



VAYAHEALTH

PROVIDER TOUCHPOINT



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Provider Touchpoint

**Friday, April 17,
2026**

Provider Touchpoint

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- Welcome
- Autism Acceptance Month
- Data Dig
- Provider Announcements and Updates
- Learning Summit 2026: Speaker Spotlights and Scholarship Application information
- 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.

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](#)



Vaya Participants

- **Amber Gulley-Wilson**, 1915(i) System Director
- **Angela Evans**, UM Management BH Clinical Director
- **Ayofemi Powell**, Quality Management Specialist
- **Celeste Ordiway**, VP of BH and I/DD Network Operation (**Host**)
- **David Boyd**, BH Provider Network Director
- **Gabrielle Cuffee**, Workforce Development Coordinator
- **Kate Glance**, Regulatory Reporting Director
- **Kim Abram**, PH Provider Network Contract Manager
- **Monica Thomas**, Administrative Support Professional (**Q&A Moderator**)
- **Olivia Wilson**, Provider Educator (**Co-Producer**)
- **Stephanie Hilbert**, Systems Analyst Supervisor

A vibrant field of colorful flowers, including pink, purple, and yellow blossoms, is shown against a bright blue sky with soft, wispy white clouds. The foreground is filled with various types of flowers, some in sharp focus and others blurred, creating a sense of depth. The overall atmosphere is bright and cheerful.

Welcome

Autism Acceptance Month

Autism Acceptance Month encourages us to **embrace neurodiversity, promote inclusion, and celebrate the contributions of autistic individuals.**

- Studies show that early intervention with structured and individualized approaches helps people with ASD to learn, grow, and thrive across all stages of life, with Applied Behavior Analysis (ABA) as a proven effective therapeutic approach. ([Autism Society](#), 2023)
- [Vaya Health's Microenterprise Program](#) gives members with intellectual/developmental disabilities a chance to embrace their passions and start their own businesses.

By creating supportive environments for those with ASD and fostering awareness and acceptance, we can build communities where **everyone feels valued, respected, and empowered.**



Data Dig

With Kate Glance



Autism Acceptance...and how data only tells part of any story

- **According to recent CDC estimates, one in 31 eight-year-old children in the US had autism spectrum disorder in 2022, up from one in 150 in 2000.**
- As autism diagnoses have increased in recent years, there have been corresponding declines in other diagnoses, such as “intellectual disability” and “learning disability”, which suggests “that a process of diagnostic substitution was taking place rather than a real prevalence, according to Ari Ne’eman at Harvard’s T. H. Chan School of Public Health.
- Another factor in the increase in autism prevalence has been improved access to diagnosis, particularly among racial and ethnic minority groups and among households of lower socioeconomic status.

A few reminders about data...

Be willing to ask questions or dig more deeply into any data that you encounter. The internet is full of numbers and statistics. Data presented out of context or away from original source material may be misleading and take you in directions it was never meant to.

Resist the urge to use data to justify biases or disparities. If you look long enough, you’ll find data to back up almost any conclusion.

Make sure your motives are the right ones, especially when it comes to demonstrating your support and acceptance of individuals with disabilities.

On Your Radar: Provider Announcements



Provider Contract Signatory Review

- **Vaya is conducting an annual review** to ensure our records contain current provider contract signatory information.
- A **contract signatory** is someone within your organization who is **authorized to sign contracts and other legal documents** within Vaya.
- Please complete the Provider Contract Signatory Form with your current information **before April 30, 2026**.
- This form will also be available through our Provider Portal.
- If you have questions, email provider.info@vayahealth.com.

Provider Advisory Council

- The Provider Advisory Council (PAC) meets virtually, the third Wednesday of each month, 10 a.m.-noon. The next meeting will be **May 20, 2026, 10 a.m.-12 p.m.** The PAC advises Vaya on issues important to network providers and facilitates and open exchange of ideas, shared values, goals, and vision.
- **The following PAC committees focus on specific practice areas:**

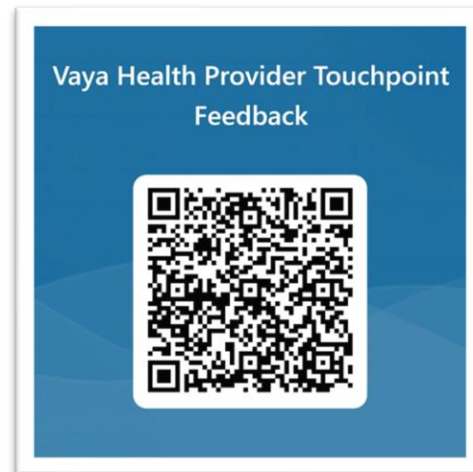
Systemic Barriers Committee: Providers may submit the PAC Barriers Submission Form	Workforce Committee
I/DD Committee meets the third Wednesday each month, 9-10 a.m.	Physical Health Committee
Employer of Record Committee	Substance Use Treatment Committee

- For more information or to participate in meetings, email provideradvisorycouncil@vayahealth.com.
- Visit our [Provider Advisory Council](#) webpage.

Provider Touchpoint Feedback Survey

Your feedback matters!

- Please take a few minutes to complete a brief [Provider Touchpoint Feedback survey](#).
- Your insights will help us improve webinar content, format, and future topics to better support network providers.
- **Today, April 17, 2026**, is the last day to complete the survey. Email provider.training@vayahealth.com if you have questions or additional suggestions. **THANK YOU** for your feedback!



Provider Satisfaction Survey

- Vaya Values your feedback. Please complete our [Vaya Health Provider Satisfaction Survey](#), available from April 15 to May 27, 2026.
- Each year we use results from this survey to develop ways to be a better partner with you to serve Vaya members and recipients, and your input helps strengthen how we support and partner with providers.



Learning Summit 2026

- Vaya will hold our Learning Summit 2026, a virtual professional development opportunity, **May 13-15, 2026.**
- The Learning Summit registration fee will be \$50 per person.
- Attendees must register individually to receive continuing education credit.
- Stay tuned for registration information that we will publish in future Provider Communication Bulletins.

Learning Summit 2026: Scholarship Application

- To support access to the summit, Vaya will offer a limited number of scholarships that fully cover the registration fee.
- Scholarships are intended for provider organizations with fewer than 10 employees, licensed independent practitioners, individuals or caregivers with lived experience, and providers who face other barriers to attending.
- Scholarships will be need- and criteria-based and awarded on a first-come, first-served basis.
- To apply, complete the online [Scholarship Application](#).
- Vaya will review applications on a rolling basis until we have awarded all scholarships.

Learning Summit 2026: Speaker Spotlight

- 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.

Learning Summit 2026: Speaker Spotlight

- We are pleased to announce one of this year's speakers will be **Caitrin Doyle**, who will present on intimate partner violence and the impacts of trauma on health.
- Doyle is a licensed social worker with specialized training in trauma, substance use, and survivor-centered care, bringing valuable clinical insight into the complex health effects of intimate partner violence.
- This session will cover the basic dynamics and prevalence of intimate partner violence and explore how related trauma can affect mental, physical, and social health outcomes.
- Doyle will also share trauma-informed strategies for responding to survivors, focusing on building safety, supporting healing, and connecting individuals to appropriate community resources.

Learning Summit 2026: Speakers Spotlight

- This year's summit will include a session on advancing whole-person approaches to youth suicide prevention, presented by **Nicole Lederman, LCSW; Evelyn Cox, MPH; and Azaria McDaniel, CPS.**
- **“Whole-Person Youth Suicide Prevention: Integrating Peer Support into Care Ecosystems,”** will provide an overview of the scope and prevalence of youth suicide, along with key risk and protective factors and common warning signs of suicidal behavior.
- The presenters will highlight the importance of using **evidence-based**, safe, and inclusive language when talking with youth and families.
- In addition, the session will explore peer support as a powerful protective factor within care ecosystems and share practical strategies for using referral pathways to connect teens with crisis resources and ongoing care. Together, these approaches help strengthen prevention efforts across systems and communities.

Learning Summit 2026: Speakers Spotlight

- This year's summit will include a session on **Certified Community Behavioral Health Clinics (CCBHCs)**, which is a care model built around a simple idea: everyone deserves access to compassionate, high-quality behavioral health care when they need it most.
- Established in 2014, the CCBHC model has grown into a nationwide approach that strengthens communities by offering comprehensive mental health and substance use services without barriers related to insurance or ability to pay. Through integrated care, 24/7 crisis support, and strong partnerships across the continuum, CCBHCs meet people where they are and walks alongside them on their path to recovery.
- Join us as we hear from **Celeste Ordiway**, Vaya's Vice President of BH & I/DD Network Operations, and **Joe Yurchak**, CCBHC Program Director at MAHEC, as they share insights on how this model is making a meaningful difference for individuals, families, and communities.

Vaya Health Provider Award Nominations

- It's that time of year when we recognize the individuals whose work makes a meaningful difference every day.
- This year's awards nominations are officially open, and we're inviting *you* to help spotlight the outstanding work happening across the Vaya region.
- We are pleased to accept nominations for Office Manager of the Year, Primary Care Physician of the Year, Provider Innovation Award, and Quality Champion Award. We encourage you to submit at least one nomination from each category by April 24, 2026, using the [Vaya Health Provider Award Nominations form](#).
- Let's make this our most engaging and inspiring awards season yet!

Money Follows the Person Transition Coordination Program

- Did you know Vaya Health 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 application materials in English and Spanish, visit Vaya's [MFP Transition Coordination Program](#) webpage.
- If you have questions, email MFP@vayahealth.com.

Q&A Check-in



Physical Health Provider Announcements



Billing Guidance for Skilled Nursing Providers

- Please note Vaya requires all Skilled Nursing Facility providers to submit separate claims for services rendered on days 1-20 and days 21 and beyond of a member's stay.
- If services for a stay exceeding 20 days are billed on a single claim, our system will reimburse all days at the 21+ day rate.
- If you have questions, please email provider.info@vayahealth.com.

Behavioral Health, I/DD, and TBI Provider Announcements



Back-up Staffing Reporting Form Enhancements

- As a reminder, NC Innovations Waiver service providers and Employers of Record had 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.
- Providers and EORs are required to use Vaya's updated [Back-up Staffing Form](#).
 - This Microsoft form is responsive to your answers and populates questions based on your responses.
- Providers and EORs *must* complete the form when back-up staffing was not available for members.

Back-up Staffing Reporting Form Enhancements

- Providers and EORs must provide an explanation for the primary staff being unavailable.
- The Back-up Staffing Form allows providers and EORS to enter a date range (e.g., 1st-15th of the month, 16th-end of month) for the hours missed during the reporting period.
- The Back-up Staffing form is accessible through the [Forms](#) page of Vaya's Provider Central website.
- If you have difficulty accessing the form, try using a different browser (e.g., Google Chrome).
- For assistance, email backup.staffing@vayahealth.com.

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.
- Join the office hours from 11 a.m.-12 p.m. on the following dates:
 - [April 23, 2026](#)
 - [May 28, 2026](#)
 - [June 25, 2026](#)
- If you have questions or need technical assistance, email provider.info@vayahealth.com.

1915(i) Assessment Guidance

- When conducting NC Medicaid 1915(i) Assessments, please complete all applicable fields promptly and accurately.
- On the assessment, the “Date Individual Requested 1915(i) Service” does not carry over from year to year and should reflect the date the member confirmed their continued interest in engaging in 1915(i) services.
- For example, if you are completing a reassessment, and the member confirms interest in continuing 1915(i) services, enter the reassessment date.
- If you have questions, email 1915i@vayahealth.com

Utilization Management Provider Updates



Upcoming Changes to Prior Authorization Submission Methods

- Effective **June 1, 2026**, Vaya's Utilization Management Team will no longer accept prior authorization requests via fax, telephone, email, or paper copy.
- All requests must be submitted through the [Provider Portal](#) per your provider contract requirements with Vaya.
- If you do not have access to the portal, please contact your organization's Systems Access Administrator (SAA). *The SAA was identified during the Vaya contracting process.*
- For help logging in, creating an account, or identifying your SAA, call the Vaya Provider Support Service Line at **1-866-990-9712** or visit the [Resources](#) page of our Provider Central website for job aids and self-paced training.

Claims Provider Updates



Reminder: Upcoming Claims Billing Change for NC Innovations Waiver ATES Providers

- Vaya is changing the way we pay for Innovations Waiver Assistive Technology Equipment and Supplies (ATES). These changes will reduce the time needed to approve service authorization requests, deliver services to members, and pay ATES providers.
- Effective June 1, 2026, providers supplying ATES to Innovations Waiver participants must [bill claims through Vaya's electronic claims system](#).
- We will no longer accept invoices for payment of ATES after this date. Current ATES providers must sign new network provider agreements, eliminating the need for member-specific contracts for each ATES request.

Reminder: Upcoming Claims Billing Change for NC Innovations Waiver ATEES Providers

- Providers must enroll in NCTracks to use Vaya's electronic claims system and notify Vaya when they have completed enrollment by emailing provider.info@vayahealth.com.
- Learn more about enrolling on the [Getting Started With NCTracks webpage](#).
- Visit the [Vaya Learn Portal](#) for more information about using our [Provider Portal](#) to submit claims.
- For assistance, email provider.info@vayahealth.com.

Learning and Participation Opportunities



Human Resources (HR) Training Series

- Vaya has partnered with Western Carolina Institute (WCI), a local consulting group, to provide a free, targeted HR training series. Training sessions will take place through June 2026.
- We encourage HR staff at network provider organizations across Vaya's region to attend. The series is almost at its end! If you have not had the opportunity to join a session, please feel free to join in on one of the remaining sessions.
- Join virtual monthly Microsoft Teams sessions from 10-11 a.m. on the following dates:
 - May 21: [Session 4 - HR Training Series: Winning Through Conflict](#)
 - June 18: [Session 5 - HR Training Series: Retention & Creating a Workforce that Lasts](#)
- Registration is not required. If you have questions, email Gabrielle Cuffee, Workforce Development Coordinator, at gabrielle.cuffee@vayahealth.com.

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.

Public/Private Child Welfare and CFSP Forum

- 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).
- You can [Register online](#).

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

- 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.](#)

Child and Family Team (CFT) 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.

Heart Health Training

- **April 28, 2026, 10 a.m.-12 p.m.**
- This course is intended for community stakeholders and those interested in learning about heart health. It focuses on improving heart health and reducing the risk of heart disease. You'll learn how to recognize early warning signs, understand your personal risk factors, and take practical steps to monitor and manage your heart health. The training also covers how mental health can influence your overall well-being.
- This is a virtual session, and the Microsoft Teams link will be sent out a week prior to the event.
- [Register online](#) by April 21, 2026. Attendance is limited to 30 participants.
- For more information, email beth.Pfister@vayahealth.com.

Save the Date: Children with Complex Needs Virtual Workshop with NADD and Vaya

- May 22, 2026, 10 a.m.-3:30p.m.
- Vaya, in partnership with the **National Association for the Dually Diagnosed (NADD)**, will be hosting a free workshop for providers serving Children with Complex Needs.
- This live, virtual, workshop includes a two-and-a-half hour training session on clinical assessments for youth with complex needs and an interactive conversation on applying NADD Clinical Certification skills.
- If you have questions or would like to RSVP, email provider.training@vayahealth.com.

Paid Opportunity Supporting NC Innovations Waiver Participants or Medicaid Members Receiving 1915(i) Services

- Respectful and Valued Employment (RAVE) is looking for dependable, hands-on bakers to help make dog treats in a welcoming and inclusive environment in the Kenilworth area of Asheville.
- This paid opportunity supports Innovations Waiver participants or members receiving 1915(i) services, with training, flexible scheduling, and written or picture-based instructions provided.
- Bakers are welcome to bring their own support staff, if needed.
- Join a caring team, build valuable job skills, and be part of creating treats for our furry friends.
- [Read more](#), call FIRSTwnc at **828-277-1315**, or email gaby@firstwnc.org.

Q&A Check-in



Thank You

Join us again on Friday, May 1, 2026

For further questions regarding this week's touchpoint, please email provider.info@vayahealth.com

