



PROVIDER COMMUNICATION BULLETIN

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ALL NETWORK PROVIDERS

Provider Touchpoint March 20, 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 webinar recordings and slide decks, visit our [Provider Touchpoint](#) webpage.

PROVIDER TOUCHPOINT: MARCH 20, 2026

NC Medicaid Bulletin: NCTracks and Risks of Not Accurately Reporting on Your Provider Record

Providers enrolled in programs funded through NCDHHS, including NC Medicaid, are contractually required to maintain their provider record to ensure data accuracy. NCDHHS has issued an [NC Medicaid Bulletin](#) (March 4, 2026) with critical guidance on accurate taxonomy reporting, provider directories, use of your full legal name, additional resources, and other key reminders.

We encourage you to review the bulletin and your [NCTracks](#) Provider Record to ensure your information is current and correct to prevent downstream impacts and adverse actions, including termination of taxonomies, locations, and health plans. Providers can make updates and corrections by submitting an **NCTracks Manage Change Request** at no cost.

If you have questions, call the NCTracks Call Center at 1-800-688-6696.

Provider Advisory Council Monthly Meeting and 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 (**to report a barrier, any network provider may submit the [PAC Barrier Submission Form](#)**)
- 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.

PHYSICAL HEALTH PROVIDERS

Rural Hospital Flexibility Grant Program (2026-2029)

The [Rural Hospital Flexibility Program \(Flex Program\)](#) is a federal grant program that helps state Offices of Rural Health improve the quality of care provided in communities served by Critical Access Hospitals (CAHs), enhance CAH financial and operational performance, and develop collaborative regional systems in CAH communities.

Any organization staffed to provide quality, financial, and operational technical assistance to CAHs in areas specified in the Request for Applications (RFA) is eligible to apply. The funding cycle is a three-year period, beginning with year one from Sept. 1, 2026, through Aug. 31, 2027.

Review the [Flex 2026 RFA](#) and find all required forms on the [North Carolina Office of Rural Health](#) website. Email grant_applications by 11:59 p.m., March 27, 2026, to nick.glavez@dhhs.nc.gov.

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

NC Child Welfare Trauma-informed Assessments (NC CWTIA) RFA: Deadline Extended

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 experience or needs that place them at high 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.

For full information, including eligibility and application submission requirements, review [the RFA](#). **Please note the application deadline has been extended from March 15 to March 22, 2026.**

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

The [NC Medicaid Traumatic Brain Injury \(TBI\) Dashboard](#) is now available and includes information about individuals with TBI who have accessed services through NC 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](#).

Home and Community-Based Services (HCBS) Provider Attestation Training March 27, 2026, 10-11:30 a.m.

Vaya will hold a free virtual training for HCBS providers that covers the new process for completing annual attestations for any HCBS-approved site as required by NCDHHS. The purpose of the attestation is to ensure each site remains in compliance with the HCBS Final Settings Rule.

Registration is not required. [Join the class through Microsoft Teams](#). If you have questions, email provider.training@vayahealth.com.

Advanced Training Series for Direct Support Professionals

NCDHHS, in partnership with the North Carolina Community College System, will offer a free advanced training series for current and aspiring Direct Support Professionals. The program consists of two eight-week virtual courses to help participants strengthen their skills and expand career opportunities supporting people with I/DD. Visit the [A-B Tech Direct Support Professional](#) webpage to learn more.

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.

First Episode Psychosis (FEP) Symposium April 20-21, 2026

The Early Psychosis Intervention Network of North Carolina (EPI-NC) will host its annual FEP Symposium in Charlotte. This year's theme is "Individualizing Early Psychosis Care" and features a keynote presentation by Dr. Denise Walker examining cannabis use in FEP populations. [RSVP](#) by March 15, 2026. For more information, email EPI_NC@unc.edu.

Why did I receive this email? Vaya Health requires network providers to subscribe to our Provider Communication Bulletin. For more information, reference our [Provider Operations Manual](#).

providers.vayahealth.com



Vaya Health | 200 Ridgefield Court Suite 218 | Asheville, NC 28806 US

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