



# PROVIDER COMMUNICATION BULLETIN

MARCH 19, 2026 | PROVIDER COMMUNICATION BULLETIN 2025-26, ISSUE 47

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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

### Share Your Thoughts! Provider Touchpoint Feedback Survey

Your feedback matters! **Please take a few minutes to complete a brief [Provider Touchpoint Feedback](#) survey by April 17, 2026.** Your insights will help us improve webinar content, format, and future topics to support network providers.

### Upcoming Changes to CrushFTP Password Standards and Login Security

Effective March 27, 2026, Vaya will update password requirements for new accounts, password resets, and the account lockout policy for our secure managed file transfer platform, CrushFTP. Moving forward, passwords for new accounts and resets in the web portal must:

- Not match any of the previous 24 passwords used
- Have a minimum of 14 characters
- Consist of uppercase and lowercase letters
- Include at least one number
- Include one special character, such as @, #, %, ?, /, :, |, or \

The new lockout policy will allow a maximum of **five** unsuccessful login attempts. After five attempts, the account will be locked for **30 minutes**. Access will restore automatically after the lockout period has ended.

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## Tobacco-free Campus Policy Requirements Postponed Indefinitely

NCDHHS will no longer require compliance with tobacco-free campus policy requirements by Jan. 1, 2027, for participation in the NC Medicaid Managed Care and State-funded services programs. For details, review the [NC Medicaid Bulletin](#) (March 16, 2026). If you have questions, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## Provider Quick Reference Guide

An updated [Provider Quick Reference Guide](#) is now available on our Provider Central website. The guide includes key contacts for provider services, prior authorization, claims, and more. If you have questions, email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

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## Vaya 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 speakers will be Jennifer K. Mullendore, MD, a board-certified family medicine physician with more than 20 years of health care experience. Dr. Mullendore, a graduate of Georgetown University School of Medicine and Medical Director at Buncombe County Health & Human Services, will share clinical insights drawn from her extensive experience treating a wide range of conditions, including women's health concerns, high-risk pregnancies, sexually transmitted infections, and infectious diseases.

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.***

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## Money Follows the Person Transition Coordination Program

Did you know Vaya operates the Money Follows the Person (MFP) Transition Coordination Program in all of North Carolina's 100 counties? This statewide program offers personalized support to help older adults and people with physical disabilities who live in facilities successfully transition back into the community.

**Participants do not have to be Vaya members.** They must receive Medicaid (or be eligible for Medicaid in North Carolina) and have lived in a Skilled Nursing Facility or qualified hospital setting for at least 60 consecutive days. Participants must have a diagnosed physical disability (age 18 and older) or be above age 55, as well as have the desire and ability to live independently in the community with appropriate supports.

For more information, including applications materials in English and Spanish, visit Vaya's [MFP Transition Coordination Program](#) webpage. If you have questions, email [MFP@vayahealth.com](mailto:MFP@vayahealth.com).

**LEARNING AND PARTICIPATION OPPORTUNITIES**

## Peer Centered FIRST Application

I/DD Peer Mentors are people with I/DD who use their life experience to support others in their community. People age 18 and older with I/DD who want to learn what it means to be a Peer Mentor can apply for Peer Centered FIRST.

[Read more](#) about the application process. [Apply](#) by 5 p.m. March 20, 2026.

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## United Health Foundation Health Care Scholars Unite Scholarships

The United Health Foundation is awarding Health Care Scholars United scholarships to students pursuing clinical careers in pharmacy, rural health, behavioral health, maternal health, and primary care. The program strengthens the health care workforce by supporting students preparing to enter high-need fields essential to community and rural care.

The scholarship is open to students enrolled in accredited clinical degree or certificate programs. [Apply](#) by March 24, 2026.

**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](https://providers.vayahealth.com)



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