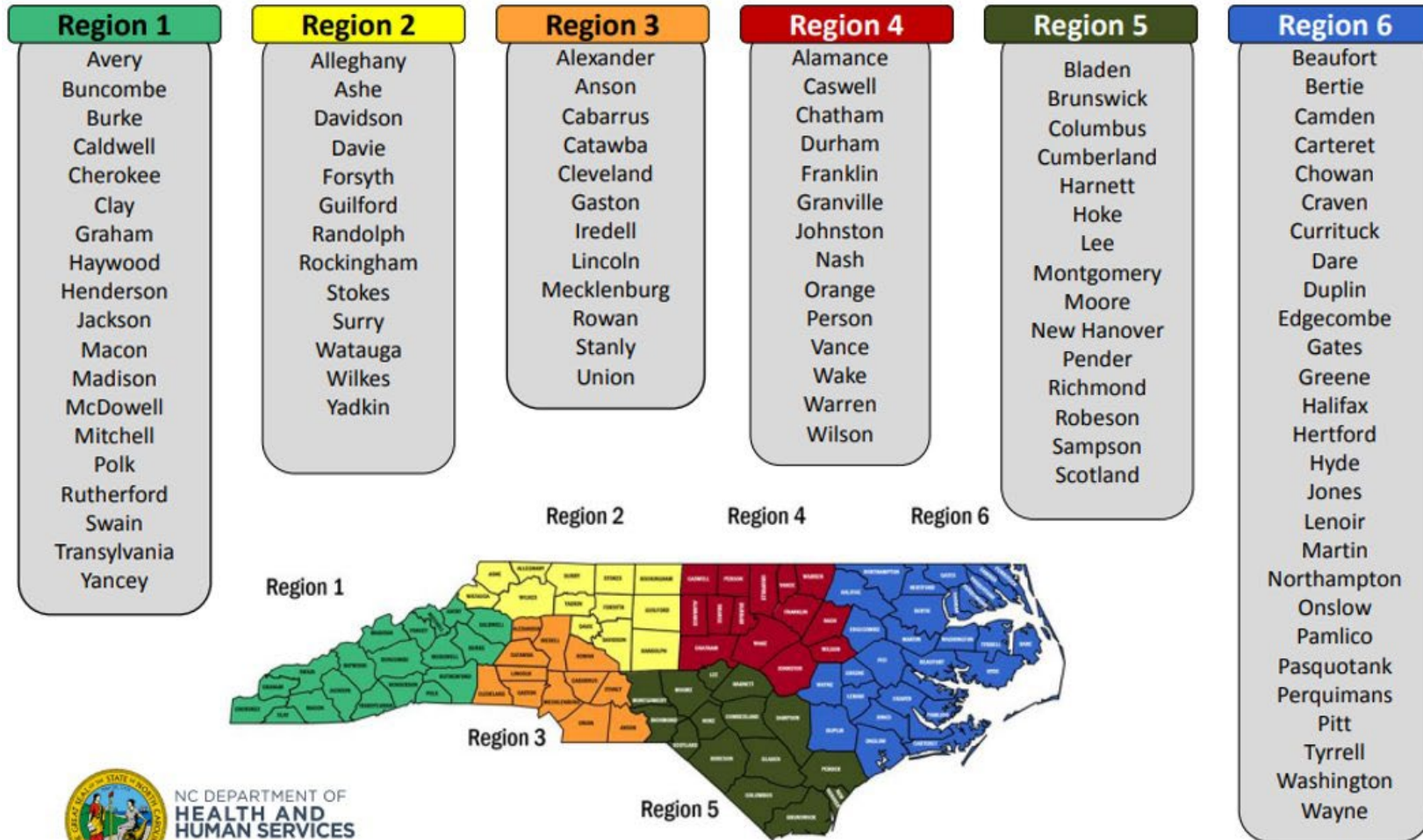
What is a ROOTS Hub Lead?

A **ROOTS Hub Lead** is the organization responsible for coordinating and guiding a regional network of partners to improve health and services in rural communities.

What is a ROOTS Hub Lead?



Six ROOTS Hub Regions



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

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Thank You!

Thank you for your interest in the Rural Health Transformation Program and your continued contributions to ensure the success of our state!

Questions?

Learn more, including links to FAQs, meeting recordings,
and other NC award information:
ncdhhs.gov/rhtp

On Your Radar: Provider Announcements



Provider Advisory Council Participation Opportunities

March 18, 2026, 10 a.m. – 12 p.m.

- 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 (third Wed. from 9-10 a.m.)
 - 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.



Provider Portal Weekend Maintenance

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

Tomorrow, March 7 at 10 p.m.- until
Sunday, March 8 at 6:00 a.m.

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

The Learning Summit

Save the Date: May 13-15, 2026



We are pleased to announce one of this year's featured speakers will be Richard (Rick) Moore II, MD, AAHIVS, who will present on hepatitis C and its impact on North Carolina. Dr. Moore has served as Medical Director of the NCDHHS Viral Hepatitis Program since 2021 and directs the HIV and viral hepatitis programs for Rural Health Group, a Federally Qualified Health Center in northeastern North Carolina.

The virtual Learning Summit registration fee will be **\$50** per person. Attendees must register individually to receive continuing education credit.

Stay tuned for registration details and **scholarship** information.

Updated Provider Operations Manual

Effective March 5, Vaya published an updated [Provider Operations Manual](#) for both our Behavioral Health and I/DD Tailored Plan and NC Medicaid Direct Prepaid Inpatient Health Plan. For a list of revisions, see Appendix B.

Please note the requirements in the Provider Operations Manual are a binding part of the network provider contracts with Vaya.

Previous manuals are available in our [online archive](#).

For more information, email provider.info@vayahealth.com.

Q&A Check-in



Physical Health Provider Announcements





New Pharmacy Benefit Administrator Services for NC Medicaid Direct

NCDHHS will transition **Pharmacy Benefit Administrator (PBA)** services for NC Medicaid Direct members to *Prime Therapeutics* beginning **May 2, 2026**. NCTracks will no longer process NC Medicaid Direct point-of-sale pharmacy claims after **May 1, 2026**.

Effective **May 2, 2026**, please submit all pharmacy claims for NC Medicaid Direct members through the Prime Therapeutics pharmacy claims system. The new pharmacy call center phone number is **844-620-6116** and will open at **12 a.m. on May 2, 2026**.

For more information on the transition, see [NC Medicaid bulletin](#). Training and educational resources will be available on the Prime Therapeutics [North Carolina Medicaid Pharmacy Portal](#).

Behavioral Health, I/DD, and TBI Provider Announcements



NC Innovations Provider Quarterly Self-Review

The *NC Innovations Provider Quarterly Self-Review of Member Record* is due on **the tenth of each month following the end of the quarter**. Providers must submit reviews on the [current form](#), available on the [Forms](#) page of our Provider Central website.

Before submitting your form, please ensure you:

- Use the correct version.
- Include your signature and the date.
- Include the member's correct birth date.
- Note the coverage quarter.
- Select all check boxes (or mark "Not applicable").
- Complete the grid (if your organization has an authorization to provide a service during any portion of the quarter).

Vaya will return the form if corrections are needed. If you need help, review our [Self-Review of Innovations Member Record Job Aid](#), contact your Provider Network Contract Manager or email Provider.info@vayahealth.com.

Utilization Management Provider Announcements



Innovations Waiver ATES Providers

- Vaya is changing the way we pay for Innovations waiver Assistive Technology Equipment and Supplies (ATES).
- These changes will reduce the time needed to approve service authorization requests, deliver services to members, and pay ATES providers.
- Effective **June 1**, providers supplying ATES to Innovations Waiver participants **must** [bill claims through Vaya's electronic claims system](#).
- We will not longer accept invoices for payment of ATES after this date.
- **Current ATES providers must sign new network provider agreements**, eliminating the need for member-specific contracts for each ATES request.

Innovations Waiver ATEES Providers

- Providers must enroll in NCTracks to use Vaya's electronic claims system and notify Vaya when they have completed enrollment by emailing provider.info@vayahealth.com.
- Learn more about enrolling in NCTracks on the [Getting Started With NCTracks](#) page.
- Visit the [Vaya Learn Portal](#) for more information about using our [Provider Portal](#) to submit claims.
- For assistance, email provider.info@vayahealth.com.

Learning and Participation Opportunities



Trauma-Focused CBT Training Opportunities

Ashley Fiore, MSW, LCSW

National Trainer of TF-CBT and AF-CBT

- Provides training in evidence-based treatments for children who have experienced trauma
- Supports clinicians in obtaining national certification in:
 - Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)
 - Alternatives for Families CBT (AF-CBT)
- Offers advanced training topics and consultation
 - Live virtual training opportunities available

Visit her [website](#) for course details and [upcoming trainings](#)



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.

Virtual monthly Microsoft Teams sessions will occur from **10 to 11 a.m.** on the following dates:

- **March 12:** Cultivating Emotional Intelligence for (Proven) Success
- **April 9:** Coaching Employees to Success
- **May 21:** Winning Through Conflict
- **June 18:** Retention & Creating a Workforce that Lasts

If you have questions, email Gabrielle Cuffee, Vaya's Workforce Development Coordinator, at Gabrielle.Cuffee@vayahealth.com



Resource Parent Curriculum Workshop

Mondays from 5:30 to 7:30 p.m.

April 6 – June 1 (No Class Week of May 25)

Vaya will offer an eight-week workshop designed for:

- Therapeutic, foster, adoptive, and kinship caregivers
- Caregivers supporting children impacted by trauma

Participants will:

- Better understand how trauma affects behavior and development
- Learn practical, trust-based strategies for challenging behaviors
- Build confidence in their parenting approach
- Connect with other caregivers

[Register online](#) by **March 30** to attend this virtual training.

Please email provider.training@vayahealth.com with any questions.



Permanent Supportive Housing

March 23 and 24 from 9 a.m. to 4:30 p.m.

- This free, online training enhances Community Support Team (CST) and Assertive Community Treatment (ACT) providers' understanding of the Permanent Supportive Housing model. This training prioritizes ACT and CST providers, but other attendees are welcome.
- To receive training credit, providers must attend and participate (via camera and audio) both days. Providers in the Vaya, Alliance Health, and Partners Health Management regions may register up to three staff each. Attendance is limited to 25 participants.
- [Register online](#) by **March 16**. For more information, email provider.training@vayahealth.com.



NCLIFTSS Personal Care Services Provider Webinar: March 26 at 11 a.m.

- NC Medicaid invites Personal Care Services providers to attend an informational webinar.
- Topics will include the assessment rollback process, monthly service hours, and prohibited aide tasks.
- [Register online](#) or email NCTracksprovider@nctracks.com for more information.



Q&A Check-in



Thank You

Join us again on Friday, March 20

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

