



# PROVIDER COMMUNICATION BULLETIN

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

### NC IRIS Website Downtime

The [North Carolina Incident Response Improvement System \(IRIS\)](#) website will be unavailable from 6:30-10:30 a.m., Wednesday, March 11, 2026.

IRIS reports are due within 72 hours of the time the provider learns of an incident. Providers may obtain a hard copy of the report from the IRIS website before Wednesday's scheduled downtime or print forms from the [NCDHHS IRIS Forms](#) webpage. Submit forms via fax to Vaya Health at 828-398-4407 and to the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services' Customer Service and Community Rights Team at 984-777-9264 according to the specified timeframes and procedures.

Providers will still need to enter the report into IRIS once the system is available.

Additionally, providers should fax reports for the North Carolina Division of Health Service Regulation (DHSR) Health Care Personal Registry within specific timeframes at 919-733-3207 and reports of death in a licensed facility to the DHSR Complaint Intake Unit at 919-715-7724. For assistance, email Vaya's Grievance Resolution and Incident Team at [IncidentReport@vayahealth.com](mailto:IncidentReport@vayahealth.com) or visit the [Incident Reporting](#) page of our Provider Central website.

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### Correction: NC Innovations Provider Quarterly Self-Review of Member Record Submission Deadline

*This information corrects a timeframe shared in Provider Communication Bulletin 2025-26, Issue 44 (March 5, 2026).*

The NC Innovations Provider Quarterly Self-Review of Member Record is due on the 10th of each month following the end of the quarter. 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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Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

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