



# PROVIDER COMMUNICATION BULLETIN

MARCH 5, 2026 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 44

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## ALL NETWORK PROVIDERS

### Provider Touchpoint March 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.

***Tracy J. Hayes, Vaya's Area Director and Chief Executive Officer, will join the March 6 Provider Touchpoint to recognize Brain Injury Awareness Month.***

PROVIDER TOUCHPOINT: MARCH 6, 2026

### The Learning Summit 2026 May 13-15, 2026

Mark your calendars for Vaya's virtual Learning Summit 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 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.

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

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## Updated Provider Operations Manual Available

Effective March 5, 2026, Vaya has 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 network provider contracts with Vaya. Previous manuals are available in our [online archive](#). For more information, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## Provider Portal Weekend Maintenance

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

## BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

### PRTF Review Trends and Patterns

Vaya's Quality Management Department recently completed a clinical quality review of Psychiatric Residential Treatment Facility (PRTF) services delivered by network providers. The information in the memo below reflects patterns and trends of review items related to the percentage of provider records that either met (strengths) or did not meet (improvement opportunities) service quality and best practice standards. We recommend providers update their policies and procedures to ensure alignment of best practice standards.

[Read more](#). If you have questions, email Vaya's Clinical Quality Team at [ClinicalQualityTeaminQM@vayahealth.com](mailto:ClinicalQualityTeaminQM@vayahealth.com).

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## NC Innovations Provider Quarterly Self-Review of Member Record Submissions Deadline

The NC Innovations Provider Quarterly Self-Review of Member Record is due no later than the 10th day of the third month in the calendar quarter for which you are reporting. Providers must submit reviews on [the current 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 checkboxes (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](mailto:provider.info@vayahealth.com).

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## Attention: 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, 2026, providers supplying ATES to Innovations Waiver participants must bill claims through Vaya’s electronic claims system.** We will no 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.

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

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## From Numbers to Knowledge: Introducing the TBI Dashboard March 16, 2026, 3-4 p.m.

The [North Carolina Traumatic Brain Injury \(TBI\) Dashboard](#) is now available and includes information about individuals with a TBI diagnosis who have accessed services via Medicaid and State-funded programs. This webinar will provide an overview of the new dashboard, including a live demonstration of how it can be used to support data-driven decision-making. [Register online.](#)

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## NC Child Welfare Trauma-informed Assessments (NC CWTIA) RFA

NCDHHS’ Division of Social Services, in coordination with NC Medicaid health plans, is seeking provider organizations to participate in the implementation of NC CWTIA, a standardized, trauma-informed clinical assessment process for youth involved with county Departments of Social Services. The purpose of the assessment is to support children who are entering, or at risk of entry into, the foster care system and who may have experiences or needs that place them at higher risk for requiring behavioral health and other clinical or non-clinical interventions.

Selected providers will engage in training, ongoing clinical coaching, and fidelity monitoring to ensure high-quality, consistent assessments for the eligible population statewide.

The Request for Applications (RFA) is available now. Applicants must complete all required components **by March 15, 2026**. More information, including provider eligibility requirements and application submission requirements, is available in [the RFA](#).

**LEARNING AND PARTICIPATION OPPORTUNITIES**

## 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 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:

- **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](mailto:gabrielle.cuffee@vayahealth.com).

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## Permanent Supportive Housing Training March 23-24, 9 a.m.- 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, 2026**. For more information, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com). If registering on your staff's behalf, include each person's full name and email address. Participants will receive the Microsoft Teams link one week prior to the training.

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## NCLIFTSS Personal Care Services Provider Webinar March 26, 2026, 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](mailto:NCTracksprovider@nctracks.com) for more information.

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## Resource Parent Curriculum Workshop

Vaya will offer an eight-week [Resource Parent Curriculum workshop](#) from 5:30-7:30 p.m. Mondays from April 6-June 1, 2026. This virtual training, developed by experts at the National Child Traumatic Stress Network, helps therapeutic, foster, adoptive, and kinship caregivers better understand how trauma impacts children's behavior and development while building practical, trust-based strategies for responding to challenging behaviors.

Participants gain increased knowledge about trauma, greater confidence in their parenting approach, and meaningful connections with other caregivers. [Register online](#) by **March 30, 2026**.

If you have questions, email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com).

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