



PROVIDER COMMUNICATION BULLETIN

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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.

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 with Vaya.

Please complete the [Provider Contract Signatory Confirmation 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.

Upcoming Change 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.

Value-Based Payment Update: AMH Standardized Performance Incentive Program

NC Medicaid will not be implementing the Advanced Medical Home (AMH) Standardized Performance Incentive Program at this time. Health plans will continue to offer performance incentives payment arrangements to AMH practices in accordance with existing NC Medicaid requirements, and providers will continue to have access to value-based payment opportunities through their contracted health plans.

For additional information and guidance, review the [NC Medicaid Bulletin](#) (March 30, 2026).

Pharmacy Benefit Administrator Provider Webinars and Contact Information

NCDHHS will transition the Pharmacy Benefit Administrator (PBA) for NC Medicaid Direct members to Prime Therapeutics beginning May 2, 2026. NC Medicaid will host a provider webinar on April 20, 2026, to introduce the new PBA. For more information, review the updated [NC Medicaid Bulletin](#) (March 30, 2026).

Learning Summit 2026: Speaker Spotlight and Scholarship Application

Vaya will hold our Learning Summit 2026, a virtual professional development opportunity, from May 13-15, 2026.

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.

The Learning Summit registration fee will be \$50 per person. Attendees must register individually to receive continuing education credit. Stay tuned for registration information.

Scholarships available

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.

Vaya Holiday Closing

In observance of the Good Friday holiday, Vaya offices will be closed April 3, 2026. Our Provider Support Service Line (1-866-990-9712), Member and Recipient Service Line (1-800-962-9003), and Pharmacy Service Line (1-800-540-6083) will continue to operate 7 a.m.-6 p.m., Monday-Saturday, including holidays. Our 24/7 Behavioral Health Crisis Line (1-800-849-6127) and Nurse Line (1-800-290-1623) are available 365 days a year.

Provider Portal Weekend Maintenance

Due to system maintenance, Vaya's [Provider Portal](#) will be unavailable from 10 p.m. Saturday, April 4, to 6 a.m. Sunday, April 5, 2026. Please do not attempt to use the portal during this time.

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. Attendees who complete four out of the seven sessions will receive a certificate of completion from WCI.

Join virtual monthly Microsoft Teams sessions from 10-11 a.m. on the following dates:

April 9: [Session 3 – HR Training Series: Coaching Employees for Success](#)

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.

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