



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 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: 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 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.

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 Learning 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.

If you have questions, email provider.training@vayahealth.com.

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.

PHYSICAL HEALTH PROVIDERS

Billing Guidance for Skilled Nursing Facility 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.

LEARNING AND PARTICIPATION OPPORTUNITIES

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.-3:30 p.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.

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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