



# 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.

### 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.

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.

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.

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## **Provider Advisory Council Monthly Meeting and Participation Opportunities**

### **April 15, 2026, 10 a.m.-12 p.m.**

The 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
- 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).

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## **Provider Portal Weekend Maintenance**

Due to system maintenance, the Authorization section of Vaya's [Provider Portal](#) will be unavailable from 11 p.m. Friday, April 10, to 6 a.m. Sunday, April 11, 2026. Please do not attempt to create authorizations during this time.

## **BEHAVIORAL HEALTH, I/DD, AND TBI PROVIDERS**

### **1915(i) Assessments 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](mailto:1915i@vayahealth.com).

## 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.

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](mailto: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](mailto:provider.info@vayahealth.com).

## LEARNING AND PARTICIPATION OPPORTUNITIES

### Residential Roundtable April 15, 2026, 1:30-3 p.m.

Vaya hosts a quarterly Residential Roundtable for child residential providers. This collaborative effort aims to build connections and strong working relationships between Vaya and providers, and we encourage Residential Services and Therapeutic Foster Care providers to participate.

The April 2026 roundtable will include discussions on the North Carolina Child Welfare Trauma-Informed Assessment, Vaya news and announcements, and guest speaker John Moore, Executive Director of BlueRock Behavioral Health. [Join on Microsoft Teams](#).

To suggest agenda items or for more information, email [provider.training@vayahealth.com](mailto: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](#).

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



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