



VAYAHEALTH

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PROVIDER TOUCHPOINT





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# **Provider Touchpoint**

**Friday, March 20,  
2026**

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- Welcome
- Women's History Month
- Data Dig
- Provider Announcements and Updates
- Learning and Participation Opportunities
- Q&A

# Before We Begin

- The moderated Q&A is available in the controls bar at the top of your screen.
- Submit questions through the moderated Q&A feature *at any time* throughout the broadcast.
- **We will take multiple breaks throughout the broadcast to address Q&A submissions.**
- When asking a question, *please identify your organization and any relevant details* so our subject matter experts (SMEs) can answer your question as accurately as possible.
- If you need to ask a question that is specific to your agency or the services you provide, please contact your provider network contract manager or email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com).

# Where Can I Find...



**Provider Touchpoint**  
Recordings and Resources

**[Provider Central](#) > [Resources](#) > [Provider Touchpoint](#)**



**Provider Communication  
Bulletin**  
Sign-up and Archive

**[Provider Central](#) > [Resources](#) > [Communication Bulletins](#)**

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# Vaya Participants

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- **Ashley Parks**, Child and Family Treatment Continuum Director
- **George Ingram**, Vice President of Physical Health Network Operations and Value Based Contracting
- **Jennifer Jennings**, SU Network Development Director
- **Jennifer Tatum**, Provider Educator (**Co-Producer**)
- **Kate Glance**, Regulatory Reporting Director
- **Kim Abram** Physical Health PN Contract Manager
- **Kurt Boldt**, Assistant VP of Provider Network (**Host**)
- **Mark Vandermolen**, System Analyst
- **Monica Thomas**, Administrative Support Professional (**Q&A Moderator**)
- **Rhonda Cox**, EVP & Chief Operating Officer

A vibrant field of colorful flowers, including pink, purple, and white blossoms, is shown against a bright blue sky with soft, wispy clouds. The foreground is filled with various flowers, some in sharp focus and others blurred, creating a sense of depth. The overall scene is bright and cheerful, with a warm, sunny atmosphere. The word "Welcome" is overlaid in a large, white, sans-serif font on the right side of the image.

**Welcome**

# Woman's History Month

Honoring the women who lead, heal, and inspire in our communities

- Women's History Month honors the leaders, caregivers, educators, advocates, and innovators whose contributions strengthen our communities.
- Women's History Month began in 1909, when New York City held the first Women's Day celebration as women marched for better working conditions and voting rights
- At Vaya, we celebrate the women who advance health equity, compassion, and meaningful care every day.





**Tracy Hayes**

Area Director & Chief Executive Officer - CEO



**Rhonda Cox**

EVP & Chief Operating Officer - Executive Administration



**Danielle Whittekind**

EVP & Chief Human Resources Officer - Executive Administration



**Stacy Sorrells**

Executive Director of Community Relations - Community Relations



**Megan Mise**

Executive Director of Clinical Quality Improvement - Medical Operations



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# Data Dig

## With Kate Glance

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# Women in the World – 2025 Gender Snapshot

Female extreme poverty has hovered at around 10% since 2020. If current trends continue, over 351 million women and girls could still live in extreme poverty by 2030 (8.2%).

From 2000-2023, maternal mortality declined by 39.3% worldwide.

Yet, across their lives, women spent 10.9 years in poor health compared to 8.0 years for men in 2021, suffering from various chronic conditions.

As of January 1, 2025, women held 27.2% of seats in national parliaments, up 4.9 percentage points from 2015.

An astonishing 102 countries have never had a woman head of state or government.

Globally, 70% of men use the internet compared to 65% of women.

Closing the gender digital divide by 2050 would benefit nearly 350 million women and girls and pump an additional \$1.5 trillion into the global economy by 2030.



Globally, women occupy 30% of managerial positions.

At the current pace of progress, achieving gender parity in management will take nearly a century.

Globally, girls have surpassed boys in school enrollment and completion.

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# On Your Radar: Provider Announcements

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# NCTracks and NCDHHS Participation: Risks of Not Accurately Reporting

- 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.



# NCTracks and NCDHHS Participation: Risks of Not Accurately Reporting

- 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**.

# Updated Provider 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).

Home > Resources > Provider Quick Reference Guide

## Provider Quick Reference Guide

### Provider Services

<b>Description / Hours</b>	Available 7 a.m. to 6 p.m., Monday – Saturday, including holidays, for providers who have general questions, need technical assistance, or would like to request to add a site or service
<b>Phone Number</b>	1-866-990-9712

### Provider Portal

<b>Description</b>	Enroll, discharge, search for, and update information on recipients of State-funded services Submit and view service authorization requests Submit claims and review remittance advice (RA) reports Review value-based performance reports and provider-directed documents Issue and manage employee logins to the Provider Portal File grievances, complaints, and appeals Access Vaya resources (e.g., Provider Central, handbooks, delegated vendors portals) Submit provider surveys Access provider trainings through the Vaya Learning Lab Access information about contacting Vaya
<b>Web Link</b>	<a href="https://providers.vayahealth.com/provider-portal">providers.vayahealth.com/provider-portal</a>
<b>Phone Number</b>	For other assistance, call our Provider Support Service Line at 1-866-990-9712 /7

# Provider Advisory Council Participation Opportunities

April 15, 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 (**third Wed. from 9-10 a.m.**)
  - 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](mailto:ProviderAdvisoryCouncil@vayahealth.com).

# Touchpoint Provider Feedback Survey

## Your feedback matters!

Please take a few minutes to complete the [Provider Touchpoint Feedback survey](#).

- Your insights help us improve Touchpoint webinar content, format, and future topics to better support your practice.
- This will be added to our weekly PCB and shared during Touchpoints. Please help us spread the news!



# Learning Summit 2026:

## Featured Speaker: Dr. Jennifer Mullendore, MD

May 13-15, 2026

**Buncombe County Health and Human Services,  
Medical Director**

- Graduate of Georgetown University School of Medicine
- Over 20 years of experience



**Presentation Title:**

“Moving from *No* to *Yes*: Understanding and Addressing Vaccine Hesitancy”

**Participants will:**

- Understand vaccine hesitancy
- Identify key factors influencing vaccination decisions
- Recognize the role of trusted messengers
- Apply strategies to build vaccine confidence

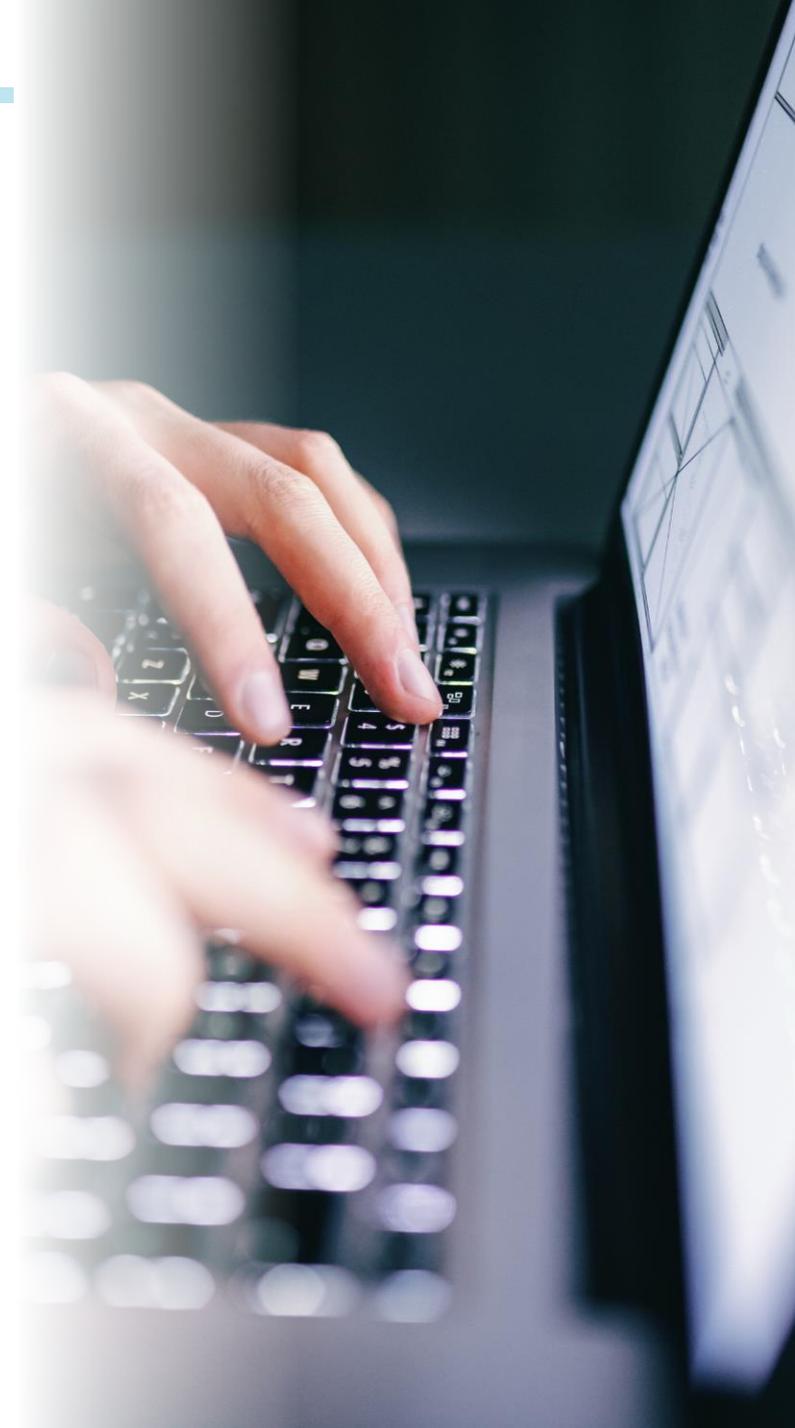
# CrushFTP: Upcoming Changes to Password Standards and Login Security

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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# Q&A Check-in

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# Physical Health Provider Announcements

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# Rural Hospital Flexibility Grant Program

- 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](mailto:nick.glavez@dhhs.nc.gov).

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# **Behavioral Health, I/DD, and TBI Provider Announcements**

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# NC Child Welfare Trauma-Informed Assessments

Standardized, trauma-informed clinical assessment initiative lead by NCDHHS Division of Social Services, in partnership with NC Medicaid health plans.

- Supports children who are entering or at risk of entering foster care, especially those with significant behavioral health or support needs.

## Selected Providers will:

- Engage in training
- Receive 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.**

# 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).



# Provider Spotlight

## Mountain Sleep and Respiratory Medicine

Mountain Sleep and Respiratory Medicine, provides full testing and diagnostic services for sleep-related disorders.

- Their staff have earned an excellent reputation for combining outstanding patient support with proactive and timely communication with their referring practitioners.
- They have been nationally recognized by receiving 'honorable mention' in the BEST FACILITY category of the 2013 National Sleep Achievement Awards.
- At the core, they understand that providing exceptional value to stakeholders (patients and referring practitioners) is just as important as the underlying medical services they offer.



**Mountain  
Sleep**



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# Learning and Participation Opportunities

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# Advanced Training 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

Mondays from 5:30 to 7:30 p.m.

April 6 – June 1 (No Class Week of May 25)

Vaya will offer an eight-week workshop designed for:

- Therapeutic, foster, adoptive, and kinship caregivers
- Caregivers supporting children impacted by trauma

Participants will:

- Better understand how trauma affects behavior and development
- Learn practical, trust-based strategies for challenging behaviors
- Build confidence in their parenting approach
- Connect with other caregivers

[Register online](#) by **March 30** to attend this virtual training.

Please email [provider.training@vayahealth.com](mailto:provider.training@vayahealth.com) with any questions.



# First Episode Psychosis Symposium

April 20-21, 2026

- The Early Psychosis Intervention Network of NC (EPI-NC) will host its annual FEP Symposium in Charlotte.
- This year's theme is "Individualizing Early Psychosis Care"
- Features a keynote presentation by Dr. Densie Walker
- For more information, email [EPI\\_NC@unc.edu](mailto:EPI_NC@unc.edu).



# 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](mailto:provider.training@vayahealth.com).





# Peer-Centered FIRST Application

**Deadline today, March 20, 2026, by 5:00 PM**

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.

[Apply](#) by 5 p.m. today, March 20, 2026.

# United Health Foundation: 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**.

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# Q&A Check-in

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# Thank You

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*Join us again on Friday, April 17, 2026*

For further questions regarding this week's touchpoint, please email [provider.info@vayahealth.com](mailto:provider.info@vayahealth.com)

