



PROVIDER COMMUNICATION BULLETIN

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IN THIS ISSUE: Provider Touchpoint and Feedback Survey | EVV Compliance, Provider Resources, and Provider Office Hours | Vaya Learning Summit 2026 | Back-up Staffing Reporting Form Enhancements | Resources for Resilience Continues Helene Recovery Events, CEUs Available | Tomorrow: HCBS Provider Attestation Training | Windmills: TBI Awareness Training | LTSS Provider Enrollment and Taxonomy Updates Webinar | Public/Private Child Welfare and CFSP Forum | 3rd Annual Collaborative Care Model and Behavioral Health Care Manager Summit | Person-Centered Thinking Training | Child and Family Team 1 Revised Training

ALL NETWORK PROVIDERS

Provider Touchpoint April 17, 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.

PROVIDER TOUCHPOINT: APRIL 17, 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.

EVV Compliance, Provider Resources, and Provider Office Hours

In support of NC Medicaid requirements for Electronic Visit Verification (EVV), Vaya is reminding all providers who deliver EVV required services of the importance of full compliance with electronic caregiver clock in and clock out procedures. Over the upcoming quarter, Vaya will actively monitor EVV compliance rates and collaborate with providers to support improvement

efforts. To further support providers, Vaya will offer EVV Provider Open Office Hours. [Learn more.](#)

Vaya Learning Summit 2026 May 13-15, 2026

Mark your calendars for Vaya's virtual Learning Summit 2026. We are pleased to announce that one of this year's speakers is David McGinty, who will present on managing artificial intelligence (AI) prevalence in health care. McGinty, Vaya's Information Security Officer, holds a Master of Science in Information Assurance and is a Certified Information Security Manager, bringing extensive expertise in cybersecurity, risk management, and compliance within highly regulated health care environments.

This session will include a brief history of the rapid acceleration of AI adoption in health care and how organizations can responsibly manage AI risk by applying the National Institute of Standards and Technology AI Risk Management Framework to establish effective governance and guardrails. McGinty will also address HIPAA-compliant use of AI, offering practical guidance on safeguarding protected health information while leveraging AI-enabled tools.

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.*

BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS

Back-up Staffing Reporting Form Enhancements

As a reminder, NC Innovations Waiver service providers and Employers of Record have until April 15, 2026, to submit back-up staffing reports for January-March 2026. Please note Vaya has updated our form to report back-up staffing. [Read more.](#)

LEARNING AND PARTICIPATION OPPORTUNITIES

Resources for Resilience Continues Helene Recovery Events, CEUs Available

In partnership with Vaya and NCDHHS' GROW NC Project for Helene Recovery, [Resources for Resilience](#) (RFR) will offer trainings and workshops for western North Carolina residents and professionals through June 2026. CEUs are available for select trainings through Area L AHEC.

RFR, an Asheville-based nonprofit, provides practical tools and research-based resources to help individuals and teams manage stress, prevent burnout, and build resilience in themselves and others. For more information about upcoming virtual and in-person trainings, visit RFR's general [Calendar of Events](#) and [CEU Eligible Events](#) webpages.

Tomorrow: HCBS Provider Attestation Training March 27, 2026, 10-11:30 a.m.

Vaya will hold a free virtual training for Home and Community-Based Services (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 training through Microsoft Teams](#). If you have questions, email provider.training@vayahealth.com.

Windmills: TBI Awareness Training

March 31, 2026, 11 a.m.-12 p.m.

Join NCDHHS and the North Carolina Division of Employment for Independence for People with Disabilities for a virtual Windmills disability awareness training on understanding traumatic brain injury (TBI) in the workplace. This session will introduce practical information about TBI, including common assumptions and beliefs about how a TBI affects job performance. Participants will learn effective ways to accommodate employees with a TBI and gain a better understanding of the value of individuals with disabilities in the workplace. [Register online](#) or email kristy.brinson@dhhs.nc.gov for more information.

LTSS Provider Enrollment and Taxonomy Updates Webinar

April 15, 2026, 12-1 p.m.

This NC Medicaid webinar will highlight key processes and essential program updates to keep Long-Term Services and Supports providers informed, prepared, and aligned with requirements. Topics include enrollment in NCTracks, case management taxonomy updates, and qualified and willing provider enrollment processes. [Register online](#).

Public/Private Child Welfare and CFSP Forum

April 24, 2026, 10:30 a.m.-2:30 p.m.

Benchmarks is inviting providers to join this in-person forum that will bring together public and private partners in Raleigh for meaningful conversation, timely updates, and opportunities to strengthen collaboration on behalf of children and families across North Carolina, including those served by the NC Medicaid Children and Families Specialty Plan (CFSP). [Register online](#).

3rd Annual Collaborative Care Model and Behavioral Health Care Manager Summit

April 30, 2026, 9 a.m.-3:15 p.m.

Registration is open for the 3rd Annual Collaborative Care Model (CoCM) Behavioral Health Care Manager (BHCM) Summit, an in-person event presented by NC AHEC and Southern Regional AHEC. This year's summit will provide an update on CoCM in North Carolina, explore crisis response for trauma within the CoCM framework, and cover essential topics such as CoCM billing, coding, and quality improvement. There is no cost to attend, and course credits are available. [Register online](#).

Person-Centered Thinking Training

May 5-6, 2026, 9 a.m.-4 p.m.

This free Person-Centered Thinking Training is a two-day, 12-hour virtual workshop that introduces the principles and use of person-centered thinking. Vaya trainers will review and discuss the origins, research, and values of person-centered thinking.

[Register online](#) by April 28, 2026. Attendance is limited to 25 participants. For more information, email provider.training@vayahealth.com.

Child and Family Team (CFT) 1 Revised Training May 5-6, 2026, 9 a.m.-4 p.m.

This virtual course provides 11 contact hours of training on System of Care and the CFT process; gives parents, caregivers, and professionals an overview of CFT meetings from the family's perspective; and teaches strategies and facilitation skills to support youth and families. There is no cost to attend. To receive credit for the training, participants must attend both full days and have their cameras on with audio capability.

This training is for members/recipients and providers in the Vaya region and provider network. Only three individuals from each provider organization may attend. Attendance is limited to 28 participants.

[Register](#) online. Participants will receive a link to the training a few days before the event. If you have questions, email provider.training@vayahealth.com.

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](#).

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